

DCWP FY 2025 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

FY 2025 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Part I: Narrative Summary

Agency Name: DEPARTMENT OF CONSUMER AND WORKER PROTECTION

☒ 1st Quarter (July -September), due November 6, 2024

☐ 2nd Quarter (October – December), due January 30, 2025

☐ 3rd Quarter (January -March), due April 30, 2025

☐ 4th Quarter (April -June), due July 30, 2025

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Date Submitted: 11/06/2024

FOR DCAS USE ONLY:

Date Received:

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Instructions for Filling out Quarterly Reports FY 2025

[NOTE: These forms are cumulative and designed to retain and preserve information for the entire FY 2025.

For Q1 please copy the goals, programs, and initiatives from your draft of the FY 2025 DEI-EEO plan. Insert these 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 2025 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 2025 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): __4/11/2024_____ ☐ 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:**

On May 29, 2024, we held DCWP's Annual Anniversary Event where we celebrated our 55th anniversary. DCWP employees submitted videos of themselves for the Hidden Talents of DCWP Showcase, which was played during the event. Certificates of recognition and Years of Service awards were also given to employees and teams across divisions. The categories included:

- Mentoring Champion: This award is for the person who influences, guides, and encourages others.

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- Calmer of Storms Award: This award recognizes the individual for their ability to remain calm under pressure.
- Rookie Rockstar Award: This award is to recognize and distinguish an employee who has less than 5 years of service with DCWP and has shown outstanding performance in their current position.
- The Motivator Award: This award is for the person who motivates and inspires others.
- The Ray of Sunshine Award: This award is for the person who is always smiling and lights up the room with their positivity.
- League of Superheroes Award: This award is for the team that worked together on a divisional project that improved the division or the entire organization, demonstrating exceptional performance, and contributions through collaborative efforts.

Every year, DCWP recognizes employees throughout the agency who exemplify customer service traits to the public by holding Customer Service Week. The winners of the Customer Service Week Award for each division joined the Commissioner for a special lunch on 10/30/2024.

III. Workforce Review and Analysis

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

Q1 (9/30/2024): ___403___ Q2 (12/31/2024): _____ Q3 (3/31/2025): _____ Q4 (6/30/2025): _____

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

☒ Yes On (Date): ___04/30/2024___ ☐ 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.

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☒ Yes - on (Dates):

Q1 Review Date: __11/1/2024__ Q2 Review Date: _____ Q3 Review date: _____ Q4 Review date: _____

The review was conducted with:

☐ Agency Head
☐ Human Resources
☐ General Counsel
☐ Other _____
☐ Not conducted

☐ Agency Head
☐ Human Resources
☐ General Counsel
☐ Other _____
☐ Not conducted

☐ Agency Head
☐ Human Resources
☐ General Counsel
☐ Other _____
☐ Not conducted

☐ Agency Head
☐ Human Resources
☐ General Counsel
☐ Other _____
☐ Not conducted

IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2025

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 2025.

A. Workforce:

Please list the **Goals, Planned Programs, Initiatives, and Actions aimed at Workforce** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2025*, which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

1. [Copy the planned Workforce Goal/Program/Action from FY 2025 DEI-EEO plan]

Our agency is committed to enhancing Diversity, Equity, and Inclusion (DEI) and ensuring Equal Employment Opportunity (EEO) within our workforce. Our goals focus on creating a diverse and inclusive environment that not only reflects the communities we serve but also leverages the strengths of a varied workforce. We aim to implement strategies that enhance our workforce composition, improve recruitment and retention efforts, promote equitable opportunities for

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advancement, and support professional development.

Our goals are to: 1) achieve a workforce composition that reflects the diversity of New York City; 2) implement inclusive recruitment practices that attract a diverse pool of candidates; 3) improve employee retention rates by fostering an inclusive and supportive workplace culture; 4) ensure equitable access to promotional opportunities across all levels of the agency; and 5) foster continuous learning and growth for all employees to support career advancement.

Through these goals and strategies, our agency aims to create a workforce that is diverse, equitable, and inclusive. We are committed to building a dynamic environment where all employees can thrive and contribute to our mission.

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions aimed at the composition of your workforce, recruitment, retention, promotion, and professional development to enhance equity, inclusion, and race relations in an integrated agency workforce. Pay attention to age inclusivity, non-traditional minorities, and engagement of traditional and older employees. A well-balanced, integrated workforce should help 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?

To enhance our workforce composition, we will analyze current demographics to identify gaps in representation and develop partnerships with diverse organizations and educational institutions to create a robust talent pipeline. We will also revise job postings to ensure that we continue to use inclusive language that highlights our agency's commitment to DEI. Additionally, we will utilize diverse hiring panels during the interview process to minimize bias and attend job fairs and community events focused on underrepresented groups to increase our outreach.

For retention, we will continue to conduct exit interviews to understand the reasons for employee departures and address any identified issues. To support underrepresented staff, continue offering flexible work arrangements allowing staff members to switch their remote days once a month along with support programs for work-life balance.

We will continue to review our promotion process to ensure that it includes clear criteria and expectations, and we will conduct regular reviews of promotion rates by demographic groups obtaining information from our CEEDS data to identify and address disparities.

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Throughout FY 2024, employees continued the use of LinkedIn Learning which offers a range of benefits for the workforce, providing tools and resources that can enhance individual skills and overall team performance. LinkedIn Learning provides access to thousands of courses across various topics including Diversity, Equity, and Inclusion in the workplace. Employees can enhance their skills or learn new ones relevant to their roles, keeping their expertise current in a rapidly evolving job market. Many courses offer certificates upon completion which can be valuable for employees looking to demonstrate their new skills for career advancement.

Through these strategies, our agency is dedicated to creating a diverse, equitable, and inclusive workforce, ensuring that all employees can thrive and contribute meaningfully to our mission.

Workforce Goal/Initiative #1 Update:

Q1 Update:	<input checked="" 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 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

2. [Copy the planned Workforce Goal/Program/Action from FY 2025 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions aimed at the composition of your workforce, recruitment, retention, promotion, and professional development to enhance equity, inclusion, and race relations in an integrated agency workforce. Pay attention to age inclusivity, non-traditional minorities, and engagement of traditional and older employees. A well-balanced, integrated workforce should help 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

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the effectiveness of these actions?

In FY 2025, our agency is committed to addressing the underutilization of women and minorities within key job groups, specifically lawyers and clerical positions. On May 13, 2024, the EEO Officer Patty Baez met with First Deputy Commissioner Kenny Minaya, Chief of Staff Griselle Baret, and Deputy Commissioner of Administration Nick Rozza to review the Department of Consumer and Worker Protection's ("DCWP") Citywide Equal Employment Opportunity Data System ("CEEDS") report for Quarter 3 of Fiscal Year 2024. The data revealed that our legal staff is predominantly composed of individuals that identify as White (69%), whereas the composition individuals that identify as minorities is as follows: Black (5%), Hispanic (18%), and Asian (5%). Additionally, while our clerical positions demonstrate a more diverse demographic with 32% of individuals serving in that job group identifying as Black, 36% as Hispanic, and 20% as Asian, the overall percentage of employees identifying as White is 9%, indicating a need for targeted recruitment and retention strategies within this job group. To tackle these disparities, we will collaborate closely with our Human Capital office to implement a comprehensive plan that includes targeted recruitment initiatives aimed at increasing diversity in both the Lawyers and Clerical job groups. We will analyze quarterly reports and dashboards to monitor our progress, enabling us to adjust our strategies based on quarterly data and ensure we are meeting our diversity goals.

Workforce Goal/Initiative #2 Update:

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 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 the planned Workforce Goal/Program/Action from FY 2025 DEI-EEO plan]

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Please describe the steps that your agency has taken to meet this goal/initiative. Include actions aimed at the composition of your workforce, recruitment, retention, promotion, and professional development to enhance equity, inclusion, and race relations in an integrated agency workforce. Pay attention to age inclusivity, non-traditional minorities, and engagement of traditional and older employees. A well-balanced, integrated workforce should help 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/Initiative #3 Update:

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 the planned Workforce Goal/Program/Action from FY 2025 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions aimed at the composition of your workforce, recruitment, retention, promotion, and professional development to enhance equity, inclusion, and race relations in an integrated agency workforce. Pay attention to age inclusivity, non-traditional minorities, and engagement of traditional and older employees. A well-balanced, integrated workforce should help 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?

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Workforce Goal/Initiative #4 Update:

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

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.

B. Workplace:

Please list the Goals, Planned Programs, Initiatives, and Actions aimed at Workplace included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2025*, which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

1. [Copy Workplace Goal/Program/Action from FY 2025 DEI-EEO plan]

DCWP will offer the workshops referenced above throughout FY 2025 with the goal of enhancing employee morale and improving retention. By providing ongoing training on understanding and mitigating implicit bias, the organization aims to foster a more inclusive and supportive work environment. These sessions are designed not only to increase awareness but also to equip employees with practical tools and strategies for addressing biases in their daily interactions. DCWP will also continue sharing all job posting with agency personnel. Through this commitment, DCWP seeks to promote a culture of

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respect and equity, ultimately contributing to higher job satisfaction and longer-term retention of staff.

In FY 2024, DCWP established an employee engagement committee to boost employee morale, retain valuable talent, build community, and promote work-life balance. During FY 2025, the engagement committee will continue meeting on a bi-weekly basis and work on employee recognition activities to celebrate diverse contributions and achievements, reinforcing our values of respect and equity promoting a positive work environment to strengthen overall job satisfaction and retention.

Please describe the steps that your agency has taken to meet this goal/initiative. 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?

DCWP developed a 5-year Accessibility Plan to enhance accessibility in its services, programs, and worksite, ensuring inclusivity, and promoting compliance with accessibility standards. This includes providing physical accommodations, such as wheelchair access, and ensuring that conference rooms are equipped with assistive technologies for participants with disabilities. The Disability Awareness and Etiquette training is mandatory for all DCWP staff members and is expected to be completed by December 2024, and every two years thereafter. This training covers laws protecting people with disabilities and will provide staff members with guidance on how to best assist people with disabilities.

Workplace Goal/Initiative #1 Update:

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 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

2. [Copy Workplace Goal/Program/Action from FY 2025 DEI-EEO plan]

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Please describe the steps that your agency has taken to meet this goal/initiative. 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/Initiative #2 Update:

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 Workplace Goal/Program/Action from FY 20254 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal/initiative. 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/Initiative #3 Update:

Q1 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

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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 Workplace Goal/Program/Action from FY 2025 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal/initiative. 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/Initiative #4 Update:

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

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.

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C. Community and Equity, Inclusion and Race Relations:

Please list the Planned Programs, Initiatives, Actions aimed at Community, Equity, Inclusion and Race Relations included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2025, which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., community outreach and engagement, M/WBE participation and customer satisfaction surveys).

1. **[Copy Community/Equity/Inclusion Goal/Program/Action from FY 2025 DEI-EEO plan]**

For Q4 of FY 2024, DCWP staff of the External Affairs Division attended 132 events, with 36 events communicated in languages other than English. These languages included Spanish, Bengali, and Simplified Chinese. 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 Brooklyn, Queens, and Manhattan focusing on issues like Older Adults Scam Awareness, Paid Safe & Sick Leave, and Worker's Rights presentations. In Q4, DCWP presented programs where participants were informed that materials can be shared in 13 additional languages upon request.

DCWP will continue to provide these services ensuring that our efforts in DEI and EEO extend beyond our organization to make a meaningful impact in the external environment that we serve.

Please describe the steps that your agency has taken to meet this goal/initiative. 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?

To enhance community engagement, equity, inclusion, and race relations, the agency plans to implement a variety of targeted initiatives. These include expanding multilingual outreach to increase accessibility for non-English speaking community members, hosting community resource fairs, and executing digital engagement campaigns to raise awareness about the agency's services and events. These combined efforts aim to strengthen community ties, promote fairness, and

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enhance overall service delivery.

July 11th, 2024: **NEW REPORT SHOWS MAYOR ADAMS, COMMISSIONER MAYUGA DELIVER FOR DELIVERY WORKERS BY SIGNIFICANTLY BOOSTING PAY**

- New York City Mayor Eric Adams and New York City Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today [released the first quarterly report](#) analyzing data that third-party restaurant delivery apps submitted to DCWP as part of its monitoring of compliance with the city's [minimum pay rate](#). The report indicates that workers' earnings increased by 64 percent — from \$11.72 per hour to \$19.26 per hour after tips — since last year and customers are placing more restaurant deliveries through the apps. The data specifically covers the first quarter of 2024, when the minimum pay rate was at least \$17.96 per hour and before the [first annual increase](#) went into effect in April.
- The inaugural quarterly report reveals that worker pay is significantly higher, impacts on the restaurant industry have been minimal, and the demand for app-based food delivery remains strong. Key takeaways of the report include:
- **Workers are earning significantly more:**
- Delivery workers earned an average of \$19.26 per hour after tips, a 64 percent increase from the same quarter the year prior before the minimum pay rate was in effect.
- The \$19.26 per hour average is comprised of \$16.95 per hour paid by apps — a 188 percent increase since last year — and \$2.31 per hour paid in tips — a 60 percent decrease since last year. The decrease in tipping is primarily the result of changes some apps have made to their interfaces to make it more difficult for consumers to tip. Due to utilization rate limits not taking effect until April 1, 2024, the average worker pay rate was below the effective minimum pay rate during this first quarter. See report for more details.
- Delivery workers earned a combined total of \$28.3 million per week, a 42 percent increase from Q1 2023 to Q1 2024. For the typical worker who works for 20 hours a week, that is an increase of at least \$12,000 more per year.
- **Apps are using workers' time more effectively:**
- The amount of time workers spent “on-call,” or waiting for an order, decreased 39 percent from Q1 2023 to Q1 2024 — this is time that workers were not previously paid for. During the same period, the amount of time workers spent on trips increased by 15 percent, demonstrating that the apps made better use of workers' time.
- Delivery workers completed an average of 1.89 deliveries per hour in Q1 2024, up 25 percent from 1.51 deliveries per hour in Q1 2023.
- **Consumers and restaurants have not been negatively impacted:**
- The number of deliveries increased by 8 percent — from more than 2.56 million in Q1 2023 to more than 2.77 million in Q1 2024 — showing that the industry continues to grow even while workers earn a more dignified wage. Consumers' average total cost, inclusive of subtotal, tips, fees, and taxes, only increased by \$0.76 — or 2 percent — from \$38.35 in Q1 2023 to \$39.11 in Q1 2024. Apps raised delivery fees by an average of \$2.30 per order, however the average tip amount decreased by \$2.64.

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- In June 2023, the Adams administration announced the [final minimum pay rule](#), effective July 12, 2023, following a monthslong rulemaking process that included two public hearings and thousands of public comments. In early July 2023, the major delivery apps sued the city, seeking to stop the minimum pay rate from taking effect. In September, the [New York State Supreme Court ruled in the city's favor](#), allowing enforcement of the minimum pay rate of \$17.96 to begin. The apps appealed the State Supreme Court's ruling, and in late November, the [Appellate Division, First Judicial Department denied the appeals](#), paving the way for DCWP to finally begin enforcing the minimum pay rate.
- Following the passage of a local law, DCWP published a study, in 2022, which drew from data obtained from restaurant delivery apps, surveys distributed to delivery workers and restaurants, testimony, extensive discussions with stakeholders on all sides, and publicly available data.
- Delivery Workers can visit [DCWP's Third-Party Food Delivery Services page](#) or call 311 and say "delivery worker" to learn more about the minimum pay rate. Workers can also submit questions or file complaints related to the minimum pay rate or other delivery worker laws in multiple languages [online](#) or by contacting 311.
- This minimum pay rate is just one part of the city's holistic approaches to improving working conditions for delivery workers. In his [2024 State of the City address](#), Mayor Adams announced plans to create the New York City Department of Sustainable Delivery, a first-in-the-nation regulatory entity to establish clear goals and guidelines for the future of deliveries. In February 2024, Mayor Adams and the New York City Department of Transportation also announced [five public e-battery charging locations](#) as part of the [city's six-month pilot program](#) to test safe, public charging of lithium-ion batteries by an initial group of 100 delivery workers. Additionally, the Adams administration has launched a program for [first-of-its-kind street Deliveristas Hubs](#), utilizing existing infrastructure to provide a place for workers to rest and recharge.

July 31st, 2024: **MAYOR ADAMS CELEBRATES SHUT DOWN OF MORE THAN 750 ILLEGAL CANNABIS SHOPS SINCE LAUNCH OF "OPERATION PADLOCK TO PROTECT"**

- New York City Mayor Eric Adams, New York City Sheriff Anthony Miranda, New York City Police Department (NYPD) Commissioner Edward A. Caban, and New York City Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today celebrated milestone achievements in the city's effective enforcement actions against illegal cannabis shops. Since launching "[Operation Padlock to Protect](#)" — a multi-agency task force made up of members from the Sheriff's Office, the NYPD, and DCWP — the Adams administration has sealed a total of 779 shops and issued 41,502 counts of violations amounting to \$65,671,487 in penalties. The city estimates it has already seized a total value of \$41,443,792 in illegal products.
- Over the month of July alone, "Operation Padlock to Protect" conducted several successful enforcement actions aimed at targeting the manufacturing, processing, and distribution networks of illegal cannabis suppliers across New York City. After conducting operations against , the task force delivered the [biggest seizure of illegal products to date](#). These two operations alone resulted in a combined \$8 million of illegal products being taken off city streets.
- "Operation Padlock to Protect" systematically conducts joint operations in neighborhoods across the five boroughs, which include

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inspections and follow-up inspections. When operators are ordered to be sealed, local NYPD precincts monitor those locations to ensure compliance and alert the Sheriff's Office when violations of the seal order occur.

- Record-high closures build on [praise by New Yorkers](#), who join the administration in prioritizing decisive action against this public safety and quality of life nuisance. "Operation Padlock to Protect" is an example of the Adams administration's efforts to double down on its commitment to swiftly shut down illegal operators, protect the city's children, improve quality of life, and facilitate a safe and thriving legal cannabis market.
- The legalization of cannabis is intended to create a new economy to emerge in New York state, while addressing the harmful impact of the "War on Drugs" on Black and Brown New Yorkers. For New York City's new cannabis economy and justice-involved businesses to thrive, the city and state must protect the development of the legal market. To do so, the Adams administration launched [Cannabis NYC](#) under the New York City Department of Small Business Services to provide free resources and services for all New Yorkers interested in the cannabis industry. Cannabis NYC has engaged over 5,000 New Yorkers on its five borough "Lift Off! Cannabis NYC" public education, listening, and outreach tour and over 200 New Yorkers have participated in the [FastTrac for Cannabis Entrepreneurs sessions](#), which connects legal cannabis business owners and entrepreneurs with free, high-quality training and advice delivered by leading voices in the legal cannabis industry.
- The Adams administration is focused on addressing the quality-of-life issues New Yorkers care about even beyond the proliferation of illegal cannabis shops. Mayor Adams recently announced [the city has seized 42,000 illegal mopeds](#), which contribute to disorder on city streets and further facilitate criminal behaviors. To address the miles of scaffolding that have taken over city streets for decades, the administration's ["Get Sheds Down" initiative](#) has removed over 5,453 sheds and 55 percent of all permitted sidewalk sheds have been taken down since the initiative began in July 2023. And, to address retail theft, the administration announced [a pilot program](#) to enable businesses to voluntarily integrate their security cameras with their local NYPD precinct.
- In 2023, Mayor Adams launched the [Community Link](#) initiative to bring together various city departments and agencies to work with the community and business leaders to address complex and often chronic community complaints that require a multi-agency response. Participating city agencies include:
 - DCWP
 - Fire Department of the City of New York
 - Mayor's Office of Community Mental Health
 - New York City Department of Buildings
 - New York City Department of Environmental Protection
 - New York City Department of Health and Mental Hygiene
 - New York City Department of Homeless Services
 - New York City Department of Parks and Recreation
 - New York City Department of Sanitation

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- New York City Department of Small Business Services
- New York City Department of Transportation
- NYPD
- Office of the Special Narcotics Prosecutor for the City of New York
- Since its inception, Community Link has already convened five community improvement coalitions throughout the five boroughs. Over the last 18 months, these coalitions have responded to over 800 complaints and conducted over 600 operations to address quality of life concerns raised by the communities they serve.

August 8th, 2024: **DEPARTMENT OF CONSUMER AND WORKER PROTECTION HELPS YOU MAKE BETTER FINANCIAL DECISIONS THIS BACK-TO-SCHOOL SEASON**

- With summer break rapidly coming to an end, the Department of Consumer and Worker Protection (DCWP) has some important shopping tips to help you and your family save money and make informed financial decisions this upcoming school year. Learn how to save and help teach your children to make smarter financial decisions with our [shopping tips](#), available in multiple languages.
- “Heading back to school should not break the bank,” said **New York City Mayor Eric Adams**. “Our administration is focused on helping working-class New Yorkers afford to live and thrive here, and I commend the Department of Consumer and Worker Protection for organizing this list to help families make smart consumer decisions when it comes to school shopping.”
- “For many of our kids, their favorite part of going back to school is the annual shopping trip, but it can be an expensive and stressful part of the year for us parents,” said **DCWP Commissioner Vilda Vera Mayuga**. “Talking about your finances with your children can be difficult, but I urge parents to turn these shopping trips into teachable moments by helping their children understand how to make smart financial decisions, budget, and use a credit card.”
- **Make a list and create a budget.** Help kids make smart decisions when choosing which supplies to buy. Get the teacher’s supply list and then educate children about how to create a budget based on how much they have to spend and what they need to get. Whether you shop online or in-store, stick to the list and the budget.
- **Compare prices.** Use websites, smartphone apps, and social media to research products, compare prices, and find sales and discounts. Avoid entering your personal information to get a coupon—some scammers use the promise of discounts to steal your information. **Look for prices.** Stores must post prices either on the item or on a sign where the item is displayed. It is illegal to charge more than that posted price. Extra credit: Be sure to read our shopping tips for [electronics](#) and [furniture](#) at nyc.gov/dcwp. **What You Need to Know about Buy Now, Pay Later Loans.** You’ve probably seen “Buy Now, Pay Later” or “Pay in 4” payment options in stores or online, but do you know what they mean? They are short-term loans that let you pay for something in small installments and avoid fees or interest if you pay in full and on time. Unfortunately, it can be easy to spend more than you intend. Visit nyc.gov/dcwp for more information.
- **Ask for a receipt and save it.** In New York City, you are entitled to a receipt automatically for purchases of more than \$20 and

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upon request for purchases between \$5 and \$20. Protect your personal information—by law, a customer’s receipt must not show the credit card’s expiration date or more than its last five digits.

- **Check store payment and refund policies.** It is illegal for stores to not accept cash payments and charge consumers who pay in cash a higher price for the same retail item than consumers who pay by credit card or other cashless method. Stores must also post a sign detailing their refund policy. If they don’t, you are entitled to a refund within 30 days of your purchase.
- **Protect yourself when shopping online.** If you are planning to do your back-to-school shopping online, make sure to shop on secure websites only. Use familiar websites or research and read reviews of new websites and check that links start with https (not just http; the “s” stands for secure) or have a padlock icon. Avoid typing your personal information when using unsecured Wi-Fi. Also, don’t click on links in unsolicited emails or on social media sites—type the address directly into your browser. Visit OnGuardOnline.gov for more information on how to be safe, secure, and responsible online
- **Teach your children about credit and how it works.** Explain that credit cards are not “free money,” and that what you pay for with the card must be paid back with interest. Teach them about paying minimum balances versus the full balance and about the consequences of using a credit card irresponsibly.
- **Get free financial counseling.** Visit nyc.gov/TalkMoney to schedule an appointment with a professional financial counselor from the City’s Financial Empowerment Centers. Work with your counselor to manage sudden changes to your budget or income and set up a spending plan; open a bank account to set up direct deposit; contact creditors; and more. Financial counseling is free and confidential, regardless of income or immigration status, and offered in multiple languages.
- **Know your rights and responsibilities when it comes to student loans.** Whether you are considering student loans for yourself or your child or already have student loan debt, be sure to read DCWP’s tips and resources at nyc.gov/StudentLoans.

August 13, 2024: **MAYOR ADAMS, COMMISSIONER MAYUGA ANNOUNCE LAWSUIT AGAINST NATIONAL FLOORS DIRECT OVER DECEPTIVE BUSINESS PRACTICES**

- New York City Mayor Eric Adams and New York City Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today [announced a lawsuit against National Floors Direct](#), a nationwide company that sells and installs flooring, alleging nearly 2,500 counts of violations of the city’s consumer protection laws. The lawsuit alleges that National Floors Direct preys on consumers by targeting them with false advertisements, routinely misleading them about when service will begin, providing poor quality work, and refusing to offer refunds and cancellations in violation of the law. DCWP is seeking consumer restitution, civil penalties, and the suspension or revocation of National Floors Direct’s Home Improvement Contractor license. DCWP encourages consumers who were deceived or harmed by the company to [file a consumer complaint online](#).
- National Floors Direct has regularly been one of the most complained about home improvement contractors in New York City over the last five years. Since 2019, DCWP has received 30 consumer complains about the company’s detailing predatory and deceptive practices, leading to the investigation.
- The lawsuit, filed today, argues that National Floors Direct falsely advertises “free next day flooring installations” only to routinely

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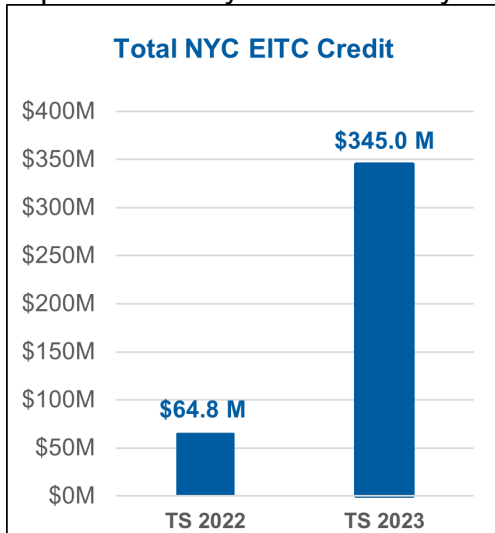
delay and reschedule appointments multiple times, and then has refused to provide refunds when consumers try to cancel their contract due to the delays, leaving consumers frustrated and without the products or services they paid for. Worse, the company regularly misrepresents the work needed to fulfill contracts, like removing the existing flooring, adding on additional costs for the consumer to simply get what they thought they had already purchased. Consumers are left in the terrible position of either losing the money they have already paid or having to pay hundreds of dollars more than agreed upon to complete the installation. The suit highlights two consumers who were forced to pay nearly \$1,000 in additional costs because National Floors Direct failed to disclose additional costs at the time of contract.

- The lawsuit goes on to note that when National Floors Direct does fulfill a contract, the work is of such poor quality that consumers regularly pay additional costs just to repair the damage done to their homes. One consumer had to sew together the carpet she paid National Floors Direct to install because it began unraveling shortly after installation. Another had to replace the flooring National Floors Direct installed after just six months because portions were peeling off and uneven. National Floors Direct has refused to provide these consumers with refunds or fix their situation.
- National Floors Direct routinely fails to disclose conditions or limitations on its “free” services and fails to disclose additional installation charges in its advertisements. The company offers discounts on basic installations, only to later inform consumers that removing existing flooring is not covered in a basic installation, adding additional costs to consumers.
- Finally, the lawsuit claims that National Floors Direct interferes with and violates consumers’ rights to cancel contracts within the legally permitted three-day cancellation period. One consumer was told they were not allowed to cancel after just 24 hours and lost a \$5,000 deposit. Another consumer was unable to reach anyone at National Floors Direct during the three-day period. The company illegally pocketed the money that these consumers had every right to get refunded.
- In New York City, individuals and businesses must have a DCWP-issued [Home Improvement Contractor license](#) to do construction, repair, remodeling or other home improvement work that costs more than \$200 to any residential building. The license does not cover new home construction, plumbing, or purely electrical work. New Yorkers should use [DCWP’s License Lookup Tool](#) to make sure a business is licensed with DCWP before entering into a contract with them. See DCWP’s [Quick Tips When Hiring a Home Improvement Contractor](#) for more information.
- DCWP provides licensed home improvement contractors with a [checklist](#) (available in [multiple languages](#)) of legal requirements in order to help them avoid violations. In May, DCWP held a [Home Improvement Contractor DCWP 101](#) educational webinar to help applicants and current licensees navigate the Home Improvement Contractor licensing process and understand some of the laws and rules contractors must comply with in New York City. DCWP urges consumers who believe that their contractor failed to perform work as agreed to, who owe them money, or who engaged in unlicensed activity to file a complaint at [DCWP’s website](#) or by calling 311.

August 19th, 2024: **NEW YORKERS CLAIM \$345 MILLION THANKS TO MAYOR ADAMS’ PUSH FOR ENHANCED EARNED INCOME TAX CREDIT, OPENS NEW CREDIT UNION TO EMPOWER LOCAL COMMUNITIES**

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- New York City Mayor Eric Adams and New York City Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga [today released data highlighting](#) the success of the enhanced “[NYC Earned Income Tax Credit](#)” (EITC), which was [expanded for the first time in nearly 20 years in 2022](#) after Mayor Adams convinced the state Legislature to bolster the social safety net and expand services for working-class families in New York City. In tax season 2023, over 746,000 New Yorkers received more money thanks to the enhancement, putting \$345 million back into the pockets of New Yorkers living in some of the lowest income communities in the city, an additional \$280 million from the previous tax season. Mayor Adams marked the occasion by cutting the ribbon on the second [Urban Upbound](#) Federal Credit Union branch, further supporting the rich and expanded ecosystem of the city’s free [Financial Empowerment Center](#) and [NYC Free Tax Prep](#) services overseen by DCWP.



- NYC EITC contributed \$345 million in benefits for New Yorkers across tax season 2023, representing a 432 percent increase from tax season 2022*
- The average amount of money received by a filer who qualifies for the NYC EITC increased from \$107 in tax season 2022 to \$462 in tax season 2023 — an increase of \$355 or 332 percent. The overall amount of money received due to the enhanced NYC EITC increased by 432 percent — from \$64.8 million in tax season 2022 to \$345 million in tax season 2023. Tax seasons 2022 and 2023 covered tax years 2021 and 2022, respectively.
- Since the start of the Adams administration through December 2023, DCWP’s NYC Free Tax Prep program helped New Yorkers file more than 156,000 tax returns for free, saving them nearly \$24 million in tax preparation fees. And this past tax season, more than 140 in-person sites provided free tax preparation services across the five boroughs. NYC Free Tax Prep providers also offered drop-off services and virtual tax preparation services. Last fall, DCWP also [launched NYC Free Tax Prep for self-employed filers](#), offering specialized services tailored to gig workers, freelancers, and small business owners who often face

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barriers to filing taxes and managing financial recordkeeping.

- Mayor Adams today marked these achievements by joining Urban Upbound at the grand opening of its second federal credit union branch located in Astoria, Queens. The credit union offers affordable financial services, including access to capital, asset-building vehicles, and ownership stakes to its members. These services complement Urban Upbound's existing Financial Empowerment Center and NYC Free Tax Prep services, overseen by DCWP, including through free financial counseling to help New Yorkers improve their financial health with one-on-one support on banking, credit, debt, and savings topics, as well as free tax preparation services to help New Yorkers — including self-employed filers and small business owners — claim valuable tax credits and avoid costly tax prep fees.
- Thanks to the Adams administration's successful advocacy in Albany, the Fiscal Year 2023 adopted state budget increased the state and city match to the federal EITC for the first time in nearly 20 years. After the city committed \$250 million annually to the NYC EITC, it received a one-time state payment of \$100 million. The NYC EITC increased from a 5 percent match of the federal EITC levels to 10 to 30 percent depending on the filers' income. Under the city's expansion of this tax credit in tax season 2023, a single parent with one child and an annual income of \$14,750 or less saw their benefit rise from \$187 to \$933 — a 400 percent increase. A married couple with two children and an annual income of \$25,000 saw their New York City benefit grow from \$308 to \$925 under the city payment — a 200 percent increase. In its first year, the expansion of the NYC EITC helped put an additional \$280 million back into the pockets of more than 746,000 New Yorkers so they could better afford essential items like food, rent, and utilities.

August 20th, 2024: **MAYOR ADAMS, COMMISSIONER MAYUGA ANNOUNCE LAWSUIT AGAINST WAY.COM FOR PUTTING CONSUMERS IN HARM'S WAY BY SUPPORTING ILLEGAL PARKING COMPANIES**

- New York City Mayor Eric Adams and New York City Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today announced [a lawsuit against Way.com](#), one of the most well-known parking apps, for pointing consumers to unlicensed and dangerous parking garages and lots with the tools and platform to operate illegally and prey on New Yorkers. Way.com's digital marketplace has aided at least 46 unlicensed parking companies in violating New York City laws, leading to consumer harm and disturbing local communities, particularly in the high-demand area surrounding John F. Kennedy International Airport. DCWP is seeking a court order to prevent Way.com from continuing to aid these companies' unlawful operations in New York City. Way.com also faces civil penalties for each day that they continue to aid unlicensed parking companies' illegal operations.
- Today's lawsuit argues that Way.com has assisted dozens of illegal and unlicensed parking garages and lots in violating the law. In addition to attracting consumers by promoting these lots on the app, Way.com gives these companies the appearance of legitimacy and professionalism because consumers have no indication that these businesses are unlicensed. Many of the unlicensed companies lack a physical brick-and-mortar location, like an office, and would not be visible or even identifiable to the public if Way.com did not list them on their app. Some of the unlicensed companies operate a temporary "valet" sign and park

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customers' cars on residential streets without the owners' permission, disturbing the surrounding community by reducing the parking available for local residents. Way.com also helps these illegal parking companies operate by providing them a digital marketplace, allowing consumers to complete their entire parking transaction online and keeping a portion of the payment as commission.

- Worse, the suit claims that Way.com's support of these illegal businesses has directly led to consumer harm. Not only do illegal parking garages and lots pose physical danger to consumers and their property, but consumers have submitted complaints alleging that they were charged more than initially advertised. Others have complained that an unlicensed company has damaged the vehicle they left in the company's care or that items left in the car went missing, and in some cases, consumers have even been left stranded without access to their vehicles.
- Finally, the regular lack of a physical location for many of the garages and parking lots undercuts DCWP's ability to inspect and take enforcement action against them. In addition to the actual lots being difficult to identify on the street — making them challenging to send inspectors out to — in cases where DCWP is actually able to inspect and issue summonses, inspectors have been met with threats of physical violence. In most of these cases, the businesses ignore DCWP's attempts to enforce the law, refusing to appear at hearings or pay fines, and simply continue operating under alternate names by creating new accounts for consumers to book on Way.com.
- DCWP began receiving an increasing number of consumer complaints about unlicensed parking companies in April 2023 and quickly launched an investigation. The investigation revealed that many of the unlicensed parking companies rely on Way.com's services to operate their illegal businesses. In June 2023, DCWP sent a cease-and-desist letter to Way.com, informing them that they were aiding illegal activity and sharing a list of unlicensed parking companies listed on the app. Unfortunately, Way.com has continually refused to come into compliance and de-list the unlicensed companies offering parking through their app.

August 26th, 2024: **DEPARTMENT OF CONSUMER AND WORKER PROTECTION SECURES MORE THAN \$600,000 FOR CONSUMERS HARMED BY R.G. ORTIZ FUNERAL HOMES**

- Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today announced an agreement with R.G. Ortiz Funeral Homes to provide more than \$604,000 in restitution for consumers they exploited as well as \$100,000 in civil penalties. In April, DCWP filed a [lawsuit against R.G. Ortiz](#) for egregious violations of the city's Consumer Protection Law, including refusing to provide information regarding the whereabouts of consumers' loved ones' remains, misrepresenting or concealing the prices of services offered, failing to provide services that consumers paid for – in part because they routinely presented remains in unacceptable conditions – among others. R.G. Ortiz operates locations in the Bronx, Brooklyn, and Manhattan, primarily targeting Spanish-speaking communities.
- Since 2018, a total of 74 consumers submitted complaints to DCWP detailing R.G. Ortiz's predatory and deceptive practices targeting grieving families. DCWP launched an investigation and charged R.G. Ortiz with over 82 violations. As part of the settlement, 28 consumers will receive approximately \$104,000 in payments, leaving \$500,000 for other consumers who have yet

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to come forward with claims. DCWP encourages New Yorkers harmed by R.G. Ortiz to [submit claims online](#) ([also available in Spanish](#)).

- In addition to consumer restitution and civil penalties, R.G. Ortiz has agreed to comply with the law going forward, including by disclosing the location of remains to consumers upon request, providing services agreed to, and disclosing prices of services and products.
- Consumers who were deceived, harmed or exploited by R.G. Ortiz Funeral Homes are encouraged to visit nyc.gov/DCWP or call 311 and say “R.G. Ortiz” to file a complaint.

August 28th, 2024: **MAYOR ADAMS DESTROYS FOUR TONS OF SEIZED CANNABIS PRODUCT AS “OPERATION PADLOCK TO PROTECT” SHUTS DOWN MORE THAN 1,000 UNLICENSED SHOPS**

- **NEW YORK** – New York City Mayor Eric Adams, New York City Sheriff Anthony Miranda, New York City Police Department (NYPD) Commissioner Edward A. Caban, and New York City Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today destroyed more than four tons, or 576 bags, of seized, illegal cannabis products as inspectors of the New York City Sheriff’s Joint Compliance Task Force have shut down and sealed more than 1,000 illegal cannabis and smoke shops since the start of the city’s successful “[Operation Padlock to Protect](#)” nearly four months ago. Mayor Adams also today announced that, as of yesterday, the task force has conducted inspections of 100 percent of known shops identified as selling cannabis illegally and that was part of Operation Padlock to Protect’s initial list of illegal shops.
- As a result of the operation’s rapid success, the city has seized more than \$63 million in illegal product, which has been taking up an outsized amount of space across NYPD’s network of evidence warehouses. Mayor Adams joined members of the joint task force today — made up of the Sheriff’s Office, the NYPD, and DCWP — to participate in NYPD’s standard evidence destruction process of incinerating illegal substances and products in an environmentally-responsible way. By-product from the incineration of seized evidence is then used as an energy source for the surrounding community.
- Following [Mayor Adams’ successful advocacy in Albany](#) for municipalities to be given the regulatory authority by the state to finally shut down illegal cannabis and smoke shops plaguing city streets, New York City moved quickly to [execute its legal authority](#), and accelerated its steady enforcement. With the newly granted local authority, the Adams administration has executed a five-borough strategy to finally end this public health and safety issue.
- “Operation Padlock to Protect” systematically conducts joint operations — which include inspections and follow-up inspections — in neighborhoods across the five boroughs. When illegal stores are ordered to be sealed, officers from local NYPD precincts monitor those locations to ensure compliance and alert the Sheriff’s Office when violations of the seal order occur.
- Record-high closures build on [praise by New Yorkers](#), who join the administration in prioritizing decisive action against this public safety and quality of life nuisance. Operation Padlock to Protect is another example of the Adams administration’s efforts to double down on its commitment to swiftly shut down illegal operators, protect the city’s children, improve quality of life, and facilitate a safe and thriving legal cannabis market.

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- The legalization of cannabis is intended to create a new economy to emerge in New York state, while addressing the harmful impact of the “War on Drugs” on Black and Brown New Yorkers. For New York City’s new cannabis economy and justice-involved businesses to thrive, the city and state must protect the development of the legal market. To do so, the Adams administration launched [Cannabis NYC](#), under the New York City Department of Small Business Services, to provide free resources and services for all New Yorkers interested in the cannabis industry. Cannabis NYC has already engaged over 5,000 New Yorkers on its five borough “Lift Off! Cannabis NYC” public education, listening, and outreach tour and over 200 New Yorkers have participated in the [FastTrac for Cannabis Entrepreneurs sessions](#), which connects legal cannabis business owners and entrepreneurs with free, high-quality training and advice delivered by leading voices in the legal cannabis industry.

September 4th, 2024: **WALL OF SHAME! DEPARTMENT OF CONSUMER AND WORKER PROTECTION ‘NAILS IT’ TO UNLICENSED HOME IMPROVEMENT CONTRACTORS**

- Department of Consumer and Worker Protection (DCWP) Commissioner Vilda Vera Mayuga today unveiled DCWP’s new [Home Improvement Contractor Wall of Shame](#), a list of home improvement contractors that have received a violation within the past year for operating without a license and that New Yorkers should avoid when hiring a contractor. DCWP recently won a battle in New York State Supreme Court against Big John’s Roofing, one of the most complained-about unlicensed contractors on the list, and secured a [court order](#) seeking to stop the company from illegally operating. DCWP urges New Yorkers to only use licensed home improvement contractors, which ensures that the contractor had a background check, and may provide consumers with access to DCWP’s [Home Improvement Contractor Trust Fund](#) for potential restitution if something goes wrong. In the last year, DCWP has put more than \$1.2 million back in consumers’ pockets through the Trust Fund. Additionally, DCWP released [updated, multilingual tips](#) to help guide homeowners when hiring an individual or business to do home improvement work.
- In New York City, individuals and businesses must have a DCWP-issued [Home Improvement Contractor license](#) to do construction, repair, remodeling or other home improvement work that costs more than \$200 to any residential building. The license does not cover new home construction, plumbing, or purely electrical work. New Yorkers should check DCWP’s Wall of Shame and also use [DCWP’s License Lookup Tool](#) to make sure a business is licensed with DCWP before entering into a contract with them. If a DCWP-licensed home improvement contractor owes a consumer money, the consumer may be eligible for reimbursement through the Home Improvement Contractor Trust Fund if DCWP cannot successfully mediate the complaint. Consumers are not eligible for Trust Fund repayment options if they use an unlicensed home improvement contractor.
- In October 2023, DCWP made changes to the Home Improvement Contractor Trust Fund, creating a new claims process to help more consumers get more financial relief. DCWP has secured more than \$1 million in restitution for 123 consumers who qualified for financial relief through the Trust Fund’s new claims process. DCWP licenses more than 13,000 home improvement contractors
- DCWP provides licensed home improvement contractors with a [checklist](#) (available [in multiple languages](#)) of legal requirements in order to help them avoid violations. In May, DCWP held a [Home Improvement Contractor DCWP 101](#) educational webinar to help

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applicants and current licensees navigate the Home Improvement Contractor licensing process and understand some of the laws and rules contractors must comply with in NYC. DCWP urges consumers who believe that their contractor failed to perform work as agreed to, who owe them money or who engaged in unlicensed activity to file a complaint at nyc.gov/dcwp or by calling 311.

- In addition to educational efforts, complaint mediation and changes to the Trust Fund, DCWP takes enforcement action against unlicensed home improvement contractor activity. Last month, DCWP won a preliminary injunction in state court against Big John's Roofing, an unlicensed home improvement contractor, ordering the company to stop operating without a license in NYC. Big John's Roofing routinely deceives consumers about their ability to operate legally in NYC. The company also regularly performs substandard work – causing additional problems in the consumers' homes resulting in unsafe conditions – refuses to return deposits for incomplete work, and fails to honor warranties offered and agreed to in the contract. The court ordered the company to cease selling or providing services in NYC without a license. Any consumer who has been affected by Big John's Roofing, or any home improvement contractor, should call 311 or visit nyc.gov/dcwp to file a complaint or learn more about the case.

Community/Equity/Inclusion Goal/Initiative #1 Update:

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 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

2. [Copy Community/Equity/Inclusion Goal/Program/Action from FY 2025 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and

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inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

Community/Equity/Inclusion Goal/Initiative #2 Update:

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 Community/Equity/Inclusion Goal/Program/Action from FY 2025 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal/initiative. 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/Equity/Inclusion Goal/Initiative #3 Update:

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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

4. [Copy Community/Equity/Inclusion Goal/Program/Action from FY 2025 DEI-EEO plan]

Please describe the steps that your agency has taken to meet this goal/initiative. 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/Equity/Inclusion Goal/Initiative #4 Update:

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

5. Other Community programs and activities:

Please describe any other Community-directed programs and activities (e.g., meetings, educational and cultural

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programs, promotion of agency services, community fairs, etc.) and describe them, including the dates when the activities occurred.

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V. Recruitment

A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2025 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 2025 DEI-EEO plan]

The DEI-EEO and HR units will continue to proactively develop and implement strategies to maintain a diverse and inclusive workforce. As an equal opportunity employer, DCWP's goal is to further expand the wide range of candidates in all levels of the workforce.

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?

- Participate in Job Fairs and Hiring Halls: Engaging in various events throughout the year to promote our agency's work, current job postings, and civil service exam opportunities.
- Host Information Sessions: The recruitment team will provide detailed information sessions to ensure candidates understand the hiring process for competitive titles.
- Expand Internship Programs: Hosting more interns year-round through programs such as the Partnership for Inclusive Internships (PII) program, Work Learn Grow program, and Ladders for Leaders program.
- Target Job Postings: Sending job postings to targeted groups within specific programs and associations to attract diverse talent.

Additionally, the DEI-EEO and HR units will:

- Collaborate with Community Organizations: Partner with community-based organizations to reach a broader and more

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diverse candidate pool.

- Develop Mentorship Programs: Create mentorship opportunities to support the professional growth and development of underrepresented employees.
- Implement Diversity Training: Provide regular diversity and inclusion training for all employees to foster a more inclusive workplace culture.
- Monitor and Evaluate Progress: Regularly assess the effectiveness of diversity initiatives and make data-driven adjustments to improve outcomes.

Recruitment Initiatives/Strategies #1 Update:

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 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

2. [Copy Recruitment Initiatives/Strategies from FY 2025 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?

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Recruitment Initiatives/Strategies #2 Update:

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 2025 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 #3 Update:

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 Recruitment Initiatives/Strategies from FY 2025 DEI-EEO plan]

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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 Update:

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

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.

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
1	7/26/24	DCWP's Employment Process Information Session	Virtual
1	8/23/24	DCWP's Employment Process Information Session	Virtual
1	9/27/24	DCWP's Employment Process Information Session	Virtual

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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			
Brooklyn	\$0			
Manhattan	\$0			
Queens	\$0			
Staten Island	\$0			

C. Recruitment Sources

List recruitment sources used to fill vacancies in the current Quarter (include Q#)

1. Partnership for Inclusive Internships (PII) program – The program is a great way to create a pipeline of candidates for the 55-a program as all of the intern candidates are already connected to ACCES-VR or the NYSCB (the two State agencies that certify candidates). Hosting an intern through the PII program allows the agency to hire 55-a candidates in temporary roles that can lead to full-time roles.

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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 run a successful summer externship program that we hope to expand into the spring season.
3. Collaborate with DYCD youth employment programs such as Ladders for Leaders to hire interns for six-weeks. DCWP typically recruits 20 – 25 interns each year.
4. Career Readiness and Modern Youth Apprenticeship (CRMYA) program - The apprenticeship program serves to foster students' growth and development in the workforce part-time for 3 years.
5. Silver Star program – to expand the representation of older age groups in our workforce.

D. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2025. [**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: 0

Q1 Total: ____0____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

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: 0

Q1 Total: ____0____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

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

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

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3. Summer College Interns: 0

Q1 Total: 0 Q2 Total: Q3 Total: Q4 Total:

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

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

4. Summer Graduate Interns: 0

Q1 Total: Q2 Total: Q3 Total: Q4 Total:

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): **LADDERS FOR LEADERS INTERNS**

Q1 Total: 18 Q2 Total: Q3 Total: Q4 Total:

Race/Ethnicity* [#s]: Black 3 Hispanic Asian/Pacific Islander 12 Native American White 2 Two or more Races 1

Gender* [#s]: M 8 F 9 N-B O U

Additional comments:

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E. 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 (9/30/2024): 0 Q2 (12/31/2024): _____ Q3 (3/31/2025): _____ Q4 (6/30/2025): _____

During the 1st Quarter, a total of 3 [number] new applications for the program were received.

During the 1st Quarter 0 participants left the program due to [state reasons] N/A.

During the 2nd Quarter, a total of _____ [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 _____ [number] new applications for the program were received.

During the 3rd Quarter _____ participants left the program due to [state reasons] _____.

During the 4th Quarter, a total of _____ [number] new applications for the program were received.

During the 4th Quarter ____ 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** ☐ **No**

in training sessions: ☐ Yes ☐ No

on the agency website: ☒ **Yes** ☐ **No**

in agency newsletter: ☐ Yes ☐ No

Other: _____

2. _____

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VI. Selection (Hiring and Promotion)

Please review Section VI of your FY 2025 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 2025 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.

- **Personalized Guidance:** Offering tailored support to employees and job seekers across diverse backgrounds, our counselor assists employees in navigating career paths, developing skills, and overcoming obstacles. This ensures access to customized advice and resources for success, promoted through monthly Job Vacancy Announcements, the DCWP Recruitment Newsletter, and agencywide Civil Service Newsletter emails.
- **Career Counseling Sessions:** Employees can schedule appointments during work hours for personalized career path advice, targeted information, and valuable resources aimed at promoting internal growth and advancement.
- **Resume Support:** Providing feedback and tips to enhance resumes, empowering employees to effectively showcase their skills and pursue career opportunities both within and outside the agency.
- **Encouraging Skill Development:** DCWP offers full-time employees LinkedIn Learning licenses, facilitating access to professional development courses, certifications, and specialized training aligned with career goals.
- **Civil Service Exam Guidance:** Ensuring comprehensive support for civil service exams, including exam schedules, and application procedures, to prepare employees for career advancement opportunities.
- **Recognition of Internal Talent:** DCWP acknowledges and values internal talent through formal recognition and certificates awarded to outstanding employees, cultivating a culture that rewards exceptional performance and commitment to professional growth.

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.

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- Internal Job Postings: Regularly promoting job vacancies internally to enable current employees to apply for roles aligned with their career aspirations and skill sets.
- Enforcement of Vacancy Posting Policies and Protocols: Reviewing and potentially revising vacancy posting protocols to ensure transparency and equal access to job opportunities for all qualified candidates.
- Procedures for Interviewing Applicants: Implementing structured interview formats and evaluation criteria to ensure consistency and fairness in the evaluation process, with supporting documents required within PAMS for candidate submissions.
- Training of Hiring Managers: Conducting training sessions for hiring managers on fair hiring practices, unconscious bias mitigation, and effective interviewing techniques to enhance the quality and equity of candidate assessments.
- Hiring Manager Bi-Weekly Check-In Meetings: Holding bi-weekly meetings between the Recruitment unit and hiring managers to discuss recruitment needs and promotional plans, gathering insights and feedback on existing procedures.
- Role of the EEO Officer: Clarifying and reinforcing the role of the Equal Employment Opportunity (EEO) Officer in overseeing selection and promotion actions, ensuring adherence to EEO laws and regulations.
- Transparent Promotion Processes: Ensuring transparency in promotion processes by clearly communicating criteria, qualifications, and expectations for advancement opportunities to hiring managers.
- Supportive Transfer Policies: DCWP plans to establish policies and procedures for intra-agency transfers, with the goal of facilitating employees' exploration of different roles and departments while leveraging their existing skills and knowledge. DCWP currently promotes its vacancies for employees to apply to any vacancy they are interested in.

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).

- Assist the hiring manager if a reasonable accommodation is requested for an interview.
- Advise Human Resources to use candidate evaluation form for uniform assessment and equity.

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

- The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions

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due to legitimate business/operational reasons in FY 2025.

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

5. Other:

During this Quarter the Agency activities included:

# of Vacancies		# of New Hires	# of New Promotions
Q1	# _21_	# __1__	# __4__
Q2	# _____	# _____	# _____
Q3	# _____	# _____	# _____
Q4	# _____	# _____	# _____

VII. Training

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

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VIII. 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://mstpwwa-ctwapx02.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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IX. 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: ☒ Yes ☐ No

Q2: ☐ Yes ☐ No

Q3: ☐ Yes ☐ No

Q4: ☐ Yes ☐ No

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

Q1: ☒ Yes ☐ No

Q2: ☐ Yes ☐ No

Q3: ☐ Yes ☐ No

Q4: ☐ Yes ☐ No

- ☐ 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).

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IX. 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 (EEPC) 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 EEPC or the other auditing agency.
- ☐ If needed, the agency has submitted or will submit to DCAS Citywide Equity and Inclusion an amendment letter, which shall amend the agency plan for previous FY(s) as recommended by EEPC.
- ☒ The agency received a Certificate of Compliance from the auditing agency in 2023 or 2024.

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

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Appendix A: EEO Personnel Details

EEO Personnel For __1__ Quarter, FY 2025

Personnel Changes:

Personnel Changes this Quarter: <input checked="" type="checkbox"/> No Changes		Number of Additions:	Number of Deletions:
Employee's Name & Title	1. Patty Baez	2. Amy Vera	3.
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date: 04/03/23	Start Date or Termination Date: 12/13/2024	Start Date or Termination Date:
Employee's Name & Title	4.	5.	6.
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:

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For New EEO Professionals:			
Name & Title	1.	2.	3.
EEO Function	<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)
Percent of Time Devoted to EEO	<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 %):
Name & Title	4.	5.	6.
EEO Function	<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)
Percent of Time Devoted to EEO	<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 %):

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. Patty Baez	2. Amy Vera	3.
Completed EEO Trainings:			
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions			

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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

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	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input 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 type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input 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 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 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 type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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

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

MAILING ADDRESS: 42 Broadway 5th Floor, New York, NY 10004

Diversity and EEO Staffing as of _1_Quarter FY 2025*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EEO Officer/Director	Patty Baez	Associate Inspector L2	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>2124360269</u>
Deputy EEO Officer OR Co-EEO Officer					
Chief Diversity & Inclusion Officer	Patty Baez	Associate Inspector L2	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>2124360269</u>
Diversity & Inclusion Officer	Patty Baez	Associate Inspector L2	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>2124360269</u>
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Sherie Wallace	Procurement Analyst	<u>50%</u>	SWallace@dcwp.nyc.gov	<u>2124360250</u>
ADA Coordinator	Patty Baez	Associate Inspector L2	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>2124360269</u>
Disability Rights Coordinator	Patty Baez	Associate Inspector L2	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>2124360269</u>
Disability Services Facilitator	Patty Baez	Associate Inspector L2	<u>100%</u>	PBaez@dcwp.nyc.gov	<u>2124360269</u>

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<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
55-a Coordinator	Cynthia Medina	Principal Admin Assoc L2	25%	CMedina@dcwp.nyc.gov	2124360439
Career Counselor	Margaret Mateo	Admin Business Prom Coordinator NM	100%	MMateo@dcwp.nyc.gov	2124360338
EEO Counselor	Amy Vera	Community Coordinator	50%	avera@dcwp.nyc.gov	2129686731
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison	Patty Baez	Associate Inspector L2	100%	PBaez@dcwp.nyc.gov	2124360269
Other (specify)					
Other (specify)					

* 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.