FY 2023 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Agency Name: NYC CONSUMER & WORKER PROTECTION							
 1st Quarter (July -September), due November 4, 2022 3rd Quarter (January -March), due May 4, 2023 		 2nd Quarter (October – December), due January 30, 2023 4th Quarter (April -June), due August 7, 2023 					
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Date Submitted: <u>8/07/2023</u>							
FOR DCAS USE ONLY:	Date Received:						

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Instructions for Filling out Quarterly Reports FY 2023

[Note: These forms are cumulative and intended to retain information for the entire FY 2023. For Q2, Q3 and Q4, use previous quarter's submission to update, retaining all information for the prior quarters]

- 1. Please save this file as "XXXX Quarter X FY 2023 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].

<u>Core EEO Training:</u> 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). <u>Other Diversity, Equity, Inclusion and EEO Related Training:</u> 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 2023 DEI-EEO Training Summary", where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

Part I: Narrative Summary

I. Commitment and Accountability Statement by the Agency Head

Distributed to all agency employees?	□ Yes, On (Date):	🛛 No
	🗌 By e-mail	
	\square Posted on agency intranet	
	□ 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

 \boxtimes Positive Comments in Performance Appraisals

Other (please specify): ______

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

III. Workforce Review and Analysis

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

Q1 (9/30/2022):	Q2 (12/31/2022):	Q3 (3/31/2023):	Q4 (6/30/2023):	449	
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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
	• •	Self Service (by email; strongly r ternal Agency Publications	ecommended every year)	 Agency's intranet site On-boarding of new employees
III.				ohic data and trends, including workforce eparation data; and utilization analysis.
	□ Yes On (Dates):			
	Q1 Review Date:	Q2 Review Date:	Q3 Review date:	Q4 Review date:
	The review was conducted	with:		
	□ Agency Head	□ Agency Head	□ Agency Head	□ Agency Head
	🗌 Human Resources	Human Resources	Human Resources	Human Resources
	General Counsel	General Counsel	General Counsel	General Counsel
	□ Other	□ Other	□ Other	□ Other
	🛛 Not conducted	🛛 Not conducted	oxtimes Not conducted	🖾 Not conducted

IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2023

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 2023.

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 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

1.[The Director of DEI is scheduled to meet with the agency head designee, Deputy Commissioner of Administration and Director of Human Capital to evaluate the agency's workforce CEEDS data. They will also evaluate current hiring practices to develop a pipeline program where we can recruit more diverse candidates for underutilized job groups. DCWP is also working on identifying the best practice on blinding resumes to assist hiring managers and division leaders select the most capable and qualified candidates for the available vacancies without bias.]

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. What steps were taken to evaluate effectiveness of these actions?

During Q4 the Director of DEI drafted a roadmap for Fiscal Year 2024. One objective of the roadmap is to use the data obtained through the CEEDS report to address each division's underutilization and create hiring best practices as well as offer training such as Unconscious Bias to target existing disparities. Through our collaboration with recruitment firms, programs like LinkedIn Talent Solutions, and growing partners with associations and colleges we aim to expand our outreach and grow our applicant pool.

During this past fiscal year, the contract with LinkedIn talent solutions was finalized so that we can begin setting up our account and begin expanding our recruitment efforts. In Q4 we continued utilizing LinkedIn talent solutions and have seen immediate results with

an increase of 70% in applicants to our vacant positions. The increase has led to a more diverse applicant pool, and we plan on tracking the number of diverse candidates that were interviewed and selected as a result of this tool. In Q4, the agency 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.

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

- 2.[This fiscal year we piloted the Udemy development platform. During the pilot the Director of Human Capital and the Director of DEI will assess the effectiveness of the software and offer their recommendation whether to expand the program.
- 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. What steps were taken to evaluate effectiveness of these actions?

In Q4, Human Capital continued to conduct research on various diverse knowledge platforms such as Udemy to provide a learning platform for all employees. Udemy offers an extensive catalog of courses in DEI.

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.[The pilot for the Mentorship Program will also launch this year. This program will provide staff members with monthly sessions which will include interactive trainings, group discussions, and receive aiding materials on how to foster different aspects of coaching and mentoring relationships within their teams. For the pilot, Human Capital will request division heads to recommend staff members to

participate in the monthly sessions and we will requ	est ongoing feedback so that we can make any necessary improvements to our
sessions before the official rollout of the program.]	

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. What steps were taken to evaluate effectiveness of these actions?

During this past fiscal year, Workforce Development has been reviewing the learning materials available on Mind Tools. The plan is to start developing training sessions and combining them with resources for participants to be able to use during the program.

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.[Insert goal]

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. What steps were taken to evaluate effectiveness of these actions?

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

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

In addition to the posting of vacancies on external websites that target these demographics and the promotion of our positions at virtual college job fairs, DCWP has been using LinkedIn talent solutions to expand our search to all LinkedIn members. We plan on connecting directly with diverse candidates who meet the qualifications of our vacant positions.

B. Workplace:

Please list the **Workplace Goal(s)** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023,* which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

- 1. [The agency will continue collaborating with NYC Work Well to bring programs for staff members to participate in such as fitness and wellness workshops, and vaccine clinics.]
- 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. What steps were taken to evaluate effectiveness of these actions?

We hosted a Mindful Journaling Workshop on April 25, 2023. We hosted an Introduction to Equity and Inclusion Workshop on June 15, 2023

During this quarter Human Capital coordinated with DCAS to promote a Blood Drive for staff members which was held from June 6, 2023, through June 9, 2023.

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.

For future wellness events, we are drafting an employee survey for staff to let us know what types of events they are interested in attending.

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

- 2. [With the creation of our Diversity, Equity, Inclusion, and Compliance Office, we also aim to collaborate with external partners to provide additional trainings and workshops.]
- 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. What steps were taken to evaluate effectiveness of these actions?

The Director of DEI is drafting a roadmap to develop a DEI training curriculum using internal and external resources. The goal is to create a comprehensive DEI strategy that aligns with the agency's values, mission, and long-term goals. DCWP plans to provide ongoing training to increase awareness, knowledge, and skills related to diversity, equity, and inclusion for all employees.

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. [The agency Deputy Chief of Staff and Employee Engagement Committee are working to improve engagement and morale across the agency. They will create a calendar of events and activities to help foster workplace inclusion and engagement throughout the year. They are also planning an Employee Recognition Event to be held in October 2023 to recognize staff contributions.]
- 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. What steps were taken to evaluate effectiveness of these actions?

During this fiscal year division leaders were informed of the plans for Customer Service Week and there were award categories that each team had to designate a winner for. The categories were: Mentoring Champion, Calmer of Storms, Rookie Rockstar, League of Superheroes, The Motivator, The Ray of Sunshine, and the 2023 Excellence in Customer Service awards. DCWP held its anniversary

event on April 28, 2023. At the event DCWP recognized staff members for their years of service and awarded those that hav
contributed to the DCWP's and the City's success.

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. [Insert goal]

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. What steps were taken to evaluate effectiveness of these actions?

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

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

The Director of DEI-EEO Officer is currently working on our 8th EEO Newsletter which will include information on bullying and harassment as well as the process of EEO complaints and reasonable accommodations. The Newsletter will be distributed once completed with the most recent updates.

C. Community:

Please list the **Community Goal(s**) included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., community outreach and engagement, M/WBE participation and customer satisfaction surveys).

- 1. [The agency mission, "to protect and enhance the economic lives of New Yorkers", requires that we continue to expand outreach efforts. To reach the populations we serve, we train our workforce on how to effectively 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. What steps were taken to evaluate effectiveness of these actions?

During this quarter the agency continued to inform the public about the Fair Work Week law, NYC Free Tax Pre Services, Minimum Pay Rate, and Paid Safe and Sick Leave Law.

On April 13, 2023, Mayor Eric Adams and Commissioner Vilda Vera Mayuga reminded New Yorkers to file their taxes as the city and the nation entered the last week of 2023 tax season. Commissioner Mayuga said, "As we approach the final days of tax season 2023, we want to remind all New Yorkers to file their taxes as soon as possible and to take advantage of NYC Free Tax Prep services if you qualify." NYC Free Tax Prep helps New Yorkers meet the full potential of their refunds, including valuable tax credits like the enhanced New York City EITC, at no cost to them. Single-filing New Yorkers who earned \$56,000 or less in 2022, or families who earned \$80,000 or less, are eligible for NYC Free Tax Prep.

NYC Free Tax Prep Services include: In-Person Tax Prep: sit down with a volunteer preparer, Drop-off Service: drop off documents and pick up completed returns later, Virtual Tax Prep — like in-person free filing but online, and Assisted Self-Preparation: free online tax prep on one's own or with help.

On May 5, 2023, Commissioner Vilda Vera Mayuga and Council Member Marjorie Velazquez celebrated National Small Business Month by kicking off a series of Business Education Days in Morris Park. Council Member Velázquez, Commissioner Mayuga, Camelia Tepelus, Executive Director of the Morris Park Business Improvement District, and several local merchants went door-to-door answering questions

and informing small businesses about what they need to know to comply with the City's business laws, which cover consumer and workplace protection, licensing, weights and measures, and more. This is the first in a series of more than a dozen education days that DCWP will conduct across the five boroughs.

Throughout the event, local merchants and workers had an opportunity to meet with DCWP staff to learn about resources, including DCWP's <u>Financial Empowerment Centers</u>, which offer free one-on-one professional financial counseling to support business owners and workers. They also had an opportunity to learn more about NYC's <u>Fair Workweek Law</u>, as well as tobacco licensing and general retail information.

On May 25, 2023, Mayor Eric Adams and Commissioner Vilda Vera Mayuga announced a settlement with Consolidated Edison Company of New York, Inc. (Con Ed) over violations of the City's <u>Paid Safe and Sick Leave Law</u>. Con Ed must pay \$202,000 in restitution to 480 part-time entry-level workers who did not have access to paid safe and sick leave between June 1, 2018, and June 18, 2021, and pay \$40,000 in civil penalties. They also must come into compliance. DCWP's investigation found that, in addition to denying part-time student workers their right to use paid safe and sick leave, Con Ed did not have a written safe and sick leave policy for these workers until December 20, 2020. Even then, Con Ed did not distribute the new policy or adequately inform these workers of their rights.

Under NYC's Paid Safe and Sick Leave Law, covered employees have the right to use safe and sick leave for the care and treatment of themselves or a family member and to seek legal and social services assistance or take other safety measures if the employee or a family member may be the victim of any act or threat of domestic violence or unwanted sexual contact, stalking, or human trafficking. Employers and employees can visit <u>nyc.gov/workers</u> or call 311 (212-NEW-YORK outside NYC) for more information about the NYC Paid Safe and Sick Leave Law.

On June 11, 2023, Mayor Eric Adams and Commissioner Vilda Vera Mayuga announced the nation's first minimum pay rate for App-Based restaurant delivery workers. Mayor Adams and Commissioner Mayuga announced that the City of New York has set a first-of-its-kind minimum pay rate for app-based restaurant delivery workers. When fully implemented, the city's more than 60,000 delivery workers — who currently earn \$7.09/hour on average — will earn at least \$19.96/hour when it is fully phased-in on April 1, 2025. Restaurant delivery apps will also have flexibility in how they pay delivery workers the new minimum rate. The rate will also be adjusted annually for inflation.

In September 2021, the New York City Council passed Local Law 115, requiring DCWP to study the pay and working conditions of app-based restaurant delivery workers and to establish a minimum pay rate for their work based on the study results. DCWP published its study last year, which drew from data obtained from restaurant delivery apps, including DoorDash, GrubHub, UberEats, and Relay; surveys

distributed to delivery workers and restaurants; testimony; extensive discussions with stakeholders on all sides; and publicly available data. Members of the public, delivery workers, and restaurant delivery apps submitted thousands of comments on the proposed minimum pay rule, which DCWP carefully considered in developing the final rule.

DCWP will be conducting worker outreach and education about the new minimum pay rate and all rights under the city's delivery worker laws. Delivery workers, apps, restaurants, and consumers can visit <u>DCWP's website</u> for information about the minimum pay rate, multilingual resources, and information about the city's delivery worker laws. Workers can also call 311 and ask for "delivery worker" or visit <u>DCWP's worker page</u> to request more information or to file a complaint.

Throughout the fiscal year the agency continued their efforts to inform the public of the worker protections such as the Paid Safe and Sick Leave laws, and establishing a minimum pay rate for delivery workers. During Q4 DCWP also conducted 125 outreach events that included non-English speakers, communities of color, as well as low-income and under resourced communities.

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

- 2. [Our Enforcement, Office of Labor Policy and Standards, and External Affairs divisions will continue to collaborate with other agencies, nonprofit organizations, and government officials to foster relationships with the public and maintain everyone informed on the expanding services and protections enforced by the agency.]
- 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. What steps were taken to evaluate effectiveness of these actions?

During Q4 DCWP completed 125 events serving non-English speakers, communities of color, and low-income & under resourced communities.

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. [Coordinating additional MWBE events for our agency divisions to interface with potential MWBE vendors/ partners.]

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. What steps were taken to evaluate effectiveness of these actions?

Total amount DCWP spent on M/WBE Vendors is \$123,325.86 Total number of M/WBE vendors used is 19.

Total number of purchase requisitions received is 26.



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. [Continuing to identify procurement opportunities where we can do business with MWBE vendors/partners. Work with SBS to identify new MWBE's that the agency can work with.]
- 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. What steps were taken to evaluate effectiveness of these actions?

Procurement did not attend any fairs during Q4.

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

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

D. Equity, Inclusion and Race Relations Initiatives:

Please list the **Equity, Inclusion and Race Relations Goal(s)** included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan.

1. [Incorporating diversity, equity, and inclusion as a pillar in all agency goals and decisions requires collaboration between division leaders, Human Capital, and senior management. Providing training and support to supervisors on how to be more inclusive, how to increase employee engagement, and how to foster positive teams will be one of the main priorities for the Director of the Office of Diversity, Inclusion and Compliance. The Office of Diversity, Inclusion and Compliance will also work to foster DEI initiatives such as employee resource groups.]

Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?

We selected a candidate for the Director of the Office of Diversity, Inclusion and Compliance and she is currently going through the Personnel Action Request ("PAR") approval and vetting process.

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

2. [Insert goal]

Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?

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

Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?

3. [Insert goal]

Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?

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. [Insert goal]

Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?

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

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.

V. Recruitment

A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2023 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. [Continue to expand our partnerships with:
- External organizations
- Colleges
- Programs such as Ladders for Leaders
- Recruitment events]

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

Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?

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

- 2. In FY 2023 we recruited the Deputy Commissioner of the Office of Policy and Standards and the Director of the Office of Diversity, Inclusion & Compliance/EEO Officer with the assistance of WB&B Executive Search and Talent Solutions, which focuses on helping their clients attract and retain top tier diverse talent in a variety of industries.
- Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?

We worked with WB&B to review candidates for the Director of the Office of Diversity, Inclusion & Compliance/EEO Officer.

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. [Require unconscious bias and structured interview trainings of all hiring managers.]

Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?

We will include these trainings in our training calendar for FY 2024.

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. [Train hiring managers on Disability Etiquette and the 55-a program to expand our regular utilization of this recruitment opportunity.]

Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?

We are planning on the best way to incorporate trainings as a part of onboarding of new supervisors/hiring managers.

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

Please specify 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.

B. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2023. [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 (Ladders for Leaders) Total: 0

Race/Ethnicity* [#s]: Black 0 Hispanic 0 Asian/Pacific Islander 0 Native American White 0 Two or more Races

Gender* [#s]: M __ F __ N-B ___ O ___ U ___

4. Summer Graduate Interns Total: 2

Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander___ Native American____ White_2__ Two or more Races____

Gender* [#s]: M __1_ F __1_ N-B ___ O ___ U ___

5. Other (Interns) Total: 4

Race/Ethnicity* [#s]: Black____ Hispanic___ Asian/Pacific Islander_1___ Native American_1__ White_2_ Two or more Races____ Race/Ethnicity Not Disclosed ____

Gender* [#s]: M <u>3</u> F 1 N-B O U

Additional comments:

C. 55-A Program

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities. 🛛 🖾 Yes 🔅 🗌 No

Currently, the agency employs the following number of 55-a participants:

Q1 (9/30/2022): <u>1</u> Q2 (12/31/2022): <u>2</u> Q3 (3/31/2023): <u>1</u> Q4 (6/30/2023): <u>0</u>

During the 1st Quarter, a total of __3_ [number] new applications for the program were received. During the 1st Quarter ___ participants left the program due to [state reasons] _____.

During the 2nd Quarter, a total of __0_ [number] new applications for the program were received. During the 2nd Quarter ____ participants left the program due to [state reasons] _____.

During the 3rd Quarter, a total of __0_ [number] new applications for the program were received. During the 3rd Quarter __1_ participant left the program due to transferring to another agency.

During the 4th Quarter, a total of __0_ [number] new applications for the program were received. During the 4th Quarter __0_ participants left the program due to [state reasons] _____.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information –

by e-mail:	🛛 Yes 🗆 N	lo		
in training	sessions: 🗆	Yes 🗆	No	
on the age	ncy website:	🛛 Yes	🗆 No	
through an	agency news	sletter:	🗆 Yes	🗆 No
Other:				

2. __Provided information to candidates and submitted (3) 55-a application to DCAS to have their applications reviewed._

3. _____

V. Selection (Hiring and Promotion)

Please review Section VI of your FY 2023 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 2023 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*).

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

- Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?
- 2. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for midand high-level discretionary positions.
- Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

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 of candidates 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	#46	# <u>36</u>	#_ <u>13</u>
Q2	#80	#22	#16
Q3	#25	#21	#15
Q4	# _15	#43_	#16

VI. Training

Please provide your training information in Part II of the report "Diversity, Equity, Inclusion and EEO Training Summary" (in MS Excel).

VII. 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: <u>https://mspwva-ctwapx02.csc.nycnet/Login.aspx</u>

VIII. 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 "Diversity, Equity, Inclusion and 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.

 \boxtimes 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: <u>https://mspwva-ctwapx02.csc.nycnet/Login.aspx</u>

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

Please provide E.O. 16 Training Information in Part II of the report "Diversity, Equity, Inclusion and EEO Training Summary" (in MS Excel).

D.Local Law 101: Climate Survey

Please describe your progress this quarter in implementing the primary goals in Appendix B of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2023.

Please list the actions, initiatives, programs, or policies included in *Appendix B: 2020 Climate Survey Action Plan*, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan.

- 1. Increase employees' familiarity with the EEO Policy.
- Please describe the steps that your agency has taken to meet these goals. What steps were taken to evaluate effectiveness of these actions?

Continue the distribution of EEO Newsletters to regularly provide EEO contact information along with details on the EEO policy. The EEO Officer also continues to provide an hour-long training on EEO during new hire orientation. The training covers who is protected by the EEO policy, the protected categories, sexual harassment, reasonable accommodations, and where to go to access information

on EEO (agency intranet and DCAS website). We can launch an employee survey to evaluate the effectiveness of these actions and make any changes based on the responses we receive.

- 2. Improve the EEO Office's visibility to the workforce.
- Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

Have EEO posters and contact information posted throughout our agency work locations. We also have an EEO icon on our intranet homepage where staff can go to access forms, policies, and contact information for EEO.

- 3. Improve employees' knowledge of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed.
- Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?

The EEO complaint process is outlined during new hire orientation. We have also provided this information via our EEO Newsletter as a reminder to all staff members. Including questions regarding the complaint process in an employee survey would be helpful in us determining the effectiveness of these actions.

4. Increase employees' understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.

Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

This information is provided during new hire orientation and other mandated training courses.

- 5. Improve <u>managers'</u> and <u>supervisors'</u> awareness of measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.
- Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

We will include a section on supervisor/manager EEO responsibilities in our supervisory bootcamp training. We can also launch a survey for this staff to understand the effectiveness of the information being relayed and see what additional support they would like.

- 6. Improve <u>managers</u>' and <u>supervisors</u>' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.
- Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

Aside from sending general emails to staff we can send quarterly emails to managers/supervisors to remind them of their responsibilities. Sending communications directly to them may be more impactful compared to sending general communications to all staff members. The effectiveness of this approach can also be measured in the survey we launch.

- 7. Other:
- Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

IX. Audits and Corrective Measures

Please choose the statement that applies to your agency.

The agency is <u>NOT</u> involved in an audit conducted by NYC Equal Employment Practice Commission (EEPC) or another governmental agency specific to our EEO practices.

The agency is involved in an audit; please specify who is conducting the audit: _____EEPC_____EEPC_____.

Attach the audit recommendations by EEPC 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 2022.

□ The agency received a Certificate of Compliance from the auditing agency.

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

Appendix A: EEO Personnel Details

EEO Personnel For <u>4</u> Quarter, FY 2023

Personnel Changes

Personnel Changes this Quarter:	No Change	S	Number of Addition	าร: 1	Number of Deletion	15: 2	
Employee's Name & Title	1. Diana Morales		2. Dina Ghanbarzad	2. Dina Ghanbarzadeh		3. Patty Baez	
Nature of change	□ Addition	Deletion	□ Addition	☑ Deletion	Addition	□ Deletion	
Date of Change in EEO Role	Start Date or Termina	tion Date: 2/17/2023	Start Date or Termina	tion Date: 10/15/2022	Start Date or Termina	tion Date: 4/03/2023	
	- -						
Employee's Name & Title							
Nature of change	□ Addition □	Deletion	□ Addition	□ Deletion	☐ Addition	Deletion	
Date of Change in EEO Role	Start Date or Termina	tion Date:	Start Date or Termination Date:		Start Date or Termination Date:		
For New EEO Professionals:	-		-		-		
Name & Title	4.		5.		6.		
EEO Function	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify) 	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify) 	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify) 	
Percent of Time Devoted to EEO	□ 100% □ Other:	(specify %):	□ 100% □ Other:	: (specify %):	⊠ 100% □ Other:	(specify %):	
Name & Title							
EEO Function	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify) 	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify) 	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify) 	

Percent of Time Devoted to EEO	□ 100% □ Other: (specify %):	□ 100% □ Other: (specify %):	□ 100% □ Other: (specify %):
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EEO Training Completed within the Last Two Years, including the Current Quarter (EEO and D&I Officers, Deputies, and All New EEO Professionals):							
Name & EEO Role	1. Patty Baez	2.	3.				
Completed EEO Trainings: 1. Everybody Matters-EEO and D&I	_⊠ Yes □ No	_ Yes No	_ Yes No				
2. Sexual Harassment Prevention	<u>⊠ Yes</u> □ No	□ Yes □ No	□ Yes □ No				
3. IgbTq: The Power of Inclusion	⊠ Yes □ No	□ Yes □ No	□ Yes □ No				
4. Disability Awareness & Etiquette	⊠ Yes □ No	□ Yes □ No	□ Yes □ No				
5. Unconscious Bias	⊠ Yes □ No	<u>□ Yes</u> □ No	□ Yes □ No				
6. Microaggressions	🛛 Yes 🗌 No	<u> Yes </u>	□ Yes □ No				
7. EEO Officer Essentials: Complaint/Investigative Processes	<u>⊠ Yes</u> □ No	□ Yes □ No	□ Yes □ No				
8. EEO Officer Essentials: Reasonable Accommodation	⊠ Yes □ No	□ Yes □ No	□ Yes □ No				
9. Essential Overview Training for New EEO Officers	Yes 🗆 No	<u> Yes </u>	<u> </u>				
10. Understanding CEEDS Reports	□ Yes 🛛 No	<u> Yes No</u>	□ Yes □ No				

EEO Personnel Training Continued:

EEO Training completed within the last two years, including the Current Quarter (EEO and D&I Officers, Deputies, and all new EEO Professionals):							
Name & EEO Role	4.		5.		6.		
Completed EEO Trainings: 1. Everybody Matters-EEO and D&I	🗆 Yes	🗆 No	□ Yes	🗆 No	□ Yes	🗆 No	
2. Sexual Harassment Prevention	🗆 Yes	🗆 No	🗆 Yes	🗆 No	□ Yes	🗆 No	
3. IgbTq: The Power of Inclusion	🗆 Yes	🗆 No	🗆 Yes	🗆 No	□ Yes	🗆 No	
4. Disability Awareness & Etiquette	🗆 Yes	🗆 No	🗆 Yes	🗆 No	□ Yes	🗆 No	
5. Unconscious Bias	🗆 Yes	🗆 No	□ Yes	□ No	□ Yes	🗆 No	
6. Microaggressions	🗆 Yes	🗆 No	🗆 Yes	🗆 No	□ Yes	🗆 No	
7. EEO Officer Essentials: Complaint/Investigative Processes	🗆 Yes	□ No	□ Yes	□ No	🗆 Yes	🗆 No	
8. EEO Officer Essentials: Reasonable Accommodation	🗆 Yes	🗆 No	□ Yes	□ No	□ Yes	🗆 No	
9. Essential Overview Training for New EEO Officers	🗆 Yes	🗆 No	□ Yes	🗆 No	□ Yes	🗆 No	
10. Understanding CEEDS Reports	□ Yes	🗆 No	□ Yes	🗆 No	□ Yes	🗆 No	

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

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

Diversity and EEO Staffing as of <u>1</u> Quarter FY 2023*

EEO\Diversity Role	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time</u> <u>Devoted to</u> <u>EEO &</u> <u>Diversity</u> <u>Functions</u>	<u>Office E-mail</u> <u>Address</u>	<u>Telephone</u> <u>#</u>
EEO Officer/Director	Patty Baez	Associate Inspector	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>(212)436-</u> <u>0269</u>
Deputy EEO Officer OR Co-EEO Officer					
Chief Diversity & Inclusion Officer	Patty Baez	Associate Inspector	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>(212)436-</u> <u>0269</u>
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Patty Baez	Associate Inspector	<u>100%</u>	Pbaez@dcwp.nyc.gov	<u>(212)436-</u> <u>0269</u>
ADA Coordinator	Patty Baez	Associate Inspector	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>(212)436-</u> <u>0269</u>

Disability Rights Coordinator	Patty Baez	Associate Inspector	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>(212)436-</u> 0269
Disability Services Facilitator					
55-a Coordinator	Cynthia Medina	Principal Administrative Associate	<u>25%</u>	cmedina@dcwp.nyc.gov	<u>(212)436-</u> <u>0338</u>
Career Counselor	<u>Margaret Mateo</u>	Administrative Business Promotion Coordinator (NM)	<u>25%</u>	mmateo@dcwp.nyc.gov	<u>(212)436-</u> <u>0338</u>
	Juana Abreu	Associate Inspector	<u>5%</u>	jabreu@dcwp.nyc.gov	<u>(212)436-</u> <u>0165</u>
EEO Counselor	<u>Kayla Flores</u>	Principal Administrative Associate	<u>5%</u>	kaflores@dcwp.nyc.gov	<u>(212)436-</u> 0172
	Rodger Hayes	Community Associate	<u>5%</u>	<u>rhayes@dcwp.nyc.gov</u>	<u>(212)436-</u> <u>0241</u>
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison	Patty Baez	Associate Inspector	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>(212)436-</u> <u>0269</u>
Other (specify)					

Other (specify)		
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* 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.