

## AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2020

AGENCY NAME: DEPARTMENT OF SMALL BUSINESS SERVICES

- ☐ 1<sup>st</sup> Quarter (July -September), due December 13, 2019
- ☒ 2<sup>nd</sup> Quarter (October - December), due January 30, 2020
- ☐ 3<sup>rd</sup> Quarter (January -March), due April 30, 2020
- ☐ 4<sup>th</sup> Quarter (April -June), due July 30, 2020

Prepared by:

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Title

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Date Submitted: 2/18/2020

### FOR DCAS USE ONLY

Date Received:

## INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2020

1. Please save this file as '**SBS 1<sup>ST</sup> Quarter X FY 2020 DEEO Quarterly Report**' where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
2. Complete the "Diversity and EEO Training Summary" details in the attached Excel file. Under Section 10 ("Other"), include training classes co-organized or co-sponsored by EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
3. Please save this Excel file as '**SBS 1<sup>ST</sup> Quarter X FY 2020 DEEO Training Summary**', where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

## **PART I: NARRATIVE SUMMARY**

### **I. COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD**

Distributed to all agency employees? ☐ Yes, On (Date): \_\_\_\_\_ ☒ No

### **II. RECOGNITION AND ACCOMPLISHMENTS**

The agency recognized employees, supervisors, managers, and units demonstrating superior accomplishment in diversity and equal employment opportunity through the following:

- ☐ Diversity & EEO Awards
- ☐ Diversity and EEO Appreciation Events
- ☐ Public Notices
- ☐ Positive Comments in Performance Appraisals
- ☐ Other (please specify): \_\_\_\_\_

\* Please describe D&EEO Awards and/or Appreciation Events below:

\_\_\_\_\_

### **III. WORKFORCE REVIEW AND ANALYSIS**

1. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

☐ Yes, On (Date): \_\_\_\_\_ ☒ No

2. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

☒ Yes, On (Date): 7/23/19 ☐ No

The review was conducted together with: ☒ Human Resources ☒ General Counsel  
☐ Agency Head ☐ Other \_\_\_\_\_

#### IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2020

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2020 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

##### A. WORKFORCE:

List the <b>Workforce Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the <b>Workforce Goal(s)</b> set/declared in your plan. ○ <b>Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.</b>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
<b>Encourage employees to update self-ID information regarding race/ethnicity, gender and veteran status</b>	Identify through Employee Self Service (ESS), agency intranet and manager/supervisor observation, should employee refuses to self ID or other venue.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<b>Collaboration between EEO and Human Resources Unit</b>	EEO Office will share DCAS Workforce Profile Report data with HR division and Executive staff to strategies to address potential gap in talent and staffing.	<input checked="" type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Completed</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Collaboration of Agency's EEO, HR and General Counsel Office</b>	Review CEEDS workforce composition and utilization of new hires and promotions data on workforce reporting	<input checked="" type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Completed</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.					

## B. WORKPLACE:

List the <b>Workplace Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	Please describe the steps that your agency has taken to meet the <b>Workplace Goal(s)</b> set/declared in your plan. ○ <b>Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels.</b>	<b>Q1 Update</b>	<b>Q2 Update</b>	<b>Q3 Update</b>	<b>Q4 Update</b>
<b>Monthly Birthday Gathering</b>	Breakfast/Lunch with Commissioner with everyone in the agency whose birthday falls in that specific month.	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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<b>Work Well NYC Free Flu Vaccination Clinic</b>	Work well clinic was held here at SBS allowing staff to receive their flu shot for free.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>EEO Orientation</b>	Onboarding training held with 25 newly hired employees within 30 days of hiring date.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>SBS Office-Warming Celebration / Winter Party</b>	Agency took an afternoon to recognize another year of your hard work and accomplishments, and to officially launch SBS' 1 Liberty Plaza with a proper office-warming celebration.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please specify any other EEO-related activities during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activities occurred.					

## C. COMMUNITY:

List the <b>Community Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the <b>Community Goal(s)</b> set/declared in your plan. ○ <b>Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served.</b>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
<b>The Flushing Coupon Program was made possible by the Neighborhood 360 Grant of NYC Department of Small Business Services to identify, develop and launch commercial revitalization projects in partnership with local stakeholders.</b>	This year, the Flushing BID will be working with Deal moon, a digital marketing company, to execute the 2019-2020 coupon program in both electronic and print platforms. The coupon deals will be released monthly from November 2019 to February 2020 on the Deal moon application and website, which attracts a large group of consumers across the tri-state area.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>FREE Mobile Marketing Workshop for Local Business</b>	The Greater Flushing Chamber of Commerce will present a mobile marketing workshop for local business owners, "5 Easy Ways to Use Your Phone for Marketing," on Wednesday, November 20, 12-2pm, at Kenvic Training Center, located at 36-57 Main Street, 2nd Floor, Flushing, NY 11354. This event is free and open to the public, but advance registration required at <a href="http://mobilemarketing2019.eventbrite.com">mobilemarketing2019.eventbrite.com</a> . This	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

	workshop is ideal for small business owners or individuals interested in learning how to do easy marketing through their own phone. At the end of the workshop, participants will understand how to use free mobile app promotions, interviews, photography, videos and social media to promote their business.				
<b>New York must treat LGBT business like minority- and women-owned businesses</b>	They have all bested New York City in recognizing and including LGBT-owned businesses in city contracts and economic development opportunities. In 2019 alone, more than a dozen counties, cities, and government agencies joined Fortune 500 companies in recognition of certified LGBT Business Enterprises (LGBTBEs). With 1.4 million LGBT- owned businesses adding more than \$1.7 trillion dollars and tens of thousands of jobs to the U.S. economy. The EBE is designed to promote fairness and equity in city contracting and to level the playing field for business owners from a protected class.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>WE NYC Summit: Female Founders Disrupting HealthTech</b>  <b>November 18<sup>th</sup> 9 AM – 12:30 PM</b>  <b>The New York Genome Center</b>	This WE NYC Summit, co-hosted with Women.nyc, will highlight female founders working in HealthTech, challenging the status quo, and making a profit. There will be a combination of talks and panels with female founders. About 160 women attended the event.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p><i>Mulheres Empreendedoras: Como Empreender nos EUA / Women Entrepreneurs: Becoming an Entrepreneur in the US, with the Consulate General of Brazil in NY (in Portuguese)</i></p> <p><b>November 21 Full Day</b></p> <p><b>The Brazilian Consulate</b></p>	<p>This event will deliver a condensed version of both workshops (credit and funding) as well as a panel for women to learn the basics of becoming an entrepreneur in the US. 1-on-1 credit consultations were provided.</p>	<input checked="" type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Ongoing</b> <input checked="" type="checkbox"/> <b>Completed</b>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>Selling to Government Workshop</p>	<p>Agency provide an overview of procurement and marketing strategies to strengthen Minority and Women-Owned Business Enterprises (M/WBEs) ability to compete and win government contracts. Participants received detailed information and guidance on how to identify prime and subcontracting opportunities, locating and utilizing procurement forecasts, understanding registration, prequalification processes, and SBS services available to M/WBEs</p>	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Ongoing</b> <input checked="" type="checkbox"/> <b>Completed</b>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>M/WBE Workshop - Women's Venture Fund</p>	<p>A non-profit organization that helps women to establish thriving businesses in urban communities with funding and business development programs. The workshop highlighted the benefits of the City's M/WBE certification and provided detailed step by step technical assistance on how to apply for certification via SBS Connect, the online certification portal.</p>	<input checked="" type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Ongoing</b> <input checked="" type="checkbox"/> <b>Completed</b>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



WPEO Brown Bag with the City of N.Y.	SBS will attend and provide information on M/WBE Certification and various other SBS services	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Silicon Harlem MWBE Resources & Job Fair	SBS will attend and provide information on M/WBE Certification, PTAC and various other SBS services.	<input checked="" type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Mobile Outreach Vehicle (RV) partnering with the Brooklyn Commons: Small Business Pop -Up	SBS will focus on getting businesses registered for an NYC vendor number, starting an application for M/WBE certification, learning about targeted services to help grow through government contracting and learn about the suite of services provided through NYC Department of Small Business Services.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## V. RECRUITMENT

List <b>Recruitment Strategies and Initiatives</b> which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):	Please describe the steps that your agency has taken to meet the <b>Recruitment Goal(s)</b> set/declared in your plan.	<b>Q1 Update</b>	<b>Q2 Update</b>	<b>Q3 Update</b>	<b>Q4 Update</b>
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<b>Internal posting</b>	Provided internal employees with the opportunity to grow within the agency	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Subscribed to paid career websites: LinkedIn, Idealist, CareerBuilder</b>	Cast a wider net for candidate pool	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>College Fairs</b>	Recruited interns and fellows	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2019: [Demographic information is based on self-identification data]

Type of Internship/Fellowship	Total	Race/Ethnicity [#s]	Gender [#s] [N-B=Non-Binary; O=Other; U=Unknown]
1. Urban Fellows	2	Caucasian and Latina	M ___ F <u>2</u> N-B ___ O ___ U ___

2. Public Service Corps			M ___ F ___ N-B ___ O ___ U ___
3. Summer College Interns	6	Latina, African American, Pacific Islander, Asian Pacific Islander	M <u>2</u> F <u>4</u> N-B ___ O ___ U ___
4. Summer Graduate Interns	1	Pacific Islander	M ___ F <u>1</u> N-B ___ O ___ U ___
5. Other (specify):			M ___ F ___ N-B ___ O ___ U ___
6. None <input type="checkbox"/>			
<i>Additional Comments:</i>			

### C. 55-A PROGRAM

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities.

☒ Yes

☐ No

Currently, there are 3 [number] 55-a participants.

During this Quarter, a total of 0 [number] new applications for the program were received.

During this Quarter 0 participants left the program due to [state reasons] \_\_\_\_\_.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information through:

- e-mail ☐ Yes ☐ No
- training sessions ☒ Yes ☐ No
- agency website ☐ Yes ☐ No
- agency newsletter ☐ Yes ☐ No

2. Participated 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 ☐ Yes ☒ No

3. \_\_\_\_\_

## VI. SELECTION (HIRING AND PROMOTION)

Please review Section VI of your Annual Plan and describe your activities for this quarter below:

List additional <b>Selection Strategies and Initiatives</b> which you outlined in your FY 2020 Diversity and EEO Plan ( <i>include use of structured interviewing, EEO or APO representatives observing interviews, review of placement demographics, review of e-hire applicant data</i> ).	Please describe the steps that your agency has taken to meet the <b>Selection (Hiring and Promotion) Goal(s)</b> set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
<b>Career Counseling: Advise employees of opportunities for promotion and career development</b>	Direct emails are sent out to agency and division wide when new opportunities are available	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Review methods by which candidates are selected for promotion or filling of vacancies (new hires), especially for mid and high-level discretionary positions</b>	Unconscious bias & structured interview training for anyone who will participate in interviewing candidates.	<input checked="" type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists</b>		<input type="checkbox"/> Planned <input checked="" type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

		<input type="checkbox"/> Completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment)		<input type="checkbox"/> Planned <input checked="" type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Analyzing the impact of layoffs or terminations on racial, gender and age groups		<input checked="" type="checkbox"/> Planned <input checked="" type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other Selection Strategies and Initiatives		<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## VII. TRAINING

*Provide your training information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.*

## VIII. REASONABLE ACCOMMODATION

Please report your reasonable accommodation requests for this quarter and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at:

<https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

All R/A requests in the current quarter are up-to-date in the DCAS Citywide Tracking System. ☒ Yes ☐ No

☐ There were no new R/A requests in the current quarter.

## IX. COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND LOCAL LAWS

### A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION

*Provide E.O. 16 Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.*

### B. EXECUTIVE ORDER 21: PROHIBITION ON INQUIRY REGARDING JOB APPLICANT’S PAY HISTORY

☒ The agency has reviewed its practices (including application and interview forms) regarding prohibition on inquiry about pay history.

☒ All personnel involved in job interviews is required to go through structured interview training.

### C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

*Provide Sexual Harassment Prevention Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.*

## D. LOCAL LAW 93: RISK ASSESSMENT SURVEY

Please provide a short description of planning and progress in implementation of strategies aimed to reduce/minimize the risk of sexual harassment in your agency.

<p><i>Within the timeframe provided in your Annual Plan, provide any progress on the following, and if none write N/A:</i></p> <p><i>Risk 1: Homogenous Workplace:</i>  <u>N/A</u></p> <p><i>Risk 2: Cultural and Language Differences in the Workplace:</i>            SBS doesn't track data based on cultural or language differences because it indirectly reflects national origin data.</p> <p><i>Risk 3: Workplaces with Significant Power Disparities:</i>            All SBS employees are held accountable to the same rules and behaviors irrespective at management level. However, managers are held at a higher standard.</p> <p><i>Risk 4: Isolated Workplaces:</i> <u>N/A</u></p> <p><i>Risk 5: Decentralized Workplaces:</i> SBS does not have decentralized workplaces.</p>
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## E. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

- ☒ The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates as they occur.
- ☒ The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates as they occur.
- ☒ The agency ensures that complaints are closed within 90 days.

Report all complaints and reasonable accommodation requests through DCAS/CDEEO Complaint Tracking System by logging into your CICS account at: <https://mspwva-dcslnx01.csc.nycnet/Login.aspx>

## F. LOCAL LAW 101: CLIMATE SURVEY

Provide a short description of your efforts to analyze the results of climate survey in your agency.

*Describe any follow-up measures taken to address the results of the climate survey:*

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## X. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies 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 involved in an audit; please specify who is conducting the audit: EEPC Sexual Harassment Prevention and Responses.
- ☐ Attach or list below audit recommendations.
- ☐ The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2020.

# APPENDIX: [DEPARTMENT OF SMALL BUSINESS SERVICES - EEO PERSONNEL DETAILS

## EEO PERSONNEL FOR \_1st\_ QUARTER, FISCAL YEAR 2020

### A. PERSONNEL CHANGES

Personnel Changes this Quarter: <input type="checkbox"/> No Changes		Number of Additions:	Number of Deletions:
Employee's Name & Title			
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:
NOTE: Please attach CV/Resume of new staff to this report			
For Current EEO Professionals:			
Name & Title	Angelita McDonald - Major	Michelle Barnes - Anderson	Christine Williams
EEO Function	<input checked="" type="checkbox"/> EEO Officer <input checked="" type="checkbox"/> EEO Counselor <input checked="" type="checkbox"/> EEO Trainer <input checked="" type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input checked="" type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input checked="" type="checkbox"/> Other: (specify)
Proportion of Time Spent on EEO Duties	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
Attended EEO Professional On-Boarding at DCAS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Completed Trainings:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Diversity & Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
lgbTq: The Power of Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Structured Interviewing and Unconscious Bias	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Training Source(s):	<input checked="" type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input checked="" type="checkbox"/> Agency <input type="checkbox"/> Other

**B. CONTACT INFORMATION (Please list ALL current EEO professionals)**

<b><u>DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF QUARTER (X) FY 2019 *</u></b>					
<b><u>Name</u></b>	<b><u>Civil Service Title</u></b>	<b><u>EEO\ Diversity Role</u></b>	<b><u>% of Time Devoted to EEO &amp; Diversity Functions</u></b>	<b><u>Office E-mail Address</u></b>	<b><u>Telephone #</u></b>
<b>Angelita McDonald - Major</b>	Associate Staff Analyst	Diversity & Inclusion Officer	100%	amcdonald@sbs.nyc.gov	(212) 618-8782
		EEO Officer/Director			
		Deputy EEO Officer			
		EEO Counselor			
		EEO Investigator			
		EEO Training Liaison			
<b>Michelle Barnes - Anderson</b>	Associate Staff Analyst	55-a Coordinator	100%	mbarnes@sbs.nyc.gov	(212) 618-6717
		ADA Coordinator			
		Disability Rights Coordinator			
		Disability Services Facilitator			
<b>Christine Williams</b>	College Aide	Intern	100%	cwilliams@sbs.nyc.gov	(212) 513-9219

\* Please indicate changes (i.e. if new personnel are filling a specified role.) You may insert additional entries as needed. "Title" refers to the civil service title. If there is an EEO\ Diversity role that your staff performs that is not on the list above, please indicate it on the chart.