

NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

FY 2024 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Part I: Narrative Summary

<b>Agency Name:</b> <u>NYC DEPARTMENT OF CONSUMER AND WORKER PROTECTION</u>			
<input type="checkbox"/> 1 <sup>st</sup> Quarter (July -September), due November 17, 2023	<input type="checkbox"/> 2 <sup>nd</sup> Quarter (October – December), due January 30, 2024		
<input checked="" type="checkbox"/> 3 <sup>rd</sup> Quarter (January -March), due April 30, 2024	<input type="checkbox"/> 4 <sup>th</sup> Quarter (April -June), due July 30, 2024		
<b>Prepared by:</b> Patty Baez	EEO Officer	PBaez@dcwp.nyc.gov	212-436-0269
Name	Title	E-mail Address	Telephone No.
<b>Date Submitted:</b> <u>4/30/2024</u>			
<b><u>FOR DCAS USE ONLY:</u></b>		<b><i>Date Received:</i></b>	

Instructions for Filling out Quarterly Reports FY 2024

[NOTE: These forms are cumulative and designed to retain and preserve information for the entire FY 2024. For Q1 please copy the goals, programs, and initiatives from your draft of the FY 2024 DEI-EEO plan. Insert these

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statements in the corresponding sections of the Quarterly Report below, particularly sections IV, V, and VI. For Q2, Q3 and Q4, use previous quarter's submission to update their status, retaining all information for the prior quarters. You should also add programs and initiatives begun in these quarters even if they were not mentioned in the Annual Plan]

1. Please save this file as **"XXXX Quarter X FY 2024 DEI-EEO Quarterly Report.Part I"**, 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, Equity, Inclusion and EEO Training Summary" details in Part II – Training Summary [see the attached Excel file].

Core EEO Training: Copy the information from the Training Completion Report you receive quarterly from DCAS Learning & Development onto grey-shaded cells in rows 26, 30, 34, and 38. Include any of these trainings that were administrated by your agency in the rows immediately below (27, 35, 39).

Other Diversity, Equity, Inclusion and EEO Related Training: Beginning with row 45, include training classes co-organized or co-sponsored by your agency 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. Mark progress in check boxes in the column for the current quarter. [Note: **Delayed** = behind schedule; **Deferred** = put off until later when better resources become available.]
4. Please save the Excel file as **"XXXX Quarter X FY 2024 DEI-EEO Report.Part II 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.**

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## I. Commitment and Accountability Statement by the Agency Head

Distributed to all agency employees?  Yes, On (Date): \_\_7/21/2023\_\_\_\_\_  No  
 By e-mail  
 Posted on agency intranet and/or website  
 Other \_\_\_\_\_

## II. Recognition and Accomplishments

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

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

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

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## III. Workforce Review and Analysis

### I. Agency Headcount as of the last day of the quarter was:

Q1 (9/30/2023): 420 Q2 (12/31/2023): 425 Q3 (3/31/2024): 416 Q4 (6/30/2024 ): \_\_\_\_\_

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

Yes On (Date): 3/14/2023  Yes again on (Date): \_\_\_\_\_  No

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

### III. The agency conducted a review of the quarterly CEEDS reports and the dashboard sent by DCAS 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 (Dates): Q1 Review Date: 7/18/23 Q2 Review Date: 10/24/2023 Q3 Review date: \_\_\_\_\_ Q4 Review date: \_\_\_\_\_

#### The review was conducted with:

- |   |  |   |  |
|---|--|---|--|
| <input type="checkbox"/> Agency Head                            | <input checked="" type="checkbox"/> Agency Head          | <input type="checkbox"/> Agency Head              | <input type="checkbox"/> Agency Head     |
| <input checked="" type="checkbox"/> Human Resources             | <input checked="" type="checkbox"/> Human Resources      | <input type="checkbox"/> Human Resources          | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> General Counsel                        | <input type="checkbox"/> General Counsel                 | <input type="checkbox"/> General Counsel          | <input type="checkbox"/> General Counsel |
| <input checked="" type="checkbox"/> Other- Agency Head Designee | <input checked="" type="checkbox"/> Agency Head Designee | <input type="checkbox"/> Other _____              | <input type="checkbox"/> Other _____     |
| <input type="checkbox"/> Not conducted                          | <input type="checkbox"/> Not conducted                   | <input checked="" type="checkbox"/> Not conducted | <input type="checkbox"/> Not conducted   |

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

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2024.

### A. Workforce:

Please list the **Workforce Goal(s)** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023*, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

#### 1. [Copy Workforce goal from FY 2024 DEI-EEO plan ]

In 2023 we obtained LinkedIn recruiter, a hiring platform, to expand the number of applicants for our positions. The platform has successfully increased the number of applicants on average by 10%, allowing our positions to be accessible to potential employees. The increased volume of applicants has given us an opportunity to choose from a more diverse pool of candidates. Furthermore, our expanded partnerships with professional associations and colleges have allowed us to reach more minority candidates than ever before.

Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

As a result of OMB budget constraints, the LinkedIn talent solutions is currently suspended. Once they are lifted, we will continue utilizing the platform. However, DCWP has continued to partner with professional associations representing diverse professionals including Cafecito Network, Haitian American Lawyers Association, Iranian American Bar Association, Muslim Bar Association, Long Island Hispanic Bar Association, LGBT Bar Association, and many others to promote our positions among members.

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Now that we have increased the number of diverse applicants our next step is to require unconscious bias training for all hiring managers. In 2024, the Human Capital unit will develop best practices for managers to reduce potential bias in the selection process. The best practices will include focusing on objective skills and qualifications and requiring the use of structured interviewing process with a diverse hiring panel.

### Workforce Goal #1 Updates:

Q1 Update:	<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"/> Completed
Q2 Update:	<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"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

## 2. [Copy Workforce goal from FY 2024 DEI-EEO plan]

DCWP developed a mentorship program which is expected to be launched by the Human Capital team in 2024.

Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

### Workforce Goal #2 Updates:

The program will provide staff members with monthly sessions which will include interactive training sessions, group discussions, and aiding material on how to foster different aspects of coaching and mentoring relationships within each team. Human Capital will request division heads to recommend staff members to participate in the monthly sessions and we will request ongoing feedback so that we can make any necessary improvements to our sessions before the official rollout of the program.

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Q1 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q2 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q3 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q4 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed

3. [Copy Workforce goal from FY 2024 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

Workforce Goal #3 Updates:

Q1 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q2 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q3 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q4 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed

4. [Copy Workforce goal from FY 2024 DEI-EEO plan]

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Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

## Workforce Goal #4 Updates:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

## 5. Efforts to reduce Workforce underutilization:

Please describe steps that were taken or planned to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.

The workforce report for Q2 and Q3 will be reviewed in the near future. The workforce report for Q1 of FY 2024 was reviewed on October 17, 2023. From the data reviewed, it is noted that the area with the most significant underutilizations are Managers and Lawyers by race. DCWP has a total of 41 Lawyers and 48 Managers, but only 1 Black employee under each job group. DCWP's Agency Attorneys are predominantly women. 70% of the total number of lawyers are White, 19% Hispanic, 8% Asian, and 3% unknown.

It is also noted that Clerical and Clerical Supervisors job groups are predominantly Black and Hispanic with a total of 33 % Black and 36% Clericals and 33% Black and 30% Hispanic Clerical Supervisors.

After identifying these barriers, DCWP plans to address each division with underutilization and offer guidance in hiring best practices as well as training including Unconscious Bias training. We want to improve our retention and promotion tactics with the goal of further diversifying our candidate pool. Through our collaboration with recruitment firms, programs like LinkedIn Talent Solutions, and growing partnerships with associations and colleges we aim to expand our outreach and grow our applicant pool.



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The EEO Officer will collaborate with the Director of Human Capital and evaluate current hiring practices to develop a pipeline program with law school clinics where we can recruit more diverse candidates and develop an internship for Lawyers.

## B. Workplace:

Please list the Workplace Goal(s) included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2024*, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

### 1. [Copy Workplace goal from FY 2024 DEI-EEO plan]

DCWP will hold a Benefits Fair where representatives from New York City Employee Retirement System (“NYCERS”), Commuter Benefits, Employee Unions, various Health Plans, and the Deferred Compensation Plan will be available to all the employees through the open enrollment period to provide information and respond to questions.

Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. How do you evaluate the effectiveness of these actions?

The administration division invited employees to attend a seminar sponsored by The New York City Employees’ Retirement System (NYCERS) on January 18<sup>th</sup> via ZOOM. This session focused on the importance of civil servants in joining NYCERS to learn about the benefits of being part of the City retirement plan.

#### Workplace Goal #1 Updates:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input checked="" type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input checked="" type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

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## 2. [Copy Workplace goal from FY 2024 DEI-EEO plan]

DCWP established an employee engagement committee to boost employee morale, retain valuable talent, build community, and promote work-life balance.

**Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. How do you evaluate the effectiveness of these actions?**

### Workplace Goal #2 Updates:

The Employee Engagement Committee aims to create opportunities for employees to engage with one another and to develop ways for employees outside of the committee to meet and interact. Members of the committee will also have an opportunity to offer suggestions for the agency-wide anniversary event. Each division will recommend an employee for representation. We will work together to plan, promote, and execute activities that will bring together employees from their respective divisions and foster interdivisional networking.

The Engagement Committee continues to meet on a bi-weekly basis planning the Agency’s annual anniversary event. Division representatives of each division volunteered to contribute towards subcommittees including logistics, environment, promotion and programming.

### During the first week of October 2023

Q1 Update:	<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"/> Completed
Q2 Update:	<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"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

## 3. [Copy Workplace goal from FY 2024 DEI-EEO plan]

DCWP plans to hold a 6–8-week Zumba and Yoga class of 20-25 participants in the worksite for one hour per week. Mats and water bottles

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will be provided to participants. The agency will partner with NYC Work Well to bring in an instructor onsite to lead the classes.

**Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. How do you evaluate the effectiveness of these actions?**

### Workplace Goal #3 Updates:

DCWP has not held the Zumba and Yoga class as we are sorting out the space for the classes. We plan to have it in FY 2024. Each month we sent out a wellness email highlighting available resources and reminding staff about the programs we offered in our agency as well as the programs Work Well hosted for the city.

Q1 Update:	<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"/> Completed
Q2 Update:	<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"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

### 4. **[Copy Workplace goal from FY 2024 DEI-EEO plan]**

The agency's anniversary event will be held on the date the agency was created and in appreciation of all staff.

**Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. How do you evaluate the effectiveness of these actions?**

### Workplace Goal #4 Updates:

Appreciation speeches from division heads and Years of Service awards will be presented. The anniversary event is going to be held

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on May 29, 2024, which will include a talent show organized by the Employee Engagement Committee.

Q1 Update:	<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"/> Completed
Q2 Update:	<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"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

## 5. Other Workplace Activities:

Please describe any other EEO-related activities designed to improve/enhance the workplace (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe them, including the dates when the activities occurred.

The Office of Diversity, Equity, and Inclusion/EEO is working on DCWP's 9<sup>th</sup> EEO Newsletter, which will contain information on new protected categories that were incorporated in the City's EEO Policy in December 2023. The Newsletter will be shared agencywide once it is completed.

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## C. Community:

Please list the Community Goal(s) included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2024, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., community outreach and engagement, M/WBE participation and customer satisfaction surveys).

### 1. [Copy Community goal from FY 2024 DEI-EEO plan]

The agency mission, “to protect and enhance the economic lives of New Yorkers to create thriving communities”, requires that we continue to expand outreach efforts. To effectively reach the populations we serve, we train our workforce on how to communicate with individuals from diverse backgrounds.

Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

#### Community Goal #1 Updates:

For Q3, there were 184 events total, with 49 events communicated in languages other than English. These languages included Spanish, Bengali, and Russian. The events were hosted around the city by various Community Based Organizations sharing information about DCWP, FECs, and new legislation that passed. Events took place in Manhattan, Queens, and Brooklyn focusing on issues like Older Adults Scam Awareness, Paid Safe & Sick Leave, and Free Tax Prep presentations. In Q3 DCWP presented programs where participants were informed that materials can be shared in 13 additional languages upon request.

Please see specifics on a few events below:

**January 11, 2024: MAYOR ADAMS, DCWP COMMISSIONER MAYUGA SECURE \$1.5 MILLION FOR CONSUMERS HARMED BY PREDATORY USED CAR DEALER GROUP. New York City Mayor Eric Adams and New York City Department of Consumer and Worker**

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Protection (DCWP) Commissioner Vilda Vera Mayuga today announced an [agreement with 26 Motors](#) — a group of six used car dealerships — that will deliver \$1.5 million in relief to New Yorkers harmed by the dealerships’ deceptive sales practices. The agreement resolves numerous violations of the [city’s Consumer Protection Law that protects against](#) deceiving and otherwise preying on vulnerable consumers, as well as licensing laws prohibiting other unlawful conduct in the industry. Mayor Adams and DCWP Commissioner Mayuga also secured \$300,000 in civil penalties from the company, and a five-year ban on five of the seven individual owners from owning and operating a used car dealership in New York City.

For years, 26 Motors displayed a pattern of predatory business practices. The dealerships used false advertising to lure consumers into buying mechanically defective vehicles and refused to honor their advertised prices. They also deceived consumers about the true cost of vehicles by posting misleading information online. Additionally, the dealerships preyed on financially vulnerable consumers by forcing them into financing deals and provided false information to financial organizations to secure loans. Finally, they tricked consumers into signing illegal waivers and refused to provide them with legally required disclosures upon request, among other violations of the city’s Consumer Protection Law. DCWP currently licenses more than 460 secondhand auto dealers and has received more than 4,400 complaints about the industry over the past five years. In that same period, DCWP conducted more than 2,600 inspections of used car dealerships and issued more than 840 summonses. The most common violations include failure to post required signs, parking or storing cars on sidewalks and public roadways, and missing price disclosures. As a result of mediating complaints, charging businesses with violations of the applicable law and rules, and executing settlements, DCWP has secured over \$1.9 million in consumer restitution and more than \$5.2 million in fines against used car dealerships over the past five years.

To help further protect automotive consumers, the Adams administration encourages New Yorkers who are looking to buy a used car to read the [Used Car Consumer Bill of Rights](#), which dealerships are required to post and give to each consumer before they sign a sales contract. This Consumer Bill of Rights must be provided to the consumer in the language in which the contract was negotiated if the translation is available on DCWP’s website. When shopping for a certified, pre-owned automobile, consumers should make sure they know the specific criteria for certification, obtain proof that the car they are interested in purchasing meets those criteria, and receive documentation of any promised warranties. This case was handled by DCWP Staff Counsel Barbara Lubradzka and Staff Counsel Lindsay DeCicco, under the supervision of Associate General Counsel Bradley McCormick and Deputy General Counsel Melissa Iachan of the General Counsel Division, which is led by General Counsel Michael Tiger.

**January 26, 2024: PROTECTING WORKERS: DCWP SETTLES WITH SIX MAJOR COMPANIES OVER WORKPLACE VIOLATIONS.** Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today announced nearly \$3 million in relief secured for workers from six major businesses to resolve violations of the City’s [workplace laws](#): White Castle, Taco Bell, Domino’s Pizza,

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Amazon, Farm Country grocery store, and Public Preparatory Network, a charter school company. The companies will pay a combined \$2.7 million in restitution to more than 3,570 workers, more than \$343,000 in civil penalties and costs, and must comply with the law going forward. Taco Bell franchisee, GF Enterprise III, will pay more than \$819,000 in restitution to 888 workers and nearly \$81,000 in civil penalties and costs. DCWP's investigation found that, at 10 locations across the city, Taco Bell violated the Fair Workweek Law and the [Paid Safe and Sick Leave Law](#) by failing to consistently:

- provide workers with paid safe and sick leave,
- pay premiums for schedule changes and clopening shifts,
- give current workers the opportunity to work more regular hours before hiring new workers,
- obtain workers' consent when adding hours to their schedule, and
- give workers work schedules 14 days in advance of the start of the schedule.

1. White Castle will pay nearly \$777,000 in restitution to 1,500 workers and more than \$75,000 in civil penalties and costs. DCWP's investigation found that, at all NYC locations, White Castle violated the [Fair Workweek Law](#) by failing to consistently:

- give workers work schedules 14 days in advance of the start of the schedule, and
- pay premiums for schedule changes.

2. Farm Country, a grocery store, will pay more than \$368,000 in restitution to 42 workers and more than \$31,000 in civil penalties and costs. DCWP's investigation found that the company violated the [Grocery Worker Retention Act](#) when it took over a former Key Foods location by terminating employees instead of retaining them for 90 days after the ownership transfer, as the law requires.

3. Public Preparatory Network, a non-profit network of charter schools, will pay more than \$318,000 in restitution to 675 workers and more than \$31,000 in civil penalties and costs. DCWP's investigation found that, at six locations across the city, the company maintained unlawful "blackout dates" when employees were not allowed to use safe and sick leave.

4. Domino's Pizza franchisee, Robert Cookston, will pay \$288,000 in restitution to 192 workers and \$32,000 in civil penalties and costs. DCWP's investigation found that, at four of his franchise locations located in the Bronx and Manhattan, Mr. Cookston violated the Fair Workweek Law and the Paid Safe and Sick Leave Law by failing to consistently:

- provide workers with paid safe and sick leave,
- pay premiums for schedule changes and clopening shifts,
- give current workers the opportunity to work more regular hours before hiring new workers,
- obtain workers' consent when adding hours to their schedule, and
- give workers work schedules 14 days in advance of the start of the schedule.

5. Amazon will pay more than \$136,000 in restitution to 273 workers and nearly \$93,000 in civil penalties and costs. DCWP's investigation found that Amazon violated the Paid Safe and Sick Leave Law by failing to provide certain part-time and short-term workers

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with accrued sick leave at its Woodside, Queens DBK1 location.

6. “Holding employers accountable for violating the City’s Fair Workweek Law is vital to protecting workers and their rights,” said Speaker Adrienne Adams. “This \$3 million settlement with six businesses that consistently failed to follow the law sends a critical message to workers across the city that their labor is valued. Enforcement of worker protections remains critical for our communities, and I thank the Department of Consumer and Worker Protection for their actions to support the impacted workers.”

7. “As Chair of the Civil Service and Labor Committee at the City Council and a sponsor of earned safe and sick time and fair workweek legislation, it is encouraging to see our workers get the justice they deserve and see our labor law enforcement produce positive results,” said Council Member Carmen De La Rosa. “Our workforce is the backbone of our city, and the employers must comply and do right by their workers. This is a reminder to companies operating in NYC; we are a union town, and you must operate in good faith if you’re seeking business within our city limits. We are proud to have a dedicated Department of Consumer and Worker Protection that ensures unscrupulous employers and companies do not get away with harming our workers.”

Since 2014, DCWP has received more than 5,900 complaints about potential workplace violations of all of the laws it enforces, closed more than 2,800 investigations, and secured more than \$51 million in restitution and civil penalties for more than 68,000 workers across all workplace cases. DCWP’s cases were handled by Investigator Jimmy Kristrom, Investigator Ryan McGuire, Investigator Rebecca Kwan, Investigator Christopher Dunn, Supervising Investigator Juana Abreu, Supervising Investigator Alex Moran, Supervising Investigator Peter Donna, Director of Investigations Margot Finkel, Staff Counsel Maria Jennings, Staff Counsel Marlee Belford, Staff Counsel Olivia Wade, Staff Counsel Gabo Gutierrez, Senior Enforcement Counsel Caroline Friedman, Senior Enforcement Counsel John De Vito, Litigation Director Emily Hoffman, Data Scientist Amanda Gallea, Senior Data Scientist David Rauch, Director of Data Science Elizabeth Major, Labor Economist Mike Papadopoulos, and Executive Director of Policy and Analytics Sam Krinsky of DCWP’s Office of Labor Policy & Standards, under the supervision of Deputy Commissioner Elizabeth Wagoner.

January 29, 2024: NYC KICKS OFF TAX SEASON 2024 WITH FREE TAX PREPARATION SERVICES. *All New Yorkers who earned \$85,000 or less can file taxes for free through NYC Tax Prep. Last year, NYC Free Tax Prep saved New Yorkers more than \$13 million in tax preparation fees.* New York City Mayor Eric Adams and New York City Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today kicked off the tax season and urged all eligible New Yorkers to file their taxes for free through [NYC Free Tax Prep](#). Residents who earned \$85,000 or less and file as a family, or those who earned \$59,000 or less and file as an individual or couple without dependents, are eligible to file through NYC Free Tax Prep. NYC Free Tax Prep provides free, professional tax preparation services that helps New Yorkers keep their full refund, including valuable tax credits, like the enhanced NYC Earned Income Tax Credit (EITC), which was expanded last year for the first time in 20 years. Last year, NYC Free Tax Prep filed more than 84,000 tax returns, saving New Yorkers more than \$13 million in tax preparation fees. The Internal Revenue Service (IRS) will begin accepting tax



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returns today, Monday, January 29th through Monday, April 15, 2024.

## NYC Free Tax Prep Services:

- **In-Person Tax Prep—sit down with a volunteer preparer:** At in-person tax prep sites, knowledgeable IRS certified Volunteer Income Tax Assistance (VITA)/Tax Counseling for the Elderly (TCE) volunteer preparers help filers complete an accurate tax return. More than 130 sites across the city will be opening in the coming weeks.
- **Drop-off Service—drop off your documents and pick up your completed return later:** With drop-off service, filers can drop off their tax documents and pick up the completed return later.
- **Virtual Tax Prep—like in-person free filing but online:** Virtual Tax Prep is an online service where an IRS certified VITA/TCE volunteer preparer will video conference with filers to help prepare their tax return using a secure digital system. Filers can submit photos or scans of tax documents to the preparer, confirm their identity, and complete their return by video call with a preparer. Filers will need access to a computer, tablet, or smartphone; a stable internet connection; and the ability to download secure video conference software.
- **Assisted Self-Preparation—free online tax prep on your own or with help:** Assisted Self-Preparation allows filers to complete their tax return online on their own and an IRS certified VITA/TCE volunteer preparer will be available by phone or email to answer questions. Filers will need access to a computer, tablet, or smartphone; a stable internet connection; an email address, and their 2022 adjusted gross income (AGI) or self-select PIN.

**Earned Income Tax Credit (EITC):** The EITC is available to working families and individuals with low and moderate incomes. Last year's enhancement of the NYC EITC, the first increase in NYC in almost 20 years, will help 800,000 New Yorkers who qualify to better afford essential items like food, rent, and utilities.

- Last year, the NYC EITC increased from a 5% match of the federal EITC levels to 10-30% depending on the filers' income, meaning more money back for more New Yorkers. Under the City's enhancement of the EITC, a single parent with one child with an income of \$14,750 saw the benefit increase from \$187 to \$933—a 400% increase. A married couple with two children and an income of \$25,000 saw their New York City benefit increase from \$308 to \$925 under the City payment—a 200% increase.

**NYC Free Tax Prep for Self-Employed New Yorkers:** NYC Free Tax Prep for Self-Employed Filers provides free tax preparation services tailored to the needs of gig workers, freelancers and small business owners who often face barriers to filing taxes and managing financial recordkeeping. In addition to providing annual and quarterly estimated tax filling preparation assistance, workshops and one-on-one consultations help the growing number of New Yorkers who perform gig and freelance work to learn the basics of tax filing and recordkeeping best practices as self-employed filers. To be eligible for tax preparation services for self-employed filers, New Yorkers must have business expenses of \$250,000 or below.

**Paid Tax Preparers:** The City encourages eligible filers to file for free with NYC Free Tax Prep but consumers who use a paid tax preparer

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should ask the preparer for the [Consumer Bill of Rights Regarding Tax Preparers](#) (additional languages available), read it carefully before having their taxes prepared. Consumers should also be on alert for predatory tax preparers that overcharge, charge hidden fees, or file their return without permission.

**February 2, 2024: DEPARTMENT OF CONSUMER AND WORKER PROTECTION RESEARCH FINDS 305,700 NYC HOUSEHOLDS ARE UNBANKED.** Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today released a [brief](#) detailing the number of unbanked households in New York City. The research brief, which is updated biennially, summarizes demographic and geographic information about the city's unbanked population, highlighting systemic barriers to banking access. An estimated 305,700 NYC households (9.4%) had no bank account in 2021, higher than the national average of 4.5%. DCWP partners with several banks and credit unions to offer the [NYC SafeStart Account](#), a safe and affordable starter savings account for New Yorkers. NYC SafeStart accounts offer an ATM card for withdrawals and features no overdraft fees or monthly fees as long as the minimum balance of \$25 is met. Many of the participating banks and credit unions also accept IDNYC as a primary form of identification to open an account.

### Data Highlights:

- 305,700 NYC households (9.4%) are unbanked, with the Bronx having higher rates of unbanked households, nearly two times greater than the rest of the city.
  - The estimated number of unbanked households in Brooklyn decreased by 0.4% (from 9.5% or 93,100 households in 2019 to 9.1% or 90,900 households in 2021), however the estimated number of unbanked households in Queens increased by 0.4% (from 6.3% or 49,600 households in 2019 to 6.7% or 55,300 households in 2021).
- Unbanked households are concentrated in financially vulnerable neighborhoods. These neighborhoods consistently fall among those with the highest poverty rates and the lowest median household income. These neighborhoods also have high unemployment rates among working age adults.
- Residents of these neighborhoods are predominantly Black and/or Latino and are less likely to have access to the internet and have some of the lowest access to bank or credit union locations.

**March 1, 2024: DEPARTMENT OF CONSUMER AND WORKER PROTECTION RELEASES WORKERS' BILL OF RIGHTS: A ONE-STOP-SHOP FOR UNDERSTANDING YOUR LABOR RIGHTS IN NYC.** Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today released the City's newly expanded, landmark [Workers' Bill of Rights](#), a multilingual and comprehensive guide to rights in the workplace in New York City, which was created in collaboration with the Mayor's Office of Immigrant Affairs (MOIA) and the New York City Commission on Human Rights (CCHR). This new version of the Workers' Bill of Rights summarizes additional city laws, and now also includes state and federal laws that protect workers and job applicants in New York City, regardless of immigration status.

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By July 1, 2024, all employers in New York City must post the required multilingual [“Your Rights at Work” poster](#) where employees can easily see it and give a copy to each employee. Employers must also post it to their intranet or mobile app if they offer one for employees to use. DCWP, MOIA and CCHR will be conducting outreach to workers about their rights and to employers about their responsibilities under the new law. The Workers’ Bill of Rights includes information on rights enforced by DCWP, like [Paid Safe and Sick Leave](#), the [Temporary Schedule Change Law](#), [Fair Workweek Law](#) and the city’s [Delivery Worker Laws](#), as well as rights enforced by other state and federal agencies, like minimum wage and the right to organize. It also includes information about who to contact for more information or with questions, as well as how to file a complaint. New Yorkers can visit [nyc.gov/workers](#) or contact 311 to download or request the “Your Rights at Work” Poster. If their employer does not make the Poster available or they have questions about their rights, workers can ask a question or file a complaint starting July 1 online at [nyc.gov/workers](#) or by contacting 311. Enforcement will be complaint-based. Employers will receive a warning for the first violation and could face penalties of \$500 for subsequent violations.

March 7, 2024: NATIONAL CONSUMER PROTECTION WEEK: WHAT YOU NEED TO KNOW ABOUT ARTIFICIAL INTELLIGENCE SCAMS. Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today, as part of National Consumer Protection Week, urged all New Yorkers to be aware about the dangers of artificial intelligence (AI) scams and released new [tips](#) about how to stay safe and vigilant. As advancements in artificial intelligence and machine learning continue to impact many aspects of our lives, consumers should keep up to date with the newest types of scams that may target them and their loved ones. Scammers may try to impersonate your family and friends using AI voice-cloning technology to ask for money or personal information. Scammers may also use deepfake technology to alter pictures or video to impersonate public figures or loved ones.

## What You Need to Know About AI Scams:

- **Signs It’s a Voice-Cloning Scam:**
  - You are contacted out of the blue.
  - You are pressured to act immediately, with no time to think.
  - The caller is urgently requesting money, usually through a wire transfer, gift card, payment app, or cryptocurrency. These methods of payment make it nearly impossible to get a refund once you’ve been scammed.
  - The caller is requesting personal or private information from you.
  - You are told to keep the caller’s request a secret.
- **Signs It’s a Deepfake Scam:**
  - Look for signs of an altered video including jerky or unrealistic movements, shifts in lighting or skin tone, strange or no blinking, and shadows around the eyes. Listen for inconsistencies.

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- Is the speaker doing something totally out of character, like asking for your money or personal information? Deepfake videos often feature strange word choices, stilted language, and choppy sentences. The caller requesting money, usually urgently and through a hard to trace method like a wire transfer, gift card, payment app, or cryptocurrency.
- **How to Respond:**
  - Ask questions. Caller ID can be faked. Although a scammer may sound like a loved one, they won't be able to answer personal questions that only your real loved one would know the answer to. You can ask them to confirm details that aren't publicly available.
  - Be skeptical. Hang up and call the person back, but don't simply redial the number that called you – call their trusted number. If you can't reach that loved one directly, try to reach out through another family member or friend.
  - Stop and think. Urgency is one of a scammer's most powerful tools in getting you to do what they want. You can take control of the situation by pausing for a moment to consider the situation rationally.

You can [report scams online to the Federal Trade Commission \(FTC\)](#). The FTC will use your report to investigate and bring cases against other frauds, scams, and bad business practices.

March 19, 2024: DEPARTMENT OF CONSUMER AND WORKER PROTECTION'S VISITING INSPECTOR PROGRAM EXPANDS TO ANY NEW BRICK-AND-MORTAR RETAIL BUSINESS IN NYC. Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today announced the expansion of the [Visiting Inspector Program \(VIP\)](#), offering any new retail business the opportunity to receive an educational, violation-free visit from an inspector to help them learn about and comply with the laws that DCWP enforces. Previously, only brick-and-mortar retail businesses that were newly licensed by DCWP were eligible to receive a VIP visit, but now, any new brick-and-mortar retail businesses in NYC, regardless of whether they are licensed by DCWP can request a VIP visit. Despite not needing a license from DCWP, these new businesses are required to comply with laws DCWP enforces. Since the program launched in 2017, DCWP has visited nearly 11,000 businesses through VIP. New brick-and-mortar retail businesses in NYC can schedule a VIP visit by visiting [nyc.gov/BusinessToolbox](http://nyc.gov/BusinessToolbox) or by contacting 311. DCWP will continue to contact newly licensed businesses to schedule an appointment for an educational visit. During the appointment, a senior inspector provides the business with important information about how to comply with the laws that DCWP enforces and that apply to the business, including the City's [Consumer Protection & Licensing Laws](#), and workplace laws like the City's [Paid Safe and Sick Leave Law](#), [Fair Workweek Law](#), among [others](#).

Q1 Update:	<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"/> Completed
Q2 Update:	<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"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

2. [Copy Community goal from FY 2024 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

Community Goal #2 Updates:

- |            |                                  |                                      |                                  |                                  |                                   |                                    |
|------------|----------------------------------|--------------------------------------|----------------------------------|----------------------------------|-----------------------------------|------------------------------------|
| Q1 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q2 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q3 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q4 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |

3. [Copy Community goal from FY 2024 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## Community Goal #3 Updates:

Q1 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q2 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q3 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q4 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed

## 4. [Copy Community goal from FY 2024 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

## Community Goal #4 Updates:

Q1 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q2 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q3 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q4 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## 5. Other Community programs and activities:

Please describe any other Community-directed programs and activities (e.g., meetings, educational and cultural programs, promotion of agency services, community fairs, etc.) and describe them, including the dates when the activities occurred.

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## D. Equity, Inclusion and Race Relations Initiatives:

Please list the Equity, Inclusion and Race Relations initiatives included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2024, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan.

Please describe the steps that your agency has taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. Please specify Equity and Race Relations initiatives embarked on, or continued from previous year(s), e.g., meetings, educational and cultural programs, presentations, discussions, books/articles, other suggested readings, etc., and describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

### 1. [Copy Equity, Inclusion and Race Relations initiative from FY 2024 DEI-EEO plan]

DCWP created a workforce development plan that includes trainings in DEI. The agency is requiring employees and managers to take unconscious bias, structured interviewing, and disability etiquette training. This training will help employees understand unconscious bias, promote cultural competency, and encourage respectful communication amongst staff members. To promote age inclusivity and increase diversity, Mentorship Programs will be established which will serve as a platform for employees to connect, share experiences, and advocate for inclusion. The Mentorship program will pair experienced employees with newer ones where both groups will have the opportunity to share their experiences and transfer knowledge while enjoying the benefits of career development opportunities.

To ensure that DCWP is an age-friendly workplace, the agency will regularly make DEI assessments within our hiring practices to establish clear diversity and inclusion goals and measure its progress. Policies will be reviewed and updated regularly to reflect inclusive practices and to address systemic issues.

Please describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

Managers and supervisors are expected to complete the Structured Interviewing and Unconscious Bias training by October 2024,



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and the Disability Awareness and Etiquette by December 2024. DCWP’s Mentorship program aims to provide high-impact mentoring relationships in a safe space. We will work among colleagues to achieve growth in the following four core functions for life and career success. The information will be shared via sessions which will include interactive trainings, and group discussions, and receive aiding materials on how to foster different aspects of coaching and mentoring relationships within their teams. The progress will be monitored by gathering the staff members' feedback and exercise outcomes based on the core component of the program

## Equity, Inclusion and Race Relations Initiative #1 Updates:

Q1 Update:	<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"/> Completed
Q2 Update:	<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"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

## 2. [Copy Equity, Inclusion and Race Relations initiative from FY 2024 DEI-EEO plan]

Please describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## Equity, Inclusion and Race Relations Initiative #2 Updates:

Q1 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q2 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q3 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q4 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed

3. [Copy Equity, Inclusion and Race Relations initiative from FY 2024 DEI-EEO plan]

Please describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

## Equity, Inclusion and Race Relations Initiative #3 Updates:

Q1 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q2 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q3 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed  
Q4 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed

4. [Copy Equity, Inclusion and Race Relations initiative from FY 2024 DEI-EEO plan]

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Please describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

## Equity, Inclusion and Race Relations Initiative #4 Updates:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

## I. Recruitment

### A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2024 Diversity, Equity, Inclusion 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).

#### 1. [Copy Recruitment Initiatives/Strategies from FY 2024 DEI-EEO plan]

##### 1. Continue to expand our partnerships with:

- External organizations
- Colleges
- Programs such as Ladders for Leaders
- Recruitment events

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Utilize LinkedIn Talent Solutions to expand and target qualified diverse candidate.

Please describe the steps that your agency has taken to implement and achieve these initiatives/strategies. How do you evaluate the effectiveness of these actions?

DCWP will continue to expand our partnerships with colleges, universities, government agencies, and professional associations to promote our job postings and to participate in job fairs. We will train hiring managers in Disability Etiquette and the 55-a program. DCWP also began hosting Civil Service information sessions for members of the public. During these sessions members of the public can learn what are civil service exams, how to apply, and what happens after they take an exam. The list below shows the standard list of sites agency attorney positions are posted to:

1. LinkedIn
2. Indeed
3. Peggy Browning Guild
4. Public Service Legal Careers (PSJD)
5. Post Job Free
6. Cafecito Network
7. National Lawyers Guild
8. National Employment Lawyers Association (NELA)
9. Law Crossing
10. Cornell Law School
11. Boston College Law
12. University of Chicago Law
13. Washington University Law School
14. Fordham School of Law
15. Hofstra School of Law
16. Albany Law School
17. New York Law School
18. PACE School of Law
19. Rutgers School of Law
20. Brooklyn Law
21. Touro College School of Law
22. Columbia School of Law

## **NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report**

- 23. NYU School of Law**
- 24. Cardoza School of Law**
- 25. CUNY School of Law**
- 26. Harvard Law School**
- 27. Northwestern University Law School**
- 28. University of Texas Law School**
- 29. Vanderbilt Law School**
- 30. UCLA Law**
- 31. Yale Law School**
- 32. University of Virginia Law**
- 33. Seton Hall Law**
- 34. Duke University School of Law**
- 35. University of Pennsylvania Law School**
- 36. University of Buffalo Law School**
- 37. UConn School of Law**
- 38. George Washington University Law School**
- 39. Brehon Law Society**
- 40. Haitian American Lawyers Association**
- 41. Iranian American Bar Association**
- 42. Muslim Bar Association**
- 43. Long Island Hispanic Bar Association**
- 44. Asian American Bar Association**
- 45. New York County Bar Association**
- 46. New Jersey Bar Association**
- 47. AFK-CIO Union Lawyers Alliance**
- 48. Amistad Long Island Black Bar Association**
- 49. Arab American Bar Association**
- 50. Association of Black Women Attorney**
- 51. Brooklyn Women’s Bar Association**
- 52. Catholic Lawyers Guild**
- 53. LGBT Bar Association**

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## Recruitment Initiatives/Strategies #1 Updates:

Q1 Update:	<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"/> Completed
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Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

## 2. [Copy Recruitment Initiatives/Strategies from FY 2024 DEI-EEO plan]

Recruitment will participate in career fair events once a month and host information sessions periodically for employees agencywide and a monthly Civil Service Newsletter will be distributed.

**Please describe the steps that your agency has taken to implement and achieve these initiatives/strategies. How do you evaluate the effectiveness of these actions?**

During the third quarter of FY 2024, DCWP continued sending monthly civil service emails agencywide providing the staff with information on upcoming civil service exams and information sessions. These sessions explain the civil service process and afford the opportunity for employees to ask their questions concerning civil service directly from DCAS. Recruitment participated in the below career fair events during this quarter.

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Event Name	Event Type	Date	Location	Borough
PILC FAIR	Job Fair	2/8/2024	Virtual	Virtual
PILC FAIR	Job Fair	2/9/2024	Virtual	Virtual
Touro's 16th Annual Government and Public Interest Career Fair	Job Fair	2/14/2024	255 Eastview Drive, Central Islip, New York, 11722	Long Island
NYC ESSA HRA Resource Fair	Job Fair	2/22/2024	123 William Street- 6th Floor – New York, NY 10038	Manhattan
ESSA/Business Link Queens Brough Hall Career Fair	Job Fair	3/15/2024	120-55 Queens Boulevard/Lower-Level Atrium, Queens, NY 11424 (Queens Borough Hall)	Queens
Stapleton Library Vocational and Trade Fair!	Job Fair	3/23/2024	123 Canal St. Staten Island	Staten Island
JobsNYC Bronx Hiring Hall	Job Fair	3/25/2024	Betances Community Center; 547 East 146th Street, The Bronx, NY 10455	Bronx
KINGSBOROUGH SPRING 2024 JOB & INTERNSHIP FAIR	Job Fair	3/26/2024	2001 Oriental Boulevard Brooklyn, NY 11235-2398	Brooklyn

**Recruitment Initiatives/Strategies #2 Updates:**

**Q1 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed  
**Q2 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed  
**Q3 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed  
**Q4 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed

**3. [Copy Recruitment Initiatives/Strategies from FY 2024 DEI-EEO plan]**

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Please describe the steps that your agency has taken to implement and achieve these initiatives/strategies. How do you evaluate the effectiveness of these actions?

**Recruitment Initiatives/Strategies #3 Updates:**

- |            |                                  |                                      |                                  |                                  |                                   |                                    |
|------------|----------------------------------|--------------------------------------|----------------------------------|----------------------------------|-----------------------------------|------------------------------------|
| Q1 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q2 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q3 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q4 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |

4. **[Copy Recruitment Initiatives/Strategies from FY 2024 DEI-EEO plan]**

Please describe the steps that your agency has taken to implement and achieve these initiatives/strategies. How do you evaluate the effectiveness of these actions?

**Recruitment Initiatives/Strategies #4 Updates:**

- |            |                                  |                                      |                                  |                                  |                                   |                                    |
|------------|----------------------------------|--------------------------------------|----------------------------------|----------------------------------|-----------------------------------|------------------------------------|
| Q1 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q2 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q3 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |
| Q4 Update: | <input type="checkbox"/> Planned | <input type="checkbox"/> Not started | <input type="checkbox"/> Ongoing | <input type="checkbox"/> Delayed | <input type="checkbox"/> Deferred | <input type="checkbox"/> Completed |



## NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

5. Please describe any recruitment efforts designed to increase the effectiveness and improve the hiring and selection reach of your agency during the quarter and describe the activities, including the dates when the activities occurred.

DCWP held the following Civil Service information sessions. During these sessions staff members can learn what are civil service exams, how to apply, and what happens after they take an exam.

### B. Recruitment Efforts for Civil Service Exams

List all recruitment events that were held by the agency to promote open-competitive civil service examinations.

Quarter #	Event Date	Event Name	Borough
3	1/26/24	Civil Service Information Session	Virtual
3	2/23/24	Civil Service Information Session	Virtual
3	3/29/24	Civil Service Information Session	Virtual

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

Borough	Approximate Dollar Amount (\$) in Q1	Approximate Dollar Amount (\$) in Q2	Approximate Dollar Amount (\$) in Q3	Approximate Dollar Amount (\$) in Q4
Bronx	\$0	\$0	\$0	
Brooklyn	\$0	\$0	\$0	
Manhattan	\$0	\$0	\$0	
Queens	\$0	\$0	\$0	
Staten Island	\$0	\$0	\$0	

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## C. Recruitment Sources

List recruitment sources used for filling vacancies in the current Quarter (include Q1)

1. PII Program - The program is a great way to create a pipeline of candidates for 55A- all of the intern candidates are already connected to ACCES-VR or the NYSCB (the two State agencies that certify candidates for 55A), so hosting an intern through the PII program allows you to work with a 55A candidate prior to hiring if interested, and speeds up the certification process.
2. Tri-state Area Law schools – target graduating students for internship/fellowship/and entry level positions so that we can diversify our workforce in attorney civil service titles. Currently, we have ran successful summer externship programs we hope to expand to spring.
3. Collaborate with DYCD youth employment programs such as Ladders for Leaders to hire interns into full time positions. From our 2023 Ladders for Leaders Program our Enforcement division was able to successfully hire 2 interns from the program as a part-time employee.
4. Career Readiness and Modern Youth Apprenticeship (CRMYA) program - The program serves has a key investment to ensure each student reaches long-term economic security. Applicants have invested in extensive career-connected learning in the classroom and understand the commitment that an apprenticeship requires.
5. Reservists Program – expanding the representation of older age groups in our workforce. We currently have two staff members from this program, and we are working to recruit at least 5 more during this fiscal year.
6. DFTA Silver Stars Program - expanding the representation of older age groups in our workforce. We recently engaged with this program and hope to onboard staff from this program soon.
7. LinkedIn
8. Indeed
9. Peggy Browning Guild
10. Public Service Legal Careers (PSJD)
11. Post Job Free
12. Cafecito Network
13. National Lawyers Guild
14. National Employment Lawyers Association (NELA)
15. Law Crossing
16. Cornell Law School

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17. Boston College Law
18. University of Chicago Law
19. Washington University Law School
20. Fordham School of Law
21. Hofstra School of Law
22. Albany Law School
23. New York Law School
24. PACE School of Law
25. Rutgers School of Law
26. Brooklyn Law
27. Touro College School of Law
28. Columbia School of Law
29. NYU School of Law
30. Cardoza School of Law
31. CUNY School of Law
32. Harvard Law School
33. Northwestern University Law School
34. University of Texas Law School
35. Vanderbilt Law School
36. UCLA Law
37. Yale Law School
38. University of Virginia Law
39. Seton Hall Law
40. Duke University School of Law
41. University of Pennsylvania Law School
42. University of Buffalo Law School
43. UConn School of Law
44. George Washington University Law School
45. Brehon Law Society
46. Haitian American Lawyers Association
47. Iranian American Bar Association
48. Muslim Bar Association
49. Long Island Hispanic Bar Association

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- 50. Asian American Bar Association
- 51. New York County Bar Association
- 52. New Jersey Bar Association
- 53. AFK-CIO Union Lawyers Alliance
- 54. Amistad Long Island Black Bar Association
- 55. Arab American Bar Association
- 56. Association of Black Women Attorney
- 57. Brooklyn Women’s Bar Association
- 58. Catholic Lawyers Guild
- 59. LGBT Bar Association

## D. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2024. **[Note: Please update this information every quarter.]**

**Race/Ethnicity\* [#s]** \* Use self-ID data obtained from NYCAPS; **Gender\* [#s]** [N-B=Non-Binary; O=Other; U=Unknown] \* Use self-ID data

1. Urban Fellows Total: 0

Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_\_\_ F \_\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

2. Public Service Corps Total: 0

Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_\_\_ F \_\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

3. Summer College Interns Total: 0

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Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_16\_\_\_ Native American\_\_\_ White\_1\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_\_\_ F \_\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

4. Summer Graduate Interns Total: 0

Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_\_\_ F \_\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

5. Other (specify) Total: Special Program Participants = 8

Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_1\_ Asian/Pacific Islander\_3\_ Native American\_\_\_ White\_2\_ Two or more Races\_2\_

Gender\* [#s]: M\_5\_ F\_3\_ N-B \_\_\_ O \_\_\_ U \_\_\_

**Additional comments:**



# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## VI. Selection (Hiring and Promotion)

Please review Section VI of your FY 2024 Diversity, Equity, Inclusion and EEO Plan and describe your activities for this quarter below:

Please list additional **Selection Strategies and Initiatives** which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (*e.g., use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data*). Please describe the steps that your agency has taken to meet these objectives.

1. Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities.

The Director and Deputy Director of Human Capital email monthly Civil Service Newsletters agencywide that promote the civil service exams that are currently open and other DCAS updates on civil service information sessions and Job Vacancies at DCWP.

Information sessions regarding the NYC Bridge exam have been provided to qualifying employees. The sessions covered the process of taking the exam and the benefits of being a permanent City employee. DCWP also promotes available positions in the citywide newsletter sent by DCAS.

The agency's Career Counselor plans to host Civil Service information sessions for the agency. Sessions will cover specific civil service titles, roles and responsibilities, salary ranges, union benefits, and promotions. Additionally, the agency's Career Counselor will offer one-on-one sessions to employees to meet and discuss their career development questions.

2. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions.

The Director of Human Capital and the EEO Officer will review the data within the NYCAPS Applicant Interview Log Report to identify areas for improvement and work with hiring managers to ensure the data is being collected for all vacancies.

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

3. Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment).

**The EEO Officer is not involved in the selection for appointment or promotion.**

4. Analyzing the impact of layoffs or terminations on racial, gender and age groups.

5. Other:

During this Quarter the Agency activities included:	# of Vacancies	# of New Hires	# of New Promotions
Q1	# <u>34</u>	# <u>17</u>	# <u>25</u>
Q2	# <u>17</u>	# <u>17</u>	# <u>4</u>
Q3	# <u>24</u>	# <u>4</u>	# <u>1</u>
Q4	# _____	# _____	# _____

## I. Training

***Please provide your training information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).***



# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## II. Reasonable Accommodation

Please report all reasonable accommodation requests 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>

The agency did input full Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database:

Q1:  Yes  No

Q2:  Yes  No

Q3:  Yes  No

Q4:  Yes  No

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

A. Local Law 92: Annual Sexual Harassment Prevention training

*Please provide Sexual Harassment Prevention Training Information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).*

B. 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 the information as they occur.

Q1

Q2

Q3

Q4

The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

The agency ensures that complaints are closed within 90 days.

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mspwwa-ctwapx02.csc.nycnet/Login.aspx>

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

*Please provide E.O. 16 Training Information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).*

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## I. Audits and Corrective Measures

Please choose the statement that applies to your agency.

- The agency is NOT involved in an audit conducted by NYC Equal Employment Practice Commission (EEOC) or another governmental agency specific to our EEO practices.
- The agency is involved in an audit; please specify who is conducting the audit: \_\_\_\_\_.
- Attach the audit recommendations by EEOC or the other auditing agency.
- The agency has submitted or will submit to DCAS Citywide Equity and Inclusion an amendment letter, which shall amend the agency plan for FY 2023.
- The agency received a Certificate of Compliance from the auditing agency in 2022 or 2023.

**Please attach a copy of the Certificate of Compliance from the auditing agency.**

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## Appendix A: EEO Personnel Details

**EEO Personnel For   3   Quarter, FY 2024**

### Personnel Changes

<b>Personnel Changes this Quarter:</b>	<input checked="" type="checkbox"/> No Changes	<b>Number of Additions:</b>	<b>Number of Deletions:</b>
<b>Employee's Name &amp; Title</b>	<b>1. Patty Baez</b>	<b>2. Amy Vera</b>	<b>3.</b>
<b>Nature of change</b>	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
<b>Date of Change in EEO Role</b>	Start Date or Termination Date: 4/03/2023	Start Date or Termination Date: 12/13/2023	Start Date or Termination Date:
<b>Employee's Name &amp; Title</b>		EEO Counselor	
<b>Nature of change</b>	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
<b>Date of Change in EEO Role</b>	Start Date or Termination Date:	Start Date or Termination Date: 12/13/2023	Start Date or Termination Date:
<b>For New EEO Professionals:</b>			
<b>Name &amp; Title</b>	<b>4.</b>	<b>5.</b>	<b>6.</b>
<b>EEO Function</b>	<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 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 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 type="checkbox"/> Other: (specify)
<b>Percent of Time Devoted to EEO</b>	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
<b>Name &amp; Title</b>			
<b>EEO Function</b>	<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 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 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 type="checkbox"/> Other: (specify)
<b>Percent of Time Devoted to EEO</b>	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):

## NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

EEO Training Completed within the Last <u>two</u> years, including the current quarter (EEO and D&I Officers, Deputies, and all new EEO Professionals):			
Name & EEO Role	1.	2.	3.
<b>Completed EEO Trainings:</b>			
1. Everybody Matters-EEO and D&I	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Understanding CEEDS Reports	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input 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		

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

**EEO Personnel Training Continued:**

<b>EEO Training completed within the last <u>two</u> years, including the current quarter (EEO and D&amp;I Officers, Deputies, and all new EEO Professionals):</b>						
Name & EEO Role	4.		5.		6.	
<b>Completed EEO Trainings:</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>1. Everybody Matters-EEO and D&amp;I</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>2. Sexual Harassment Prevention</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>3. lgbTq: The Power of Inclusion</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>4. Disability Awareness &amp; Etiquette</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>5. Unconscious Bias</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>6. Microaggressions</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>7. EEO Officer Essentials: Complaint/Investigative Processes</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>8. EEO Officer Essentials: Reasonable Accommodation</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>9. Essential Overview Training for New EEO Officers</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>10. Understanding CEEDS Reports</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

# NYC Department of Consumer and Worker Protection FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## EEO Personnel Contact Information (Please list all current EEO professionals)

Please provide full mailing address of the principal Agency EEO Office:

**42 Broadway 5<sup>th</sup> Floor  
New York, NY 10004**

### Diversity and EEO Staffing as of 3 Quarter FY 2024\*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO &amp; Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EEO Officer/Director	Patty Baez	Associate Inspector L2	<u>100%</u>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>
Deputy EEO Officer OR Co-EEO Officer					
Chief Diversity & Inclusion Officer	Patty Baez	Associate Inspector L2	<u>100%</u>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>
Diversity & Inclusion Officer	Patty Baez	Associate Inspector L2	<u>100%</u>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>
Chief Diversity Officer	Patty Baez	Associate Inspector L2	<u>100%</u>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>

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<b>Chief MWBE Officer per E.O. 59</b>	Sherie Wallace	Procurement Analyst	<b><u>50%</u></b>	<a href="mailto:Swallace@dcwp.nyc.gov">Swallace@dcwp.nyc.gov</a>	<u>2124360250</u>
<b>ADA Coordinator</b>	Patty Baez	Associate Inspector L2	<b><u>100%</u></b>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>
<b>Disability Rights Coordinator</b>	Patty Baez	Associate Inspector L2	<b><u>100%</u></b>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>
<b>Disability Services Facilitator</b>	Patty Baez	Associate Inspector L2	<b><u>100%</u></b>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>
<b>55-a Coordinator</b>	Cynthia Medina	Principal Admin Assoc L2	<b><u>25%</u></b>	<a href="mailto:Cmedina@dcwp.nyc.gov">Cmedina@dcwp.nyc.gov</a>	<u>2124360439</u>
<b>Career Counselor</b>	Margaret Mateo	Admin Business Prom Coordinator NM	<b><u>100%</u></b>	<a href="mailto:Mmateo@dcwp.nyc.gov">Mmateo@dcwp.nyc.gov</a>	<u>2124360338</u>
<b>EEO Counselor</b>	Amy Vera	Community Coordinator	<b><u>50%</u></b>	<a href="mailto:AVera@dcwp.nyc.gov">AVera@dcwp.nyc.gov</a>	2124360165
<b>EEO Investigator</b>					
<b>Investigator/Trainer</b>					
<b>EEO Training Liaison</b>	Patty Baez	Associate Inspector L2	<b><u>100%</u></b>	<a href="mailto:Pbaez@dcwp.nyc.gov">Pbaez@dcwp.nyc.gov</a>	<u>2124360269</u>

\* Please note changes (new personnel filling the 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, you may indicate it on the chart. You may provide full contact information once if several roles are performed by the same person.