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Diversity, Equity, Inclusion and Equal Employment Opportunity (DEI-EEO) Plan

Fiscal Year 2024

NYC Department for the Aging



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I. Commitment and Accountability Statement by the Agency Head

Agency Commitment and Accountability Statement

The New York City Department for the Aging (NYC Aging) is committed to ensuring fair employment practices with the provisions of and the obligations set forth in New York City's Equal Employment Opportunity (EEO) Policy regarding EEO-related accountability. As Commissioner, I am committed to protecting the welfare of all staff, and to supporting and enforcing the rights and protections afforded by the City's EEO Policy, and the City and State Human Rights Law, including all other relevant laws, for all employees, applicants for employment, agency partners, and members of the public served by NYC Aging.

In addition, the Department is unflinching in its commitment to diversity and inclusion in the workplace, workforce, and with community partners, this commitment is a focus on Justice, Diversity, Equity, and Inclusion (JDEI). Furthermore, recognizing that NYC Aging employees are one of our greatest assets, we are committed to the recruitment, development, and retention of a diverse and inclusive workforce reflective of our city's population. Our diverse staff is an unique strength and I expect all managers to appreciate the cultural diversity in our work teams, as well as to promote a work environment that values equity, inclusion of and respect for all. The EEO Officer, Agency Diversity Equity & Inclusion Officer, all EEO professionals, Human Resources professionals, and managers and supervisors are accountable.

NYC Aging is committed to maintaining a workplace free from all forms of harassment and discrimination prohibited by the City's EEO Policy. The Agency EEO Officer, Heava Lawrence-Challenger, Hlawrence@aging.nyc.gov, serves as a resource for managers and supervisors by providing best practices and direction in addressing EEO issues. Contact information for the EEO Officer and EEO Counselors/Investigators is available to all employees and is prominently posted throughout the agency's offices. Employees are encouraged to contact the EEO Officer and EEO Counselors/Investigators with any questions, inquiries, concerns, or complaints regarding the EEO Policy. All employees are directed to comply with both the letter and the spirit of the laws as outlined in the EEO Policy. All employees should work to maintain an atmosphere where diversity is appreciated and reflected in our staff, and to promote understanding among colleagues. Managers and supervisors are directed to make all employment decisions in accordance with the City's EEO Policy, and to ensure compliance with this policy in their areas of responsibility. The Agency will continue to fulfill all EEO training mandates.

☐ This statement is the same as last year.

☒ This statement will be disseminated to all employees in the agency.

II. Recognition and Accomplishments

In the past year, NYC Aging accomplished the following as part of our commitment to DEI and EEO:

NYC Aging serves one of the most diverse cities in the world, and as such, the agency has always worked to build a community of inclusion and equity. The agency's commitment to diversity, equity, inclusion, and accessibility is most evident through JDEI Framework. The JDEI Council is comprised of a cross-section of staff who are tasked with developing strategies to address and remove barriers to full inclusion and equity, particularly for underrepresented groups who have been unable to reach their full potential because of ingrained, structural inequality. The Committee's work is championed and guided by the agency's Chief Diversity Officer & Inclusion Officer, which is an executive-level position.

1. Annual DEI Award - NYC Aging recognize employees annually as part of the Employee Recognition Event. Employees have received this award in recognition of the efforts they have made through the course of their work to champion diversity, equity, and inclusion within NYC Aging, and its providers and/or community partners. They have taken purposeful, tangible action(s) that have yielded positive outcome(s) in achieving diversity and equity, and have significant understanding of the need for diversity, equity, and inclusion in the workplace.

2. The NYC Aging JDEI Council strives to create and maintain a diverse and inclusive workplace climate where all staff feel recognized, valued, and respected. The Council collaborates and supports internal and external organizations and City agencies by sharing best age-inclusive practices and delivering DEI programming. JDEI ensures a safe space – free of bias, conflict, criticism, negative internal/external conversations, and fosters open communication, transparency, creativity; acknowledge privilege; and practice critical self-reflection and active listening.

3. NYC Aging and the NYC Department of Education (NYC Public Schools) launched an Anti-Ageism Educational Pilot Program for high school students. The Intergenerational Connections to Fight Ageism Pilot was implemented in 13 Brooklyn high schools and taught students to recognize ageism and age-based discrimination. This past spring semester a resource guide was introduced to help teachers develop classroom lessons, activities, and discussions about the effects ageism has on older adults.

4. National Older Adult Health & Fitness Day: Mayor Eric Adams and NYC Aging organized a pickle ball event in Central Park, where over 200 older adults attended. This event served as an excellent platform to educate individuals about the importance of staying active and regularly engaging in physical activities. To show other ways of staying active, NYC Aging also provided dance activities and a board game called Age-Tastic, giving attendees the opportunity to exercise their minds as well. Staying active is essential for keeping older New Yorkers healthy and engaged. NYC Older Adult Health & Fitness Day is a participating event of National Senior Health & Fitness Day, the nation's largest annual older adult health & fitness event. This initiative enhanced inclusion and race relations.

5. Cultural (Heritage) Events - NYC Aging engages employees in a myriad of cultural event celebrating all employees, helping them to feel connected to the organization. These events take place in the form of fire side chats, question and answer sessions, presentations, videos, and potluck lunches. These cultural diversity events in celebration of the multiple cultures represented within the organization including Black History Month, Asian American and Pacific Islander Heritage Month, LGBTQ+ Pride Month, Juneteenth Celebration, and Hispanic Heritage Month, were held in person or virtually and are memorialized on our intranet and shared by email to all staff.

6. JDEI Tidbits – NYC Aging JDEI Council gives a short weekly presentation to the entire staff called JDEI Tidbits which covers a multitude of topics within diversity, equity, and inclusion. This information is presented each Wednesday during the Employee Muster and then posted on the agency's Intranet.

7. NYC Aging collaborates with the NYC Department of Youth and Community Development (DYCD) to support intergenerational programs. Through the Foster Grandparent Program partnership, NYC Aging connects older New Yorkers with volunteer opportunities and expand the My New York Story initiative, which fosters positive relationships between seniors and youth through storytelling, creative writing, and other shared activities.

Most recently, a day of reflection, regarding Indigenous People's Day and Ageism, where participants learned about the Myths and Facts of Older Workers and Age Discrimination; thinking of ageism in the family and community, giving examples of how younger and older people are respected in the community, how to relate to people younger or older than oneself. New Concept of Aging; where is ageism in one's life, beliefs about age and aging and experiencing and witnessing unfair treatment because of one's age.

8. Mandated Trainings:

NYC Aging ensured all Managers, Supervisors, Line Staff (excluding staff on leave), College Aides, Interns, Community Service Aides, and Civic Engagement Program Participants were trained in FY2023 using the Department of Citywide Administrative Services (DCAS) eLearning platform. All mandated EEO trainings are conducted utilizing the DCAS eLearning platform.

Cycle 6 of the Sexual Harassment Prevention (SHP) Training: NYC Aging will ensure all staff are trained by the deadline of August 31, 2024. Managers, Supervisors, Line Staff (excluding staff on leave), College Aides, Interns, Community Service Aides, and Civic Engagement Program Participants at NYC Aging will be trained using the (DCAS) eLearning and classroom training. Consultants who work remotely will be trained virtually. NYC Aging's Director of Learning and Staff Development is working to ensure all new staff and Consultants complete the mandated training as they are onboarded.

Additionally, NYC Aging has updated its Managerial and Non- Managerial Performance Evaluations to include a rating for EEO Responsibilities and Performance Expectations.

During FY2023, the career counselor has completed 12 counseling sessions and have plans to increase the counseling sessions for FY 2024 to incorporate an in-depth overview of Civil Service "101." Additionally, NYC Aging will facilitate Civil Service sessions for all employees.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2023

Total Headcount: 319

[This figure is available on the total line for your agency in the FY 2023 Q4 EBEPR210 CEEDS report]

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2023. The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability. To do this analysis, look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

1.] [Look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

To address pay disparities across the board, NYC Aging is in the middle of an exercise to audit positions to ensure they are appropriately classified and employees are not only working within the correct title, but being paid accordingly to the non-city minimum and incumbent minimum rate as applicable based on the citywide contractual agreement. Additionally, the Office of Human Resources collaborates with our EEO Officer to review our CEEDS reports and titles used for filling positions.

Furthermore, the Office of Human Resources has an ongoing analysis of NYC Aging compensation data and measures to address pay disparity and occupational segregation in FY 2024 by addressing the following:

1. Created salary bands and structured assignment levels for managerial positions i.e., Deputy Directors, Senior Directors, Assistant Commissioner's, and Associate Commissioners.
 2. Realigned our Managerial Levels for existing staff whose managerial levels were misclassified based of their scope and duties of responsibilities.
 3. Review salaries for line staff to ensure equity and identify any pay disparity.
 4. When using competitive titles, we convey the salary ranges with the hiring managers and OMB.
 5. Conduct roster audits and review length of service, salary, and job classification, and duties and responsibilities.
2. [Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.]

In FY 2023, the agency reminded and encouraged its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- ☒ NYCAPS Employee Self Service (by email; strongly recommended every year)
- ☒ Agency's intranet site
- ☒ On-boarding of new employees

- ☒ Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- ☒ In FY 2024, the agency will inform and remind employees of the option to add preferred name in ESS.
- ☒ During the weekly Muster on a quarterly basis.

3. [Describe the review process of the quarterly CEEDS reports on workforce composition, utilization, and new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency's EEO Officer, Personnel Officer and Agency Head work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.]

When the CEEDS quarterly reports are received, the EEO Officer schedules a meeting with the following: Human Resources, General Counsel, Diversity Equity & Inclusion Officer. This team works collaboratively to review the reports on workforce composition, utilization, and new hires and promotions data presented in the workforce dashboard and/or internal workforce reporting.

The JDEI Council then reviews the findings and reports directly to the Commissioner on a semi-annual basis.

- ☒ The agency conducts regular reviews of the CEEDS workforce reports and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

[Select the options that apply to your agency.]

Agency Head

☐ Quarterly ☒ Semi-Annually ☐ Annually ☐ Other _____

Human Resources

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

General Counsel

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

Other (Diversity Equity & Inclusion Officer)

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

- ☒ The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2024

1. Goals and strategies to enhance DEI and EEO in areas of Workforce, Workplace, Community, and Race Relations.

❖ Workforce:

The central DEI and EEO goals for NYC Aging's workforce are:

- Foster an inclusive environment that empowers staff to excel, values strengths of all staff, promotes professionalism, and ensures accountability. Through the Agency's Learning Pathway for staff, the agency provides managers and line staff have with the opportunity to participate in a series of learning opportunities to promote professional development and advancement.
- Align diversity recruiting, internal candidate development, and equitable selection practices strategically with current employment needs, underutilization assessments and budget realities.
- Build an action plan based upon the most relevant workforce key performance indicators such as: representation, retention, tenure, promotions, separation, and placement rates.
- Enhance intergenerational diversity at the agency. NYC Aging staff range from college aides to mature older workers. We look to shape programs to build a cohesive working environment. For this fiscal year 2024, the agency is partnering with NYC Public Schools on the Career Readiness and Modern Youth Apprenticeship Program. This three-year pilot program will place three high school students in various work units in the agency. The apprentices will gain on-the-job training for in-demand careers in budgeting, business operations, and IT while learning about aging issues.
- NYC Aging revamped its Onboarding process to provide an in-depth review of city government, provide a high-level new employee orientation on a quarterly basis, and streamlined our structured interviewing process to include a 30-day fast track that streamlines the hiring process. The separation process was also revamped to engage managers and non-managers through exit surveys to provide feedback on their employment in city government and NYC Aging. Based on feedback, corrective actions are taken. Employees are recognized for their years of service annually (increments of 10-45 years) and celebrated for their commitment, value, and hard

work. Promotions are highlighted during the weekly employee muster giving all employees and opportunity to recognize and congratulate newly promoted staff.

❖ **Workplace:**

The central DEI and EEO goals for NYC Aging's workplace are:

- As part of the agency's commitment to learning and development, JDEI tidbits will continue to be shared during the Muster, NYC Aging's weekly all-staff assembly. These bite-sized, actionable tidbits offer staff strategies for creating a more inclusive workplace, such as mixing generations within teams to counter stereotypes. The Tidbits will continue to be posted on the agency's intranet.
- Actively works to develop mixed intergenerational teams through partnerships with programs, such as the Work, Learn, & Grow Employment Program and the Senior Community Service Employment Program. Blending age groups produces differing viewpoints, leading to higher innovation potential.
- Through its partnership with WorkWell and through Project BUILD, NYC Aging will work to bring DEI workshops to staff.
- The JDEI Council will administer an agencywide DEI survey. The feedback will drive training programs and activities that foster inclusion and ensure equity. Additionally, based on the survey results, targeted activities and training will be developed for all staff.
- NYC Aging continues to work with WorkWell NYC to link staff to needed self-care, exercise, meditation, mental health care, and more. These continue to be offered through a virtual platform. We will continue to access grants through WorkWell to bring wellness programs to staff directly to staff in person. Programs will include nutrition counseling, meditation classes, chair yoga, and more.
- The agency has implemented voluntary alternative complaint resolution procedures, including EEO counseling, mediation, and investigation.

❖ **Community:**

The central DEI And EEO goals for the community NYC Aging serves are:

- NYC Aging will leverage its Bureau of External Affairs to ensure that engagement with the external community and our external partners/stakeholders furthers NYC Aging's DEI and EEO goals. Among the Bureaus top priorities is supporting the agency's efforts to build an age-inclusive City. While celebrating diversity in age and recognizing the value older adults bring to their communities is paramount, the various units within the Bureau will also continue to recognize, celebrate, and amplify the important intersectionality of age with other communities, including race, nationality/ethnicity, religion, and ability. To that end, Bureau staff will continue to ensure we are providing support, information, and assistance regardless of the language needs of those we serve. Bureau staff will also continue to participate in

cultural events and activities throughout the year. Finally, Bureau staff will continue to ensure our external-facing announcements, messages, and PSA campaigns are translated and placed in Community & Ethnic media outlets.

- NYC Aging will continue its work with the Mayor's Office for People with Disabilities to provide information to people interested in NYC Aging services, mentoring, employment opportunities, including conflict and crisis resolution. Our Disability Service Facilitator has received numerous calls and email referral to connect to our agency services related to transportation, home care, health insurance, home repairs, and more.
- The Bureau of Community Services (BCS) will encourage and remind programs of upcoming cultural events and holidays and spotlight in meetings and on NYC Aging's social media.
- All new RFPs (specifically Home Delivered Meals) will require all programs to offer halal meals in addition to Kosher, if applicable.
- All grant-funded activities are provided in multiple languages, which always includes English, Chinese, and Spanish at a minimum. When possible, live cooking demonstrations will also be provided in Russian and Korean as well.
- Nutrition counseling is provided to clients in their primary or preferred language, which may include using Language Line services when warranted.
- The program standards for Case Management and Caregiver includes expectations for services to be delivered in a culturally competent manner and in the language of the client.
- The Caregiver, Case Management, Friendly Visiting, Home Care and Social Adult Day (SADS) programs are required to provide language assistance free of charge to persons with limited English proficiency (LEP). At minimum, all programs have a telephonic interpretation services contract or similar community arrangement with a language interpretation services provider to assist LEP individuals. In compliance with the City of New York Local Laws and Executive Orders, programs are required to capture in the NYC Aging data base information on client ancestry and heritage, languages spoken, race and ethnicity, gender identity, sexual orientation, gender pronouns, and veteran information.
- Individual Friendly Visiting Programs conduct on-going targeted outreach for volunteers who speak languages other than English, as well as on request. When there is capacity in our programs, Caregivers, Case Management, Friendly Visiting and SADS, programs conduct targeted outreach to underserved communities.

❖ **Equity, Inclusion and Race Relations Initiatives:**

The central DEI And EEO goals for Equity, Inclusion and Race Relations Initiatives are:

- Continue to partner with the NYC Commission on Gender Equity to deliver trainings related to gender equity, diversity, implicit/explicit bias, and race.
- Continue to partner with Right to Be (formerly known as Hollaback!) to provide training for staff on bystander intervention and address gender-based harassment to become allies and help end street harassment.

2. Planned Programs, Initiatives, Actions

Case Management RFP

On July 21, 2023, NYC Aging released an RFP for case management services. Several of the key programmatic and operational goals are aligned with enhancing equity, inclusion, and race relations. As stated in the RFP, NYC Aging seeks to contract with providers that demonstrate both experience with and a commitment to expanding their services to build on the following approaches:

- Demonstrate the provider's approach to fully ensuring that language and cultural differences are not a barrier to service.
- Address inequities, such as meeting language needs of their clients, utilizing recruitment strategies for hiring bilingual and/or bicultural clinicians.

Respondents are asked to detail their understanding of community needs, linkages they would use and how they will undertake outreach to culturally diverse and unique populations. NYC Aging included information on language and cultural areas needing additional focus according to NYC Aging's 2019 Profile of Older New Yorkers.

Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program (SCSEP) is a community service and work-based training program that prepares older adults for unsubsidized employment in their community. Older adults develop the necessary tools to achieve self-sufficiency through skills development and on-the-job training experience. To participate in the program, an applicant must be: 55 years or older, live in the five boroughs, be unemployed, and have a family income of no more than 125 percent of the federal poverty level.

According to SCSEP guidelines, priority factors for participant enrollment include homeless/risk of homelessness, disability, status as a Veteran, limited English proficiency, low literacy skills, and former incarceration. As part of recruitment efforts, NYC Aging partners with community-based organizations in historically low-income neighborhoods occupied predominantly by people of color, faith-based non-profit organizations, and organizations that serve re-entry populations and LGBTQ organizations. In addition to computer and career-related training, the program provides workshops in sexual harassment, financial literacy, personal wellness, and onsite English Language classes for non-English speakers. For the past ten years, most of the program's participants are people of color and female.

Silver Corps Program

Silver Corps is a newly implemented workforce program serving older adults integrating volunteerism and training/credentialling opportunities on the path to employment. Silver Corps prioritizes serving individuals who are low-income, disabled, non-native English speakers, identify as Black, Indigenous or a Person of Color (BIPOC), veterans, and unemployed or underemployed. Central to the program's mission is the goal of combating ageism in the workplace and community, improving financial mobility, and meeting the health and human service needs of older adults in NYC.

Silver Corps has assembled a diverse team of staff who are multi-lingual, and proficient in the use of the Language Line resource which offers translation services. The program's recruitment activities are offered both in person and virtually and include multi-lingual outreach as well as translated materials. Outreach for program participants is targeted to TRIE neighborhoods and areas with disproportionate rates of unemployment. The program is developing volunteer and training/credentialling partnerships with providers located through the five boroughs who can meet the diversity of needs and preferences for the individuals we serve. All enrollees receive pre-service training in areas of digital literacy, financial literacy, and job readiness, towards improved success on their employment journey. In FY24, the program would like to purchase laptops and internet connectivity for participants to reduce the digital divide for older adults and increase equity and access.

Foster Grandparent Program

The Foster Grandparent Program is a volunteer-based opportunity that offers New Yorkers age 55+ the opportunity to provide one-on-one support to children with special needs to improve their academic, social, and emotional development through volunteer assignments in schools and school-based settings.

The Program strives to better the lives of the children and youth, and the best way to be a better Foster Grandparent volunteer is to continuously learn new skills and be open to new ideas.

- **Pre-Service Orientation.** All new volunteers are required to have a minimum 20 hours of orientation which must be completed before beginning their volunteer work. This consists of a variety of topics specific to volunteering and child related issues, including diversity, equity, and inclusion training.
- **In-service Training:** Group meetings are scheduled to provide Foster Grandparent with:
 - Expanded knowledge about assignment-related activities;
 - Supportive services available to them in the community;
 - Special-interest subjects related to the program; and
 - Opportunities to reflect on their service.

MLK Day and Black History Month: (Combined) February 2024:

There will be an educational volunteer station workshop to allow FGPs to read aloud and discuss Martin's Big Words: The Life of Martin Luther King by Doreen Rappaport with

students. These in-service hours will highlight anti-racist curriculums such as “Wit and Wisdom” and promoting prominent change-agents. There will be an event to discuss the Civil Rights Movement and speak to our volunteers who grew up during this time. FGP will engage in a town-hall share out of “first-hand perspectives of Harlem and NYC as a whole during this era then versus now” and provide a screening of Selma, a film that follows the events leading up to 1965’s momentous Selma-to-Montgomery civil rights march organized by Martin Luther King Jr.’s Southern Christian Leadership Conference to campaign for voters’ rights. The event would include an activity for FGP volunteers and youth to complete a Selma Quizlet.

ESOL for Chinese speaking FGPs

- Held in partnership with the YMCA, the Y’s New Americans Initiative continues to serve New York City’s immigrant communities.
- Inclusion happens as a safe-haven for immigrants looking for support and services—offering English classes, citizenship preparation, computer literacy courses, and more.
- Additionally, FGP volunteers have access to approximately 10+ hours of video content through Eevergreen online learning resources.

FGP online learning through Evergreen includes the following Content:

- LGBTQIA+: Online training provides approximately 5+ hours of ongoing video content, including but not limited to, a course titled *Gender-affirming Care: What It Is and Why It’s Necessary*. The course encourages willingness to learn, promotes taking active steps of acknowledging and affirming LGBTQ+ students, and teaches empathy in recognizing the difficulties for the young person with the goal of creating safer spaces for trans and nonbinary children.
- Title II of the Americans with Disabilities Act and Section 504: - Online training provides approximately 4+ hours of video content, including but not limited to a course titled *Children with Disabilities*.
- Racial Awareness: Online training provides ongoing video content, including but not limited to courses titled *Conversation with Ingenious Peoples on Race* and *Jamila Lyiscott: 3 ways to speak English*.

Silver Stars

The Silver Stars Program is an opportunity for retired New York City municipal employees to work part-time at a City agency to help fill their needs and continue contributing to the well-being of their communities. Silver Star employees continue to collect their pensions while keeping actively engaged in projects and assignments.

A. Workforce

Expanding internal and external applicant pools to address the underutilization of male applicants through improved outreach strategies for broader recruitment.

Launching outreach efforts to inform individuals and encourage them to apply for the upcoming civil service examinations.

Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts, specifically in the male demographics.

The agency will implement the following strategies to address the impending retirement of employees and possible loss or gap in talent:

- Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service, especially for critical managerial positions and utilizing the Silver Stars and Civic Engagement Programs.
- Continue to hold Civil Services 101 educational sessions and encourage employees to take promotional civil service examinations. The agency partnered with NYC Public Schools on the Career Readiness and Modern Youth Apprenticeship Program. This is an opportunity to introduce high school students to city government.
- Work with the Office of Human Resources to develop an efficient hiring process that will guide hiring decisions thus preventing underutilization.

B. Workplace

The agency will take initiative to create an inclusive work environment that values differences and maintains focus on retaining talent across all levels.

The agency is committed to creating an inclusive workplace culture where we celebrate, acknowledge, and showcase our diverse workforce's strengths.

- As part of Asian American Pacific Islander Heritage Month, the agency sponsored a potluck and a showcase of flags from Asian countries. Staff left with a more in-depth knowledge of the countries and the flags that represents them. Staff who represented those countries felt included and appreciated.

☒ Promote employee involvement by supporting Employee Resource Groups (ERGs).

List below the names of existing ERGs:

1. Culture Year Around – this group of racial and ethnic minorities works year-round to build a sense of inclusiveness open to all employees.

☐ Agency will create a Diversity Council to leverage equity and inclusion programs

- ☒ Agency Diversity Council is in existence and active
- ☒ Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion
- ☒ Agency will inform employees of their rights and protections under the New York City EEO Policy
- ☐ Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

C. Community

- Talent is Timeless Competition: NYC Aging in collaboration with NYPD and the Mayor's Office is hosting a series of local, regional, and borough-focused competitive talent shows, where older adults will perform the arts of singing, dancing, lip-syncing, acting, martial arts, playing an instrument, poetry, comedy, or other activities to showcase skills. Leading up to a final competition in the fall. This initiative is an opportunity to showcase New York diverse population and talents.
- While a majority of our hundreds of external-facing efforts originate through an invitation by community partners for us to participate, present, and/or provide resources, there are also variety of annually recurring NYC Aging initiated programs and initiatives, including public hearings, older adult focused resource fairs, and older New Yorker celebrations that are planned and implemented with a diversity and inclusion lens to help ensure all communities participate and are welcomed. Additionally, the Bureau of External Affairs develops several PSA and ad campaigns each year. These campaigns will continue to be translated to various languages and placed in relevant community and ethnic media outlets to ensure older New Yorkers from across the city are reached, regardless of the language they speak. Finally, the Bureau will continue to conduct outreach efforts to underserved communities, including those that do not speak English.
- Trainings will be provided to educate providers on cultural competence, working with diverse groups and how to outreach to different groups.
- NYC Aging plans to conduct a Caregiver Campaign to reach underserved communities and those that do not presently identify as Caregivers contingent on funding for the campaign.

In FY 2024, the agency will:

- ☒ Continue or plan to promote diversity and EEO community outreach in providing government services
- ☒ Promote participation with minority and women owned business enterprises (MWBES)

- ☒ Conduct a customer satisfaction survey
- ☒ Expand language services for the public

V. Recruitment

A. Recruitment Efforts

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions use of underutilization reports to inform recruitment efforts, review of current policies procedures and practices related to recruitment, training hiring managers and recruiters on D&I courses.

The agency will continue the following recruitment strategies and initiatives in FY 2024:

We will review policies, procedures, and practices related to targeted outreach and recruitment. We will also utilize the Inclusive Recruitment Guide issued by the Office of Citywide Equity and Inclusion to develop strategic recruitment plans, review underutilization in job groups to inform recruitment efforts, identify resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment, put in place an operating, up-to-date, accessible website, mobile application, and social media presence related to EEO protection and rights.

We will assess agency job postings to ensure new diversity, inclusion, and equal opportunity employer messaging is included, share job vacancy notices with the Mayor's Office for People with Disabilities at nycatwork@mopd.nyc.gov, 212-788-2830 and ACCES VR by sending the job vacancy notices to Maureen Anderson at Maureen.Anderson@nysed.gov, (212) 630-2329 so they can share it with their clients.

Continue to reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at citywiderecruitment@dcas.nyc.gov, post ALL vacancies on NYC Careers, ensure that agency personnel involved in both the discretionary and the civil service hiring process have received:

- ☒ Structured Interviewing training
- ☒ Unconscious Bias training
- ☒ Everybody Matters EEO and Diversity and Inclusion Training
- ☒ Assess recruitment efforts to determine whether such efforts adversely impact any group.

When vacancies occur for discretionary positions, NYC Aging will continue to post and advertise the job posting as widely as possible and will document its search methods. NYC Aging will assess its recruitment efforts to determine whether it should engage in greater efforts to increase the diversity of the applicant pool for specific titles, occupations or units and identify relevant

professional and community organizations serving a broad segment of potential applicants for City employment, utilize listings of diverse recruitment outreach sources, and contact such organizations when positions become available where the agency may use discretion in hiring. NYC Aging will advertise using online resources that reach a wide segment of the population and will include a statement that the City of New York and NYC Aging are equal employment opportunity employers.

The agency will reference the NYC Guide to Recruiting for City Agencies for pertinent information.

Additionally, NYC Aging has updated its Managerial and Non- Managerial Performance Evaluations to include a rating for EEO Responsibilities and Performance Expectations.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2024 to promote open competitive and promotion civil service exams.]

List any planned recruitment events for FY 2024 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Event Date	Event Name	Borough
7/26/2023	Management Auditor Hiring Pool	Manhattan
8/10/2023	Computer Systems Manager Hiring Pool	Manhattan
8/15/2023	Principal Administrative Associate Hiring Pool	Manhattan
8/21/2023	Staff Analyst Hiring Pool	Manhattan
9/11/2023	Associate Contract Specialist Hiring Pool	Manhattan
9/13/2023	Procurement Analyst Hiring Pool	Manhattan

List planned expenditures for FY 2024 related to recruiting candidates for open-competitive and promotion civil service exams.

Borough	Approximate Dollar Amount (\$)
Bronx	N/A
Brooklyn	N/A
Manhattan	N/A
Queens	N/A
Staten Island	N/A

C. Recruitment Sources

NYC Aging uses diverse recruitment sources with the expectation of receiving a diverse applicant pool.

1. LinkedIn, NYC Aging's social media - NYC Aging will continue to use LinkedIn to advertise job openings in FY23 to attract a diverse pool of applicants.
2. New York Urban League - The agency will continue to engage the league in identifying qualified candidates to fill vacancies.
3. NYC: ATWORK - Share postings and use as a recruitment tool - NYC: ATWORK will identify, recruit and pre-screen eligible qualified candidates before we meet them; streamline the 55-a eligibility process through collaborative partnership with authorized entities, ACCESS-VR and NYSCB upon employment offer; will work with DCAS in following each candidate's status in the 55-a process and they have been hired.
4. Colleges and Universities - OHR partners with NYC colleges and universities and send job openings to be posted.

D. Internships/Fellowships

The agency provided the following internship opportunities in FY 2023:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	N/A		M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps	N/A		M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	N/A		M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	N/A		M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): SYEP Interns and Ladders for Leaders	41		M <u>20</u> F <u>21</u> Non-Binary __ Other __ Unknown __

E. 55-a Program

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into a competitive civil service position without having to take and pass a civil service examination. The City encourages agencies to use the 55-a program

as a tool to build a diverse workforce and create greater access to City employment for qualified candidates with disabilities.

- Presently, the agency employs 2 [two] 55-a participants. [Enter '0' if none]
- There are 0 [zero] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 0 [zero] new applications for the program were received and 0 participants left the program due to [state reasons] N/A.

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities and plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities in FY 2024.

Human Resources distributes quarterly emails to all NYC Aging staff and Hiring Managers informing them of the 55-a program and encourages Hiring Managers to utilize the 55-a program.

NYC Aging will continue educate hiring managers about the 55-a program and the benefits of hiring individuals with disabilities.

NYC Aging plans to participate in career and job fairs and use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants.

The goals of the 55-a Coordinator for FY 2023 are:

1. Partnering with NYC: ATWORK, DCAS, and MOPD.
2. NYC Aging's employment unit will send and share job vacancies with NYC: ATWORK, and utilize them as a recruitment tool for 55-a.
3. The Career Counselor will also promote the 55-a program by sending quarterly emails to all staff and hiring managers informing them of the 55-a program.

Additional Goals, Initiatives, and Comments:

Where agency needs and availability permit, the agency will utilize the 55-a Program to hire and retain employees with disabilities, participate in career and job fairs, and use internship, work-study, co-op, and other programs to attract a pool of diverse applicants, and to develop and hire 55-a qualified candidates. The agency periodically distributes, via an all-staff e-mail and posting on bulletin boards, a description of the 55-a Program and encourages staff, who are eligible, to apply.

We review and process new applications for the 55-a program in light of DCAS policy guidance that decisions on admission to the 55-a program should take into account the following three criteria: a) the severity of the candidate's physical and/or mental disability; b) that the candidate previously and/or currently encountered significant barriers to finding employment that were due to the disability; c) that the candidate faces obstacles or is prevented from taking civil service examinations due to disability.

When an outside applicant requests consideration under the 55-a Program, the applicant's resume is forwarded for consideration to fill appropriate vacancies.

The goals of the 55-a Program Coordinator are to respond to inquiries regarding program eligibility requirements and the application process; promote the program through the distribution of brochures and related material; identify vacant positions which may be filled by 55-a applicants; serve as liaison with NYC Aging hiring managers, as well as Citywide EEO regarding vacancies and applicants; communicate with applicants regarding the status of their application. The potential candidate receives literature and meets with the 55-a Coordinator to discuss the criteria of the program. 55-a Program participants are notified of examinations for which they are qualified to participate. NYC Aging has two (2) 55-a participants. Applicants are provided with Notices of Examinations and filing materials. The agency Career Counselor is available to discuss with program participants the examination and resulting list appointment protocols and processes.

These goals are the same as last year.

☐ Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.

☐ Agency does not use the 55-a Program and has no participating employees.

VI. Selection (Hiring and Promotion)

A. Career Counselors

In FY 2024, the agency's Career Counselor will review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations), promote employee awareness of opportunities for promotion and transfer within the agency, arrange for agency wide notification of promotional and transfer opportunities, encourage the use of training and development programs to improve skills, performance and career opportunities, provide information to staff on both internal and external Professional Development training sources, explain the civil service process to staff and what it means to become a permanent civil servant, provide technical assistance in applying for upcoming civil service exams, provide agency staff with citywide vacancy announcements, civil service exams notices and other career development information, and assist employees and Job Training Program participants in assessing and planning to develop career paths.

Additionally, we will provide resources and support for:

- Targeted job searches
- Development job search strategies
- Resume preparation
- Review of effective interview techniques
- Review of techniques to promote career growth and deal with change
- Internship exploration

Additional Initiatives include:

If fiscally able to hire new employees and/or backfill open positions, the Career Counselor will provide employees with information, advice and counseling on promotional opportunities, transfers, civil service examinations and career development. We will also provide guidance to employees regarding protocols for applying for job vacancies. We will advise employees of scheduled examinations, protocols for examination filing and follow-up with employees regarding list appointment procedures. In addition, we would meet with employees to assess their skills,

education, experience, and career goals to ensure that these are paired with the best opportunities available.

During FY 2024 and going forward, NYC Aging will send semiannual communication to employees on the identity/type of guidance available from the Career Counselor. Notification will be made via all staff emails and posting on bulletin boards and agency Intranet.

NYC Aging's Career Counseling is available through the agency's Human Resources Unit to assist employees in making informed decisions regarding their professional development. NYC AGING's career counselor information and contact information are available on the agency intranet. The intranet provides all the topics covered by the career counselor during the counseling sessions. The career counselor planned duties for FY2024, and going forward will be to inform employees of the following:

- Civil Service
- Examination Process
- Hiring Process
- Promotion Opportunities
- Education / Training Opportunities

The career counselor will provide tailored and specific information for the overall employee career development and discuss in detail the following:

- Ensuring employees have access to information regarding their Job Responsibilities – Tasks & Standards, and Performance Evaluation Standards
- Civil Service Examinations
- Training Opportunities
- Job Postings
- EEO policies
- 55-a Program
- Recruitment
- Career Plans
- Job Position Classification
- Employment Programs
- Employment Initiatives

During FY2023, the career counselor has completed 12 counseling sessions and have plans to increase the counseling sessions for FY 2024 to incorporate an in-depth overview of Civil Service "101." Additionally, NYC Aging will facilitate Civil Service sessions for all employees.

B. New Hires and Promotions

In FY 2024, the agency will continue to:

- Review, revise and/or develop a protocol for in-title promotions and salary increases.
- Promotion and salary increase protocol in existence.

- Assess the criteria for selecting/promoting persons for mid-level to high level positions.
- Publicly post announcements for all positions, including senior level positions.
- Actively reach out to networks of underrepresented groups as part of its outreach.
- Reach out to the Mayor's Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.
- Compare the demographics of current employees to the placements.
- Ensure promotion justification is included in all promotion requests.
- Review and analyze the demographics race\ethnicity and gender for those who received the promotion\salary raises to ensure such practices are equitable.
- Review on a regular basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).
- Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.
- After review by the agency Chief Human Resources Officer and EEO Officer to determine any underutilization of a specific job group, the vacant position is posted once oversight agency approves in eHire (OMB).
- Recruitment efforts are targeted to reach a broad segment of applicants in any identified underutilized. Resumes are received and reviewed to determine if applicants meet qualification requirements. Qualified resumes are forwarded for interview. After the selection is made, the resume of the selected candidate, as well as the Interview Log is sent to Human Resources. The Interview Log no longer include ethnicity/gender of the selected candidate, and candidates not hired or not selected is recorded on the log. The Commissioner is aware of the demographics, she receives updates from the EEO Officer. The demographic profile of the applicant is captured through e-Hire. Currently, we review the demographics using the CEEDS Report. Chief Human Resources Officer and EEO Officer review the CEEDS reports and the Interview Log to determine if there is any adverse impact on any underutilized job groups. The new hire is then processed for on-boarding.

C. EEO Role in Hiring and Selection Process

In FY 2024, the agency EEO Officer will do the following:

- ☒ Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.
- ☒ Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- ☒ Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
- ☒ Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- ☒ In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- ☒ Assist the hiring manager if a reasonable accommodation is requested during the interview.
- ☒ Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- ☒ Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- ☒ Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- ☒ Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- ☐ Other: _____

D. Layoffs

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age? *[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.]*

- ☒ The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 2024.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.

- ☒ Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- ☒ The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

[Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.]

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	322 Staff +aides, reservists, and consultants	June 2024
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	322 Staff +aides, reservists, and consultants	December/January 2024
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	10	October 2023
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees	322 Staff +aides, reservists, and consultants	November 2024

6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees		
7. Disability Awareness and Etiquette	All employees	322 Staff +aides, reservists, and consultants	March 2024
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)		Recurring on site	
9. Other (specify)	New Employee Orientation (Including EEO)	Recurring	
10. Other (specify)			

VIII. Reasonable Accommodation

NYC Aging's EEO Officer ensures all EEO complaints and reasonable accommodation requests are responded to no more than three days from receipt of request. Appeals are handled immediately as they are received.

Following guidance from the Reasonable Accommodation Procedural Guidelines, the EEO Office speaks to person requesting a reasonable accommodation (RA) to discuss the nature of the RA request. These are confidential conversations as well as any documentation provided, and the RA requestor is informed of this in the very beginning. The necessary documentation is requested (i.e., a letter from their medical provider) to support the person's RA request. The EEO Officer, staff member, and direct supervisor participate in cooperative dialogue to reach the best accommodation possible. The EEO Office initiates the cooperative dialogue within 3 days of notice of an accommodation need or request.

After reviewing the RA Form and medical documentation, the EEO Officer makes a final determination, in writing, that the request should be approved, modified, or denied, all of which is outlined in the final determination letter, which is provided to the requestor and their direct supervisor. A copy is filed, under lock and key, in the EEO Office.

The EEO Office issues a written notice of the decision granting or denying an accommodation, and all appeal rights within 30 days of the conclusion of the cooperative dialogue.

(Note: We follow the City's guidelines for RAs for individuals who are seeking employment, college/interns, and others who work in our office and require a RA.)

Protocol for Appeals:

The Agency Head reviews and grant or deny the appeal fifteen (15) days after submission of appeal.

The agency analyzes all the above to evaluate its practices and procedures. We also want to be able to provide necessary training for our managers/supervisors and line staff, where necessary, based on these factors.

- ☒ Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- ☒ Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency grants or denies request 30 days after submission or as soon as possible.
- ☒ The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- ☐ If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ : _____
- ☐ The designee reports directly to the Agency Head.
- ☒ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

¹ EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency's General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.

IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws

A. Local Law 92 (2018): Annual Sexual Harassment Prevention training

- ☒ The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- ☒ The agency will train all current employees on Sexual Harassment Prevention (Cycle 6 – September 1, 2023 – August 31, 2024) as indicated in the Section VII Training above.

B. Local Law 97 (2018): Annual Sexual Harassment and Complaint Reporting

- ☒ The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- ☒ The agency will input sexual harassment complaint data, as well as all other types of complaints, on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

C. Local Law 121 (2020): Age Discrimination Training

- ☒ The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- ☒ The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 2: April 1, 2023 – March 31, 2025) as indicated in the Section VII Training above.

D. Local Law 27 (2023): Access to Workplace Facilities

- ☒ Employees have access to gender appropriate bathrooms and lactation rooms.
- ☒ Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2023.

- ☒ Reassignment (temporary)

- ☒ Modification of Work Schedule
- ☒ Flexible leave
- ☒ Modification or Purchase of Furniture and Equipment
- ☐ Modification of Workplace Practice, Policy and/or Procedure
- ☐ Grooming/Attire

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2024

- ☒ List of diversity and inclusion training for FY 2024 is included in section VII of this annual plan.

F. Executive Order 16: Training on Transgender Diversity and Inclusion

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 4 runs from April 1, 2022, to March 31, 2024.

- ☒ The agency plans to train all new employees within 30 days of start date.
- ☒ All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.
- ☒ In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- ☒ The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

X. Audits and Corrective Measures

[Please check the statement(s) that apply to your agency].

- ☒ The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- ☐ The agency is currently being audited or preparing responses to an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 to include and implement EEPC recommendations that will be implemented during the fiscal year.
- ☐ The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] _____. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- ☐ Within the last two years the agency was involved in an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices.
- ☐ The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- ☐ The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

Lorraine Cortés-Vázquez
Print Name of Agency Head

Lorraine Cortés-Vázquez

Signature of Agency Head

12/19/2023
Date

Appendix A: Contact Information for Agency EEO Personnel

Agency EEO Office mailing address:

2 Lafayette Street
9th Floor, Room 9I
New York, NY 10007

[Please provide contact information (name, title, e-mail, telephone number and **full office address** if different from the main address above, for the following EEO roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed.]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Eric Rivera	erivera@aging.nyc.gov	212-602-7760
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Eric Rivera	erivera@aging.nyc.gov	212-602-7760
5.	ADA Coordinator	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
6.	Disability Rights Coordinator	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
7.	Disability Services Facilitator			
8.	55-a Coordinator	Leon Madramotoo	lmadramotoo@aging.nyc.gov	212-602-4409
9.	EEO Investigator(s)	Eric Rivera Dianna Maus Abubaker Daud	erivera@aging.nyc.gov dmaus@aging.nyc.gov ADaud@aging.nyc.gov	212-602-7760 212-602-7759 212-602-4488
10.	Career Counselor(s)	Leon Madramotoo	lmadramotoo@aging.nyc.gov	212-602-4409
11.	EEO Training Liaison(s)	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926 212-602-

12.	EEO Counselor(s)	Eric Rivera Dianna Maus Abubaker Daud	erivera@aging.nyc.gov dmaus@aging.nyc.gov ADaud@aging.nyc.gov	212-602-7760 212-602-7759 212-602-4488
13.	Other (specify)			

Appendix B: Local Law 28 (2023) – Diverse Recruitment and Retention

Agency Name: NYC Department for the Aging (NYC Aging)

Local Law 28 of (2023) is a Local Law to amend the New York City charter and the administrative code of the City of New York, in relation to the evaluation and expansion of diverse recruitment and retention within the municipal government.

Pursuant to Local Law 28 (2023), each agency shall collect and submit the following information for the prior fiscal year to the Department of Citywide Administrative Services by **August 31, 2023**, and annually thereafter.

For each agency-specific training program your agency has that is required for, or relevant to, an applicant's appointment to a position based on an open-competitive civil service examination or a promotion civil service examination, list the following [Include this information for each individual training program within your agency that was completed in FY2023. The table below can be duplicated. If your agency does not have a training program, write "N/A"]:

Structured Interviewing	Totals
# of applicants enrolled in such program	80
# of applicants who completed the program	76
# of applicants who passed and graduated from the program	NA
# of applicants who passed but did not graduate from the program	NA
# of applicants who did not pass or graduate from the program	NA
# of applicants who accepted any appointment offered based on graduation from the program	NA

Civil Service 101	Totals
# of applicants enrolled in such program	52
# of applicants who completed the program	48
# of applicants who passed and graduated from the program	N/A
# of applicants who passed but did not graduate from the program	N/A
# of applicants who did not pass or graduate from the program	N/A
# of applicants who accepted any appointment offered based on graduation from the program	N/A

New Employee Orientation	Totals
# of applicants enrolled in such program	52
# of applicants who completed the program	48
# of applicants who passed and graduated from the program	N/A
# of applicants who passed but did not graduate from the program	N/A
# of applicants who did not pass or graduate from the program	N/A
# of applicants who accepted any appointment offered based on graduation from the program	N/A

Career Counseling	Totals
# of applicants enrolled in such program	9
# of applicants who completed the program	9
# of applicants who passed and graduated from the program	N/A
# of applicants who passed but did not graduate from the program	N/A
# of applicants who did not pass or graduate from the program	N/A
# of applicants who accepted any appointment offered based on graduation from the program	N/A

List all expenditures related to recruiting candidates for open-competitive civil service examinations and promotion civil service examinations in FY 2023.

Borough	Approximate Dollar Amount Spent (\$)
Bronx	None
Brooklyn	None
Manhattan	None
Queens	None
Staten Island	None

Provide a list of recruiting events, including location, held, or attended by your agency to promote open-competitive civil service examination in FY2023.

Event Date	Event Name	Borough
09/08/22	Civil Service Hiring Pool-Staff Analyst, 2 Lafayette Street 11th Floor	Manhattan
10/20/22	Civil Service Hiring Pool-Associate Project Manager, 2 Lafayette Street 9th Floor	Manhattan
10/21/22	Civil Service Hiring Pool-Associate Project Manager, 2 Lafayette Street 9th Floor	Manhattan
01/05/23	Civil Service Hiring Pool-Computer Specialist Software, 2 Lafayette Street 4th Floor	Manhattan
01/06/23	Civil Service Hiring Pool-Computer Specialist Software, 2 Lafayette Street 4th Floor	Manhattan
03/08/23	Civil Service Hiring Pool-Staff Analyst, 2 Lafayette Street 11th Floor	Manhattan
03/09/23	Civil Service Hiring Pool-Staff Analyst, 2 Lafayette Street 11th Floor	Manhattan
05/30/22	Civil Service Hiring Pool-Staff Analyst, 2 Lafayette Street 11th Floor	Manhattan
05/31/22	Civil Service Hiring Pool-Staff Analyst, 2 Lafayette Street 11th Floor	Manhattan
06/09/23	Civil Service Hiring Pool-Associate Staff Analyst, 2 Lafayette Street 11th Floor	Manhattan
06/22/23	Civil Service Hiring Pool-Associate Investigator, 2 Lafayette Street 9th Floor	Manhattan
06/27/23	Civil Service Hiring Pool-Computer Systems Manager, 2 Lafayette Street 4th Floor	Manhattan
06/28/23	Civil Service Hiring Pool-Computer Systems Manager, 2 Lafayette Street 4th Floor	Manhattan

Provide a list of any preparatory materials developed for applicants or potential applicants for open-competitive civil service examinations or promotion civil service examinations, if applicable. [Include as attachments]

NYC Aging allocated staff resources to coordinate and facilitate candidate invites for each hiring pool hosted from September 2022 to June 2023.