



**Department for
the Aging**

Lorraine Cortés-Vázquez
Commissioner

2 Lafayette St.
New York, NY 10007

212.AGING NYC
212.244.6469

DEPARTMENT FOR THE AGING
DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN
FISCAL YEAR 2022

I. Introductory, Commitment and Accountability Statement by the Agency Head

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

The Department will include planning around diversity and inclusion in the workplace, workforce, and with our community partners, as we continue to provide vital services to older New Yorkers during the coronavirus pandemic. Furthermore, recognizing that DFTA 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 a unique strength and I expect all managers to promote and appreciate the cultural diversity in our work teams, as well as a work environment that values equity, inclusion of and respect for all.

I will hold the EEO Officer, all EEO professionals, Human Resources professionals, Legal professionals, Managers and Supervisors accountable for ensuring that the agency does not discriminate against employees or applicants for employment, and support the diversity and inclusion initiatives at the agency by observing EEO regulations and actively working toward attaining agency goals in this area. All agency staff are accountable for the effective implementation of the City's EEO Policy, Agency Code of Conduct, and the FY 2022 Diversity and EEO Annual Plan, which will be posted on the agency intranet.

The DFTA intranet includes current equal employment information and identifies the EEO office. The affirmative statement included stresses my strong commitment to maintaining fair employment practices for all employees and to forging an environment which values diversity and promotes multicultural respect. In keeping with these obligations, I have reviewed the agency's organizational profile, EEO complaints, requests for reasonable accommodations, and the agency's employment practices, policies and programs during fiscal year 2021. I will drive accountability by involving the EEO Officer as the agency makes critical human resources decisions, recruitment strategies, vacancy projections, succession planning, selections for training/career development opportunities, and strategic planning.

My Executive Leadership team will implement the objectives and actions of this plan, as well as work to create a diversity and inclusion strategy based upon guidance provided by the DCAS Office of Citywide Equity and Inclusion (OCEI). We will conduct discussions throughout the year coinciding with the issuance of our quarterly workforce reports, and we will review our achievements at the end of the fiscal year. The Department for the Aging will report to DCAS on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders and laws prohibiting employment discrimination in New York City. The agency will also disseminate and post legal notices and policies as required.

The Department for the Aging is committed to maintain a workplace free from all forms of harassment and discrimination prohibited by the City's EEO Policy. The Agency EEO Officer, Kim

Hernandez, will serve as a resource for managers and supervisors by providing best practices and direction in addressing EEO issues. The EEO Officer and EEO Counselors/Investigators contact information will be prominently available to all employees. Employees will be 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 these laws. All employees should work to maintain an atmosphere of appreciation of the diversity reflected in our staff, and to promote understanding among colleagues. Managers and supervisors are directed to make all employment decisions in accordance with 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.

During the 2nd Quarter of this Fiscal Year, I will announce the Commitment Statement to our employees, to affirm the principles of diversity, inclusion, and equal employment opportunity, and to communicate our dedication to equity and all values that drive us toward this goal. Because, with this team of staff dedicated to the assurance of EEO principles at DFTA, we will uphold our responsibility to promote an environment in which all of us can thrive, as we will continue on our mission to improve the lives of older New Yorkers.

This statement is the same as last year.

II. Recognition and Accomplishments

Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2021) to advance Equal Employment Opportunity, Equity, Diversity, and Inclusion; for example, completing training goals, introducing new equity programs, or launching employee resource groups. Use the Additional Comments section to list more than five items.

In the past year, our agency accomplished the following as part of our commitment to Equal Employment Opportunity, Equity, Diversity, and Inclusion:

1. Impact of COVID-19:

New York City's large older adult population includes 1.73 million people over the age of 60. In FY 2021, the agency had made a transition to a work teleworking policy due to the Coronavirus. DFTA had quickly develop methods for communicating, by having a 3 times a week all staff virtual meeting for our over 300 staff members, and having provided laptops and cell phones to staff ensuring continuity of services to the hundreds of thousands of older adults to who we provide direct services, though our older adult centers, case management programs, congregate and home delivered meal programs, employment, health, and other vital service programs. We were able to continue delivering agency services, as staff adapted to virtual platforms, and created new workgroups to get necessary services to our diverse older adult population.

2. City- Mandated Trainings:

All mandated EEO trainings were conducted virtually through eLearning trainings. DFTA's EEO and Staff Development Officer makes sure that all new staff, including new hires take the City-mandated training.

- Sexual Harassment Training: DFTA is at 99% compliance for e-Learning sexual harassment training for Managers, Supervisors, Line Staff, and College Aides at DFTA (our Interns take the trainings).
- EEO Awareness: DFTA continues to require all staff to annually take this mandated training. We see the importance of ensuring that staff know their rights and protections and how they are expected to conduct themselves in the workplace. All new hires (including College Aides and Interns) are mandated to a take EEO Awareness through e-Learning.
 - All City employees are required to complete mandated trainings upon hire and on an ongoing basis. When the time comes, employees will be alerted to complete the following required trainings:
 - ✓ EEO Awareness (Annually- between September and August)
 - ✓ Sexual Harassment Prevention (Annually)

- ✓ LGBTQ: The Power of Inclusion (Every 2 years – between October and March)
- ✓ Diversity and Inclusion (upon hire)
- ✓ Additional mandated trainings:
 - Conflict of Interest Board (Every 2 years)
 - Department of Investigations (Every 2 years)

3. DFTA Sustainability Plan

DFTA Sustainability Plan developed by DFTA middle managers, includes equity, diversity and inclusion goals.

4. Diversity Events

The agency has continued to have virtual diversity events for Black History Month, Asian American and Pacific Islander Heritage Month, LGBTQ+ Pride Month, Juneteenth Celebration, and Hispanic Heritage Month. And have recognized cultural heritage on our intranet and by emails to all staff.

The agency recognizes employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity, equity, 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 under "Additional Comments"*

- The agency will continue to recognize employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity and equal employment opportunity in FY 2022.

Additional Comments:

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2021

Total Headcount: 319*

[319 DFTA Staff, 207 Community Service Aides, 265 Foster Grandparents, 1 Urban Fellow, 2 College Aides totaling 794. Please note that Community Service Aides and Foster Grandparents are stipend program participants, not city workers, but have been included in the agency's overall headcount.]*

Please provide the number of employees whose Race/Eth and/or Gender is 'Unknown'

Race/Ethnicity: Seven (7), Gender: N/A, Both R/E and Gender: Zero (0)

(These figures are available on the total line for your agency in the EBEP210 CEEDS report)

1. 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 2022, the agency will remind and encourage 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
- Newsletters and internal Agency Publications
- 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 2022, the agency will inform and remind employees of the option to add preferred name in ESS.

Additional Comments:

2. 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.

NOTE: If necessary, the agency can reach out to DCAS OCEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform the formulation of its recruitment plans and efforts to reduce/eliminate underutilization.

- The agency conducts regular reviews of the CEEDS workforce reports and the summary dashboard sent to the EEO Officer by DCAS' Office of Citywide Equity and Inclusion (OCEI) 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.

Reviewed with	Frequency
Agency Head	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Human Resources	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
General Counsel	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Other (___specify)	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> 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).
- The agency reaches out to DCAS to serve as a resource in identifying strategies and best practices to address barriers to entry as well as to receive guidance concerning the interpretation of underutilization reports.

Additional Comments:

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2022

1. Proactive Strategies to Enhance Diversity, Equity, Inclusion and EEO in areas of Workforce, Workplace, and Community.

State below the central goals of your strategy for FY 2022 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted. Workforce goals are directed at the composition of your workforce, recruitment, retention, promotion, and professional development. Workplace goals have to do with inclusion, workplace culture, and employee activities. Community goals are directed at the external environment of your agency: the public and entities served by the agency. Describe special initiatives to enhance equity and focus on race relations in item 4.

Workforce:

- Prioritize accessible and ambitious opportunities for staff to grow skills and optimize engagement.
- Align diversity recruiting, internal candidate development and equitable selection practices strategically with current employment needs, underutilization assessment and budget realities.
- Build action plan based upon the most relevant workforce key performance indicators such as: representation, retention, tenure, promotions, separation, and placement rates.
- Build intergenerational diversity at agency. DFTA staff range from college aides to mature older workers. We look to shape programs to build a cohesive working environment.

Workplace:

- The Commissioner has increased the EEO Team to include three (3) Counselors/Investigators. In Fall FY22, they will attend training at Cornell University School of Industrial and Labor Relations receive their Diversity and Inclusion Certificate Program.
- Foster an inclusive environment that empowers staff to excel, values strengths of all, promotes professionalism, and ensures accountability.

- In the Fall of FY22, the agency is planning a Recognition Event for all DFTA staff to honor their professional dedication to public service, accomplishments, and resiliency during the pandemic.
- The agency will continue in FY22 its successful in-house training Academies launched in 2020. The Admin Academy and Supervisor Learning Community, particularly designed to train administrative support staff and first-time supervisors. The Academies have included close to 40 staff, and have been very successful in providing them with more confidence and professionalism as they do their jobs. This has helped especially as they were in a teleworking environment, and in FY22 are in a hybrid teleworking and in office work environment. The Academies have helped to connect staff that work in different divisions, creating a more collaborative work environment.
- We implemented a partnership to assist staff during the pandemic, called Wellness Wednesday. They are 30-minute Employee Assistance Program (EAP) counselor workshops to provide a virtual group setting of support services, such as, coping with anxiety, stress, mental health, addiction, intimate partner violence, learning to self-care, caring for children and older adults, and more as move to a hybrid of teleworking and in office work during COVID-19. These were all done on a virtual platform. The sessions are conducted twice a month, with a morning and afternoon session to provide flexible options for staff.
- We continue to work with WorkWell NYC to link our staff to needed vaccination information, self-care, exercise, meditation, mental health care, and more. These were all done on virtual platforms. In FY21, DFTA was approved for a WorkWell NYC Partner grant, which begins in FY22 and will enhance wellness programs at the agency. Programs will include vaccination shots, nutrition counseling, mediation classes, and more. We will issue reports monthly to WorkWell NYC to indicate that we are achieving our grant goals and objectives.
- DFTA will continue to work with the Mayor's Office for People with Disabilities to provide information to people interested in DFTA services, mentoring, and employment opportunities.
- We will continue to celebrate cultural diversity through heritage months at the agency.
- The agency has implemented voluntary alternative complaint resolution procedures, including EEO counseling, mediation and investigation.

Community:

- On July 28, 2020, Mayor Bill de Blasio signed an Executive Order (EO 59) mandating that every City agency appoint a Chief Diversity Officer. To ensure that DFTA expands use of minority/women owned businesses in our procurement process, DFTA's Commissioner selected our agency's first Chief Diversity Officer for M/WBE, Eric Rivera, from within the agency. DFTA is currently using M/WBE vendors and consultants from the city's list.
- Work with the Mayor's Office for People with Disabilities to provide information to people interested in DFTA services, mentoring, and employment opportunities. We have received numerous calls to our Disability Service Facilitator to connect to our agency services related to transportation, home care, health insurance, home repairs, and more.
- Engage and educate public officials on Community Care, ageism, and emerging aging issues to support DFTA agenda and priorities.
- Expand learning opportunities to build the expertise of providers.
- Increase capability of smaller organizations to succeed in the RFP process.
- Scale up virtual programming access for providers and older adults.

Equity and Race Relations Initiatives:

- In Fall of FY22, the agency will be a regular Staff Cultural Diversity Corner provide staff with learning opportunities focused on diversity and inclusion.
- In Fall of FY22, the agency will begin an Employee Assistance Program (EAO) support group to provide DFTA Social Workers and Direct Service Workers a safe space to share concerns regarding explicit/implicit bias from clients and/or from caregivers of these clients, and to gain coping skills and techniques. It is an opportunity to share experiences and a space for voicing feelings in the open with others who have experienced similar situations, and for other colleagues to show their support by standing with them.
- Continue to partner with the NYC Commission on Gender Equity on trainings related to gender equity, diversity, implicit/explicit bias, and race.

- Continue to provide Hollaback! resources from, Hollaback! to provide Training to Stop Anti-Asian/American And Xenophobic Harassment and provides trainings on how to be a support in helping co-workers when bias and harassment collide in front of you.

2. Describe the ongoing and new programs, actions, and initiatives planned for FY 2022, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: **WORKFORCE, WORKPLACE, and COMMUNITY.**

A. WORKFORCE:

In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workforce.

NOTE: Please address the specific recruitment, selection and promotion strategies, sources and procedures in Sections V and VI, below.

The actions listed below require internal agency collaboration and are not limited to the EEO Office.

The agency will address underutilization in FY 2022 by:

- Expanding internal and external applicant pools to address the underutilization through outreach strategies for broader recruitment.
- Launching outreach efforts to inform and encourage applications 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.
- 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.
 - Encourage agency employees to take promotional civil service examinations.

The agency will implement the following initiatives to develop and retain employees:

- Identification of Ready Now & High Potential Talent.
- Institute coaching, mentoring and cross training programs.
- Implement initiatives to improve the personal and professional development of employees.
- Conduct assessment to ensure pay and promotions are equitable.

Describe specific actions designed to enhance equity:

- Form a committee to ensure continued celebration and recognition of outstanding employees, including an agency-wide Recognition Event and Appreciation Days for staff and professions, as well as celebrating diversity among our workforce.
- Reevaluate and redesign the Wellness Committee and the Quality of Work Life Committee to enhance and tailor wellness offerings, including staff feedback, to a post-COVID environment by fall 2021.

Additional Initiatives, Programs, or Comments:

B. WORKPLACE:

In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workplace.

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

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

List below the names of existing ERGs:

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 actively inform employees of their rights and protections under the New York City EEO Policy.

Agency will keep employees informed of the EEO complaint and reasonable accommodation processes, and circulates *DCAS EEO Complaint Procedural Guidelines and Reasonable Accommodations Procedural Guidelines*.

Agency will ensure that its workplaces post anti-hate or anti-discrimination posters.

In FY 2021, the agency conducted the following survey(s) to improve the recruitment, hiring, inclusion, retention and advancement of people in underrepresented groups:

Engagement /Job Satisfaction/ Employee Morale Survey(s)

Workplace Insight Survey for Exiting (WISE) Managers

Exit interview or surveys developed by the agency

Other (specify): _____

The agency will adopt in FY 2022 the following initiatives based on the analysis of the results of these survey(s):

1.

2.

Describe specific actions designed to enhance equity and initiatives to address race relations in the agency:

- Enhance the “DFTA Learning Academy” to train 30% of all staff each year in areas such as leadership, inclusivity, creativity, all elements of communication, task agility, and flexibility.

- Reevaluate and redesign the Wellness Committee and the Quality of Work Life Committee to enhance and tailor wellness offerings, including staff feedback, to a post-COVID environment by fall 2021.
- DFTA will promote resources to our staff from WorkWell NYC's B.U.I.L.D--Building Understanding, Inclusion, Learning and Diversity program. As WorkWell NYC is the City's workplace wellness group, and believes that every person should have the opportunity to live their healthiest life, regardless of their age, race, ethnicity, gender identity, sexuality, or ability, DFTA will share B.U.I.L.D offerings with staff as this program is committed to addressing matters of inequity and providing platforms to educate and develop structural solutions to health and wellness in and out of the workplace, which will benefit staff as well as their families.

Additional Initiatives, Programs, or Comments:

C. COMMUNITY:

In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Community.

In FY 2022, 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.
- Identify best practices for establishing a brand of inclusive customer service.
- Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.
- Expand language services for the public.

Describe specific actions designed to enhance equity:

- Explore providing technical assistance to small organizations and MWBEs to increase their capacity to access discretionary and other funding streams.
- All upcoming DFTA RFPs will include participation by grassroots organizations with experience and knowledge of underserved and emerging immigrant populations in line with DFTA’s Community Care Vision.
- DFTA will continue to work with the Mayor’s Office for People with Disabilities to provide information to people interested in DFTA services, mentoring, and employment opportunities. We will continue to assist through our Disability Service Facilitator to connect to our agency services, in particular NY Connects, related to transportation, home care, health insurance, home repairs, and more.
- Continue demonstrating strong community ties by maintaining an “A” rating for the level of advertising in the “Community and Ethnic Media Buy.”
- Conduct cross-learning opportunities and activities to enhance understanding of Community Care with an emphasis on Taskforce on Racial Inclusion & Equity (TRIE) neighborhoods beginning in the Fall of FY22.

Additional Initiatives, Programs or Comments:

V. Recruitment

A. Recruitment Efforts

1. Summary of Recruitment Efforts – Include steps that will be taken to give notice to all employees of discretionary job postings within the agency as well as proactive efforts/strategies planned to market positions externally.

The agency will implement the following recruitment strategies and initiatives in FY 2022:

- Review policies, procedures, and practices related to targeted outreach and recruitment.

- Utilize 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.
 - Currently in operation.
- 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.
- Reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at citywiderecruitment@dcas.nyc.gov
- If your agency is an eHire agency, 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 particular group.

Additional Strategies, Initiatives and Comments:

When vacancies occur for discretionary positions, the NYC Department for the Aging (DFTA) will post and advertise the job posting as widely as possible and will document its search methods. DFTA 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. DFTA will 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. DFTA will advertise in using online resources that reach a wide segment of the population and will include a statement

that the City of New York and the New York City Department for the Aging are equal employment employers.

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

Additionally, DFTA has updated its Managerial and Non- Managerial Performance Evaluation to include a rating for EEO Responsibilities and Performance Expectations.

B. Recruitment Sources

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded diverse applicant pools.
1. LinkedIn, DFTA’s Social Media	1. DFTA will begin to use LinkedIn to advertise job openings in FY22 to attract a diverse pool of applicants. <input type="checkbox"/> Previous hires from this source
2. New York Urban League	2. Qualified candidates for consideration to fill vacancies. DFTA have not recruited any previous hires from New York Urban League. <input type="checkbox"/> Previous hires from this source
3. NYC: ATWORK – Share postings and use as a recruitment tool.	3. 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. <input type="checkbox"/> Previous hires from this source
4. Colleges and Universities	4. OHR partners with NYC colleges and universities and send job openings to be posted. <input type="checkbox"/> Previous hires from this source
5.	5. <input type="checkbox"/> Previous hires from this source

C. Internships/Fellowships

Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2021 and their demographic

profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2022.

The agency provided the following internship opportunities in FY 2021:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	1	Black or African American - 1	M __ F <u>1</u> Non-Binary __ Other __ Unknown __
2. Public Service Corps	0	0	M __ F __ Non-Binary __ Other __ Unknown __
3. Summer College Interns	12	Black or African American - 4 White - 3 Hispanic or Latino - 4 Asian - 1	M <u>4</u> F <u>8</u> Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns		0	M __ F __ Non-Binary __ Other __ Unknown __
5. Other (specify):		0	M __ F __ Non-Binary __ Other __ Unknown __

* Self-ID data is obtained by EEO Office from NYCAPS.

- The agency will utilize the internship/fellowship programs to improve a pipeline of candidates from underutilized groups for entry-level positions, including in mission-critical occupations.
- The agency has hired former interns/fellows.
- The agency plans to provide internship/fellowship opportunities in FY 2022.

Additional Comments:

DFTA plans to continue to participate in the DCAS Summer Intern Program and partnering with the NYC Department of Youth & Community Development for internships during FY 2022 and going forward.

D. 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 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.

1. Please discuss plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities.

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 2022.

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.

2. Indicate the goals of your 55-a Program Coordinator for FY 2022. Also include your agency plans to do the following: participate in career and job fairs; use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants; and promote and encourage 55-a program participants to take civil service examinations.

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 2022.

Currently, there are **2** [number two] 55-a participants.

There are **0** [zero] participants who have been in the program less than 2 years.

Last year, a total of **0** [zero] new applications for the program were received and **0** participants left the program due to [state reasons] _____.

If there have been no new participants in the program for less than two years, please indicate initiatives taken to hire new 55-a employees.

Human Resources distributes quarterly emails to all DFTA staff and Hiring Managers informing of the 55-a program and encourage Hiring Managers to utilize the 55-a program.

The agency will actively educate hiring managers about the 55-a program and the benefits of hiring individuals with disabilities.

Based on the June 7, 2016, 55-a memorandum, issued by DCAS, the agency will carefully evaluate each request by longtime provisional employees for designation under §55-a to serve non-

competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of Civil Service Law §65(3). In addition, the agency will reiterate to provisional staff that 55-a certification should not be used as a substitute for passing a civil service exam. The agency will encourage 55-a participants to take civil service examinations.

The agency 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 2022 are:

1. Partnering with NYC: ATWORK, DCAS Citywide Administrative Services and the Mayor's Office for People with Disabilities (MOPD).
2. DFTA's employment unit will send and share job vacancies to NYC: ATWORK, and utilize 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.

These goals are the same as last year.

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. DFTA evaluates requests by longtime provisional employees for designation under 55-a to serve non-competitively in a competitive title on a case by case basis, based on job duties and responsibilities of the person seeking to be 55-a certified. 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 DFTA 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. DFTA 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.

VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared in consultation with the Agency Personnel Officer.

A. Career Counselors

For FY 2022, if your agency is fiscally able to hire new employees and/or backfill open positions, please discuss the planned duties of the agency Career Counselor(s) with regard to advising employees of opportunities for promotion as well as overall career development.

In FY 2022, the agency's Career Counselor will perform the following tasks:

- 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.
- Assist employees and Job Training Program participants in assessing and planning to develop career paths.
- 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 and Comments:

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 2022 and going forward the Department 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.

DFTA's Career Counseling is available through the agency's Human Resources Unit to assist employees in making informed decisions regarding their professional development. DFTA's career counselor information and contact information is 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 FY2021, 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 FY2021 the career counselor has completed 9 counseling sessions and have plans to increase the counseling sessions for FY 2022 to incorporate an in-depth overview of Civil Service "101." Additionally, DFTA will facilitate Civil Service sessions for all employees.

B. New Hires and Promotions

Monitoring, review, and assessment of the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions.

In FY 2022, the agency will do the following:

- 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.

Additional Comments:

After review by the agency Director of Human Resources and the Equal Employment Opportunity 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 hires 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. The Director of Human Resources and the Equal Employment Opportunity 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. Selection Process

Identify the steps that are taken to ensure that selection process is objective and job related.

During FY 2022, the agency will do the following:

- Ensure that hiring managers are trained in structured interviewing techniques to avoid unintentional biases in the hiring process.
- Assess the manner in which candidates are selected for employment, to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group.
- If adverse impact is discovered, determine whether the criteria being utilized are job-related. If the criteria are not job-related, the agency will discontinue using that method.
- Engage in a collaborative effort between EEO, HR and managers where necessary, develop action plans to eliminate identified barriers.
- In conducting job interviews, ensure nondiscriminatory treatment by conducting a structured interview, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question.
- Use a diverse panel of interviewers to conduct the interview.
- EEO Officer is asked to review the interview questions.

Additional Comments:

The agency will assess the methods by which candidates are selected for employment and promotion by reviewing the employee application and interview materials and procedures for all positions. We will ensure that all selection criteria are objective, and job related. In addition, we would ensure that the recruitment and hiring process meet EEO requirements, and that those individuals who make hiring and promotion decisions receive appropriate EEO and interviewing training.

Where agency needs and availability permit panel, interviewing is conducted. Every effort is made to ensure that interview panels are diverse and inclusive regarding race, ethnicity and gender. In addition, interview materials as well as the employee application are reviewed to determine any

adverse impact on a particular job group. If adverse impact is determined, corrective measures are implemented.

D. Review of Hiring, Promotion and selection Practices

For FY 2022, what steps will your agency take to review the positions filled during the year?

- A. Discuss your current practice in utilizing the NYCAPS Applicant Interview Log reports to identify applicants by gender and race/ethnicity.
- The agency will use the NYCAPS Applicant Interview Log Report to track applicant sources and identify the best sources of applicants.
 - The agency does not use the NYCAPS Applicant Interview Log Report.
 - The agency will schedule orientation with NYCAPS Central.
- B. Discuss all planned steps taken to identify barriers to entry for positions and actions under consideration to address such barriers.
- Identify at least two or three people from diverse gender and racial\ethnic backgrounds to review received applications.
 - Ensure hiring panels are composed of staff from diverse backgrounds (e.g., diversity based on experience, gender, age, race and ethnicity).
- C. When identifying groups of subject matter experts to assist the DCAS test development team in creating civil service exams, please describe efforts that will be taken to select a diverse and inclusive group of individuals in the test development process:
- The agency will identify a diverse group of subject matter experts (e.g. race, gender, age, assignments location, etc.) when requested by DCAS.
 - The agency will use objective job-related criteria to identify the subject matter experts who will participate in test development.
 - The agency will make an effort to ensure different staff members are given the opportunity to participate in test development.

Additional Comments:

The agency will assess the methods by which candidates are selected for employment and promotion by reviewing the employment application and interview materials and procedures for all positions. We will ensure that all selection criteria are objective, and job related. In addition, we would ensure

that the recruitment and hiring process meets EEO requirements, and that those individuals who make hiring and promotion decisions receive appropriate EEO and interviewing training.

Where agency needs and availability permit, panel interviewing is conducted. Every effort is made to ensure that interview panels are diverse and inclusive regarding race, ethnicity and gender. In addition, interview materials as well as the employee application are reviewed to determine any adverse impact on a particular job group. If adverse impact is determined, corrective measures are implemented.

During FY 2021, Interviewers were provided with a checklist of non-acceptable, as well as acceptable, questions to ask when conducting interviews.

DFTA will take the following steps in FY 2022 to review positions filled through the civil service list:

- A. Detail planned actions specific to review of title specification, job description, interview procedures, and selection procedures.
- B. Discuss our current protocol for use of the NYCAPS LRS reports to identify applicants by gender and race/ethnicity.
- C. Discuss all planned steps taken to identify barriers for entry to positions and actions under consideration to address such barriers.
- D. When identifying groups of subject matter experts to assist the DCAS test development team, please describe efforts that will be taken to select a diverse and inclusive group of individuals.

The agency will review the job descriptions, education prerequisites, application and interview procedures, and selection methods to ensure EEO is afforded. We will work with DCAS to ensure that the responsibilities described in title specification and job description are current and job related. Where appropriate, desk audits will be performed. The agency will work with DCAS to review competencies, skills and abilities required to ensure that standards are current, job related and required by business necessity. Interview logs include the name/ethnicity/gender of all applicants interviewed and not selected as well as the name/ethnicity/gender of the candidate selected. Before a final determination is made, the Director of Human Resources and the Equal Employment Opportunity Officer will review the interview log and collaborate to determine any adverse impact on an underutilized job group and that no barriers exist for entry to positions. When identifying subject matter experts for test development, every effort will be made to select a diverse and inclusive group regarding race, ethnicity, gender and age.

E. EEO Role in Hiring and Selection Process

Briefly detail which stages of selection involve your EEO Officer (pre- and post-selection).

In FY 2022, the agency EEO Officer will do the following:

PRE-SELECTION:

- Collaborate with the Director of Human Resources to ensure that an updated listing of sources for diverse applicants, including schools and professional organizations, is maintained.
- EEO reviews vacancy postings to ensure elimination of language that has the potential for gender stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns).
- Actively monitor agency job postings.
- Ensure all job postings include updated EEO Employer statement released in 2021.
- EEO is consulted 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.
- Advise Human Resources in the development of a comprehensive guide for hiring managers.
- 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.
- Other: _____

POST-SELECTION:

- 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.

- Perform advisory role to Human Resources in the selection process and conduct post-audit review.
- Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- Other: _____

Additional Comments:

F. 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 2021.
- 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.)	Target Number of Participants	Targeted Dates
1. Everybody Matters – EEO and Diversity & Inclusion (e-learning)	All Staff (Managers, Supervisors, and Front-line employees)	319	Annually November to December 2021
	All other employees College Aides Community Service Aides Reservists	2 20 TBD	
2. Everybody Matters – EEO and Diversity and Inclusion (classroom/live webinar)			Year Round Virtual classes offered by DCAS
3. Sexual Harassment Prevention (e-learning)	All Staff (Managers, Supervisors, and Front-line employees)	319	Annually November to December 2021
	All other employees College Aides Community Service Aides ReServists	2 20 TBD	
4. Sexual Harassment Prevention (classroom/live webinar)			Year Round Virtual classes offered by DCAS
5. IgbTq – Power of Inclusion (e-learning)	All Staff (Managers, Supervisors, and Front-line employees)	319	Every 2 yrs Next Cycle: November to December 2021
	All other employees College Aides Community Service Aides ReServists	2 20 TBD	

6. lgbTq – Power of Inclusion (classroom)	Managers, Supervisors, and Front-line employees (Social Workers)	10	Year-Round Virtual classes offered by DCAS
7. Disability Etiquette	All Staff (Managers, Supervisors, and Front-line employees)	25	Year Round Virtual classes offered by DCAS
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Managers and Supervisors	50	Year Round Virtual classes offered by DCAS
9. Other (specify)			
10. Other (specify)			

VIII. Reasonable Accommodation

Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.

- 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 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 the 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.
- The agency analyzes the reasonable accommodation data and trends.

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.

<http://extranet.dcas.nycnet/eeo/diversityeeo/media/19647/reasonable-accommodation-procedural-guidelines-lc-12116.pdf> (p17).

- The agency has posted/will circulate the *Reasonable Accommodations at a Glance* sheet for the workforce.

Briefly describe procedures and speed of resolution, including the protocol for deciding appeals of Reasonable Accommodation decisions. Does the agency analyze statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals?

Procedures and speed of resolution:

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 10 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.

Does the agency analyze statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals?

Yes, the agency analyzes all of the above to evaluate our 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.

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

A. 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 agency plans to train all new employees within 30 days of start date.
- All the managers, supervisors, and front-line employees were re-trained within the last two years.
- 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.

Additional Comments:

B. Executive Order 59: Chief Diversity Officer/Chief MWBE Officer

Under Executive Order No. 59 of 2020, all agencies shall appoint a Chief Diversity Officer/Chief MWBE Officer, with the appropriate experience and knowledge to oversee the agency's MWBE program, to report directly to the agency head. Agency heads shall ensure internal candidates are considered for the Chief Diversity Officer/Chief MWBE Officer.

- The agency appointed a Chief Diversity Officer/ Chief MWBE Officer by August 28, 2020.

Provide the name and title of the Chief MWBE Officer: Eric Rivera, Special Assistant to the Commissioner & Deputy Chief of Staff



<i>Additional Comments:</i>

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

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> The agency plans to train <u>all</u> new employees on Sexual Harassment Prevention within 30 days of start date. <input checked="" type="checkbox"/> The agency will train <u>all</u> current employees on Sexual Harassment Prevention (Cycle 4 – September 1, 2021 – August 31, 2022) as indicated in the Section VII Training above.
<i>Additional Comments:</i>

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

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> The agency will input sexual harassment complaint data 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. <input checked="" type="checkbox"/> The agency will input all types of complaint data 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. <input checked="" type="checkbox"/> The agency will ensure that sexual harassment complaints are closed within 90 days. <input checked="" type="checkbox"/> The agency will ensure that all other complaints are closed within 90 days.
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Additional Comments:

E. Local Law 101 (2018): Climate Survey

The agency, in collaboration with DCAS, conducted a climate survey in FY 2021 and will proceed to do the following in FY 2022:

- Continue to implement initiatives identified in the 2018 Climate Survey Action Plan which was submitted to DCAS and reported to City Council Speaker in 2020.
- Analyze FY 2021 survey data once provided by DCAS.
- Develop an Action Plan to address concerns raised in the FY 2021 Climate Survey and submit it to DCAS by July 31, 2022. *[Further guidance will be provided to agency by DCAS in 2022.]*

Additional Comments:

X. Audits and Corrective Measures:

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

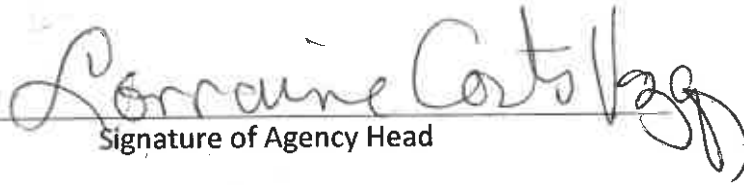
- The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- The agency is currently being audited or preparing responses to an audit conducted by the EEPC or _____ [**another governmental agency – please specify**] specific to our EEO 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 2022 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 measures 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.
(Note: DCAS already has the copy of Certification of Compliance on file.)

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.

Commissioner Lorraine Cortés-Vázquez

Print Name of Agency Head


Signature of Agency Head

12/10/21
Date

APPENDIX

Contact Information for Agency EEO Personnel

Please provide contact information (name, title, e-mail, telephone number and full office address) 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 table rows as needed.

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer	Heava Lawrence-Challenger	HLawrence@aging.nyc.gov	(212) 602-6926
2.	Agency Deputy EEO Officer			
3.	Agency Chief Diversity and Inclusion Officer			
4.	Agency Diversity & Inclusion Officer [if designated]			
5.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Eric Rivera	ERivera@aging.nyc.gov	(212) 602-7760
6.	ADA Coordinator	Kim Hernandez	KHernandez@aging.nyc.gov	(212) 602-4197
7.	Disability Rights Coordinator	Kim Hernandez	KHernandez@aging.nyc.gov	(212) 602-4197
8.	Disability Services Facilitator	Kim Hernandez	KHernandez@aging.nyc.gov	(212) 602-4197
9.	55-a Coordinator	Leon Madramotoo	LMadramotoo@aging.nyc.gov	(212) 602-4409
10	Career Counselor(s)	Leon Madramotoo	LMadramotoo@aging.nyc.gov	(212) 602-4409
11	Training Liaison(s)	Kim Hernandez	KHernandez@aging.nyc.gov	(212) 602-4197
12	EEO Investigator/Counselor(s)	Kim Hernandez Abubaker Daud Eric Rivera Sarah Sanchala	KHernandez@aging.nyc.gov ADaud@aging.nyc.gov ERivera@aging.nyc.gov SSanchala@aging.nyc.gov	(212) 602-4197 (212) 602-4488 (212) 602-7760 (212) 602-4117