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Diversity, Equity, Inclusion and Equal Employment Opportunity (DEI-EEO) Plan

Fiscal Year 2025

NYC Department for the Aging



Table of Contents

I. Annual Commitment, Accountability, and EEO Statement (EEO Policy Statement).....	3
II. Recognition and Accomplishments	5
III. Workforce Review and Analysis	6
IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2025	8
V. Recruitment.....	15
VI. Selection (Hiring and Promotion).....	20
VII. Training.....	25
VIII. Reasonable Accommodation	27
IX. Compliance and Implementation of Requirements Under Local Laws and Mayoral Executive Orders.....	28
X. Audits and Corrective Measures	30
XI. Agency Head Signature	31
Appendix A: Contact Information for Agency EEO Personnel and Career Counselors *	32

I. Annual Commitment, Accountability, and EEO Statement (EEO Policy Statement).

[This statement provides the Agency Head with an opportunity to articulate, in their own language, the agency's commitment to the values of diversity, equity, and inclusion (DEI), and equal employment opportunity (EEO). It should proclaim the assurance of a discrimination-free workplace, integration of this plan into the agency's strategic mission, and a declaration that all senior executives, managers, supervisors, and employees are accountable for upholding these values and are charged, within their scope of responsibility, to effectively implement the agency's DEI-EEO Plan. It must include the name and contact information of agency EEO Officer.]

Agency EEO Commitment/Policy Statement

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

In addition, the Department is unflinching in its commitment to diversity and inclusion in the workplace, workforce, and with community partners, this commitment is a focus on Justice, Diversity, Equity, and Inclusion (JDEI). Furthermore, recognizing that NYC Aging employees are one of our greatest assets, we are committed to the recruitment, development, and retention of a diverse and inclusive workforce reflective of our city's population. Our diverse staff is a unique strength, and I expect all managers to appreciate the cultural diversity in our work teams, as well as to promote a work environment that values equity, inclusion of and respect for all. The EEO Officer, Agency Diversity Equity & Inclusion Officer, all EEO professionals, Human Resources professionals, and managers and supervisors are accountable.

NYC Aging is committed to maintaining a workplace free from all forms of harassment and discrimination prohibited by the City's EEO Policy. The Agency EEO Officer, Heava Lawrence-Challenger serves as a resource for managers and supervisors by providing best practices and direction in addressing EEO issues. EEO Professionals and Disability Rights Coordinator can be reach at:

EEO Officer and Disability Rights Coordinator: Heava Lawrence-Challenger,
Hlawrence@aging.nyc.gov or 212-602-6926

EOE Counselors/Investigators
Eric Rivera – Eriviera@aging.nyc.gov or 212-602-7760
Dianna Maus – Dmaus@aging.nyc.gov or 212-602-7759
Abubaker Daud – Adaud@aging.nyc.gov or 212-602-4488

Contact information for the EEO Officer and EEO Counselors/Investigators is also available to all employees and is prominently posted throughout the agency's offices including the virtual bulletin board. Employees are encouraged to contact the EEO Officer and EEO Counselors/Investigators with any questions, inquiries, concerns, or complaints regarding the

EEO Policy. All employees are directed to comply with both the letter and the spirit of the law as outlined in the EEO Policy. All employees should work to maintain an atmosphere where diversity is appreciated and reflected in our staff, and to promote understanding among colleagues. Managers and supervisors are directed to make all employment decisions in accordance with the City's EEO Policy, and to ensure compliance with this policy in their areas of responsibility. The Agency will continue to fulfill all EEO training mandates.

Below are City, State, and Federal **protected categories** and resources pertaining to the City's EEO Policy. You can also find this information on the Geras Intranet, by selecting EEO under Resources on the Homepage and on the bulletin boards on each floor.

NYC Aging is committed to City, State, and Federal laws prohibiting employment discrimination based on:

- | | |
|---|--|
| 1. Age | 14. National Origin/Ethnicity |
| 2. Arrest, Conviction Record, or Pending Case | 15. Predisposing Genetic Characteristics |
| 3. Cannabis Use | 16. Pre-employment Marijuana Testing |
| 4. Caregiver Status | 17. Race |
| 5. Color | 18. Religion or Creed |
| 6. Consumer Credit History | 19. Salary or Pay History |
| 7. Disability | 20. Sexual and Reproductive Health Decisions |
| 8. Familial Status | 21. Sexual Orientation |
| 9. Gender Identity or Expression | 22. Status as a Veteran or Active-Duty Military Service Member |
| 10. Gender/Sex (Including Pregnancy, Childbirth, or Related Medical Conditions) | 23. Unemployment Status |
| 11. Height | 24. Victim of Domestic Violence, Sex Offenses, and Stalking |
| 12. Immigration or Citizenship Status | 25. Weight |
| 13. Marital or Partnership Status | |

1. EEO Policy (Updated 2024)
[EEO Policy 2024.pdf](#)
2. About EEO Handbook (companion booklet to the EEO Policy)
[EEO Policy Handbook.pdf](#)
3. Reasonable Accommodation Procedural Guidelines
[City of New York Reasonable Accommodation Procedural Guidelines 2024.pdf](#)
4. Reasonable Accommodation Request Form
[Reasonable Accommodation Request Form.pdf](#)
5. Reasonable Accommodation Process at a Glance
[Reasonable Accommodation at a Glance.pdf](#)

☐ This statement is the same as last year.

NOTE: If this statement has been in use for more than two years the Agency Head should issue a revised statement.

☒ This statement will be disseminated to all employees in the agency.

II. Recognition and Accomplishments

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2024) to advance DEI and EEO goals, for example, recognizing employee contributions to DEI goals through awards and employee appraisal, introducing new equity programs, training all staff on mandatory training, or launching employee resource groups. If some of the accomplishments listed below are a continuation of what was included in previous Annual plans, you will need to provide a statement on how it has changed and/or developed in the past year. Add additional lines as needed.]

In the past year, NYC Aging accomplished the following as part of our commitment to DEI and EEO:

1. NYC Talent Is Timeless Competition – NYC Aging staff worked with community partners citywide to engage older adults in competition showcasing their diverse cultural talents.
2. Employee Resource Groups – WE CAN (Wellness Engagement Culture Action Network).
 - a. WE CAN focuses on developing actionable strategies, tools and techniques that boost staff wellbeing, drives smarter work practices, cultivates employee engagement and reinforces a positive workplace culture of shared values and behaviors.
 - b. Employee Lunch and Learn program offers staff the opportunity to engage in opportunities to learn about financial literacy, career development and education, professional development, and group chats.
3. NYC Aging's Welcome Wagon Program is designed to foster social connections to help the new hire understand and adapt to NYC Aging culture and create an early sense of belonging.
4. Agencywide Employee Recognition – Employees were recognized for their years of service and commitment to the agency's cultural diversity work with employees and community partners.
5. Cultural (Heritage) Events - NYC Aging engaged employees in a numerous cultural event celebrating all employees, helping them to feel connected to the organization. These events take place in the form of fire side chats, question and answer sessions, presentations, videos, and potluck lunches. These cultural diversity events in celebration of the many cultures represented within the organization included Black History Month, Asian American and Pacific Islander Heritage Month, LGBTQ+ Pride Month, Juneteenth Celebration, and Hispanic Heritage Month, were held in person or virtually and are memorialized on our intranet and shared by email to all staff. NYC Aging Cultural events are continuous and encourages new staff to the organization to get involved.

6. NYC Aging collaborates with the NYC Department of Youth and Community Development (DYCD) to support intergenerational programs. Through the Foster Grandparent Program partnership, NYC Aging connected older New Yorkers with volunteer opportunities and expanded the My New York Story initiative, which fosters positive relationships between seniors and youth through storytelling, creative writing, and other shared activities.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2024

Total Headcount: 337

[This figure is available on the total line for your agency in the FY 2024 Q4 EBEPR210 CEEDS report]

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2024.

The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability.

1. [While DCAS will engage an external vendor to conduct a pay equity analysis of the city government workforce, agencies must conduct their own analysis of compensation practices and measures to address pay disparity and occupational segregation with regard to the various titles they use.
 - Describe your agency's analysis of compensation data, including conformity with collective bargaining agreements and Mayor's Personnel Orders (MPO).
 - Also describe possible indicators of occupational segregation such as significant over- or under-utilization of certain ethnic or gender categories in major Job Groups.
 - If such analysis was conducted in previous years, describe actions undertaken to reduce occupational segregation.]
2. [Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.]

At NYC Aging, Staff are encouraged to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) via email on a quarterly basis. Additionally, staff are reminder periodically during the agency's weekly muster.

In FY 2025, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- ☒ NYCAPS Employee Self Service (by email; strongly recommended every year)
- ☒ Agency's intranet site
- ☒ On-boarding of new employees
- ☒ Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- ☒ In FY 2025, the agency will inform and remind employees of the option to add preferred name in ESS.

Below please provide the number of employees in your agency whose demographic information is unknown (these numbers are available on the total line of CEEDS report EBEPR210).

Unknown Race/Ethnicity 20 Unknown Gender 0 Unknown Both 0

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

- ☒ The agency conducts regular reviews of the CEEDS workforce reports, and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

[Select the options that apply to your agency.]

Agency Head

☐ Quarterly ☒ Semi-Annually ☐ Annually ☐ Other _____

Human Resources

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

General Counsel

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

☒ Quarterly ☐ Semi-Annually ☐ Annually ☒ Other Diversity Equity & Inclusion Officer

- ☒ The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).

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

[State below the goals of your strategy for FY 2025 and programs focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

A. WORKFORCE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workforce.

[Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]

- Foster an inclusive environment that empowers staff to excel, utilizing the agency's Learning Management System (GYRUS) which connects staff to learning content and events. Staff will have the autonomy to choose their learning path. Additionally, through NYCity Learn, classes are readily available to staff enabling them to choose that they believe will support their career growth. These opportunities promote professionalism and ensures accountability. NYC Aging also offers two development opportunities:
 1. Supervisor Learning Academy: Focusing on new frontline supervisors and others incorporating distinct concepts of people management including a range of topics which helps to build credibility with direct reports.
 2. Admin Academy: A learning opportunity tailored specifically for administrative, clerical and entry-level support staff.
- Build an action plan based upon the most relevant workforce key performance indicators such as: representation, recruitment retention, tenure, promotions, separation, and placement rates.
- Enhance intergenerational diversity at the agency. NYC Aging staff range from college aides to mature older workers. We shape programs to build a cohesive working environment. For this fiscal year 2025, the agency will continue its partnership with NYC Public Schools on the Career Readiness and Modern Youth Apprenticeship Program. This three-year pilot program places three high school students in various work units in the agency. The apprentices will gain on-the-job training for in-demand careers in budgeting, business operations, and IT while learning about aging issues.

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

Planned Programs, Initiatives, Actions aimed at Workforce:

[Describe how your agency will address underutilization in FY 2025. Please mention here major job groups experiencing underutilization of women and minorities in your

agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

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

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

B. WORKPLACE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workplace and cultural environment.

[Workplace goals have to do with inclusion, workplace culture, and employee activities.]

- Through internal partnership, NYC Aging actively works to develop mixed intergenerational teams through partnerships with programs, such as the Work, Learn, & Grow Employment Program and the Senior Community Service Employment Program. Blending age groups produces differing viewpoints, leading to higher innovation potential.
- Through its partnership with WorkWell and through Project BUILD, NYC Aging will work to bring DEI workshops to staff. NYC Aging continues to work with WorkWell NYC to link staff to needed self-care, exercise, meditation, mental health care, and more. These continue to be offered through a virtual platform. We will continue to access grants through WorkWell to bring wellness programs directly to staff in person. Programs will include nutrition counseling, meditation classes, chair yoga, and more.
- NYC Aging established WECAN (Wellness Engagement Culture Action Network). WECAN focuses on developing actionable strategies, tools and techniques that boost staff wellbeing, drives smarter work practices, cultivates employee engagement and reinforces a positive workplace culture of shared values and behaviors.
- NYC Aging will continue its voluntary alternative complaint resolution procedures, including EEO counseling, mediation, and investigation.

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

Planned Programs, Initiatives, Actions aimed at Workplace:

[Describe specific actions designed to create inclusive workplace culture, enhance equity, and initiatives undertaken to address race relations in the agency. (e.g., modeling inclusive language such as preferred pronouns and age-inclusive language on job postings, celebrating heritage months, ensuring worksite and meetings are accessible, creating agency specific surveys or implementing initiatives based on previous agency specific surveys, etc.).]

NYC Aging enhances the inclusivity of the workplace culture beginning at the employee onboarding orientation process. New employees are linked with other staff to help foster social connections for the new hire to understand and acclimate to NYC Aging culture and create an early sense of belonging. Staff looks forward the celebration of heritage events as they occur each month and provide an opportunity for those individuals who are not a member of the culture to get engaged and learning. Our meeting rooms are accessible including the ability to join meetings on Teams.

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

[Please select below the options that apply to your agency.]

- ☒ Promote employee involvement by supporting Employee Resource Groups (ERGs).
List below the names of existing ERGs:
 - 1. WE CAN (Wellness Engagement Culture Action Network).
 - 2. The Employee Lunch and Learn Program
 - 3. Employee Wellness Group
 - 4. Welcome Wagon
- ☐ Agency does not presently have any ERGs.
- ☐ Agency will create a Diversity Council to leverage equity and inclusion programs
- ☒ Agency Diversity Council is in existence and active
- ☒ Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion
- ☒ Agency will inform employees of their rights and protections under the New York City EEO Policy
- ☒ Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

C. COMMUNITY and EQUITY, INCLUSION and RACE RELATIONS

State your Agency's general goals and strategies to enhance DEI and EEO in areas of Community and Race Relations.

[Community goals should be directed at the external environment of your agency, that is the public, communities, organizations, and other entities served by your agency.]

- Collaboration with Univision for a series of programs highlighting careers for Hispanic Individuals through NYC Aging Older Adult Employment Program.
- Launching a Health Insurance Information, Counseling, and Assistance Program (HIICAP) media campaign in August 2024 to promote Medicare Savings Program enrollment. The advertisements appeared in English, Spanish, Haitian Kreyol, Russian, and Mandarin across community and ethnic media outlets. Online ads on these platforms received over 968,000 impressions, while Meta ads (Facebook and Instagram) garnered 7.2 million impressions.
- Securing earned media coverage featured three programs in community and ethnic outlets, reaching the diverse number of older adults living in the New York City:
 - In July and August, the agency's annual Farmers Market Nutrition Program will be disbursed to older New Yorkers in the five boroughs.
 - The Talent is Timeless competition, one of the agency's initiatives to combat ageism, will showcase the talents of New York City's older adults around the five boroughs and will be covered by community ethnic media outlets as each level is held.
 - Additionally, NYC Aging Commissioner will be co-authoring an op-ed on the Healthy Aging fair in AMNY
- Enhancing cultural and language capacity by diversifying the Health Insurance Information Counseling Assistance Program (HIICAP) volunteer base to better serve NYC's diverse Medicare-eligible population.
- Expand the number of Medicare Improvements for Patients and Providers (MIPPA) sites to underserved populations, i.e. Russian, Haitian-Creole, and Bengali and the borough of Staten Island.
- Broadening the awareness of NYC Aging-funded programs to Houses of Worship and Faith-Based Organizations.
- Coordinating a series of presentations alongside New York City Housing Preservation & Development for older adults at targeted older adult centers on how to best use the Housing Connect portal to apply for affordable housing opportunities. NYC Aging identified high need neighborhood such as low-income communities, and those with language needs or immigrant populations, to receive presentations on Housing Connect during the spring.
- Partnering internally at NYC Aging with our Bureau of Planning & Strategic Initiatives to develop an outreach plan for the NYC Aging Service Needs Assessment, a survey for the public about agency services and programs. The focus of the outreach was to ensure that unreached communities were aware of the survey and could inform future NYC Aging programming. We also engaged outside stakeholders and elected officials to promote the survey and distributed information in multiple languages to better reach older adults who do not exclusively speak English.

- The Older Adult Employment Program funded under the Senior Community Services Employment Program (SCSEP) of the federal government through NYS Office for the Aging (NYSOFA) and National Council on Aging (NCOA). The goal of the program remains to serve older adults with barriers to employment such as poverty, ageism, literacy, English language proficiency, justice-involved, disability, and / or veteran status. To effectively deliver the program, we will continue to work with diverse community agencies that serve a range of populations thus increasing our reach to those most marginalized. By using city data that identifies low-income unemployed individuals, we will build strategic outreach, and engagement plans to target those most in need.
- NYC Aging's Silver Corps/Silver Stars program aids older New Yorkers in securing a variety of employment opportunities through training and internships. It is the goal to serve individuals who are low-income, disabled, non-native English speakers, identify as Black, Indigenous or a Person of Color (BIPOC), veterans, and unemployed or underemployed. Central to the program's mission is the goal of combating ageism in the workplace and community, improving financial mobility, and meeting the health and human service needs of older adults in NYC. NYC Aging will set clear expectations and accountability standards for ReServe Inc. to ensure their program delivery aligns with NYC Aging's DEI and EEO goals.
- The NYC Aging's Foster Grandparent Program is a volunteer-based opportunity that offers New Yorkers age 55+ the opportunity to provide one-on-one support to children with special needs to improve their academic, social, and emotional development via AmeriCorps Seniors' Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination on the basis of disability in programs or activities that receive federal financial assistance through volunteer assignments in schools, school-based settings, family courts and hospitals. We work with programs in the five boroughs of New York City to ensure those in hard-to-reach areas are helped.
- The Silver Stars program connects retired professionals with part-time opportunities in mayoral and non-mayoral city agencies as well as nonprofits that hold a multi-year contract with NYC Aging, allowing them to use their skills and experience to make a meaningful impact. Managed by ReServe Inc., the program helps older adults stay active and engaged while contributing to their communities and supporting important city initiatives. It's a great example of how older New Yorkers can continue to play a vital role in public service and community building. NYC Aging will set clear expectations and accountability standards for ReServe Inc. to ensure their program delivery aligns with NYC Aging's DEI and EEO goals.
- NYC Aging continues to require that the Caregiver, Case Management and Friendly Visting, Geriatric Mental Health (DGMH), Home Care, Hub and spoke implement the expectations of the program standards for services to be delivered in a culturally competent manner and in the language of the client.

- NYC Aging programs are required to have a Language access plan that includes; 1) a plan to provide on-demand language assistance free of charge to persons with limited English proficiency (LEP), 2) the program will inform persons with limited English proficiency of the availability of free language assistance at its location, 3) the program will train staff that have contact with the public in the timely and appropriate use of these and other language services, 4) the program includes information on its website in the languages of the communities it serves, in addition to English, 5) the program has visible signage about the availability of free interpretation services and 6) vital documents are translated into the non-English language of regularly encountered LEP groups eligible to be served or likely to be affected by the program of activity.
- NYC Aging's Friendly Visiting programs continues to conduct on-going targeted outreach for volunteers who speak languages other than English to ensure older adults who are homebound can continue to socialize.
- NYC Aging's programs spanning all 5 boroughs serves a vast variety of older adults from multicultural, ethnic and religious backgrounds it is imperative that the programs reflect the populations of the clients being served. This is done by contracting with community-based organizations who have a footprint in the area but also hire staff who are from those communities and can relate and communicate with the members. By engaging older adults and the program staff in opportunities for feedback we not only build community, but we also ensure equity and inclusion is a cornerstone of the work we do.
- In addition, all workshops and services offered through BCS are offered to the extent possible in a variety of languages to ensure no one is left out of any opportunity.

Planned Programs, Initiatives, Actions aimed at Community, Equity and Race Relations:

[In addition to the strategic goals above, please describe in details specific initiatives, programs and policies planned with respect to your agency's services to the community. This should include initiatives to enhance equity, improve community relations and increase awareness about services offered by your agency.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

- Recruiting diverse volunteers in specific communities and working to expand the age range and ethnicity of its recruited volunteers expressing interest in volunteering for NYC Aging's Friendly Visiting and HHCAP programs and Unique volunteer opportunities with community partners.
- Broadening the awareness of NYC Aging-funded programs at various community-based events and opportunities for older adults and caregivers to get connected to services and further increasing outreach to Houses of Worship and Faith-based organizations, specifically, those located in diverse and underserved communities.
- Promoting NYC Aging programs and services to elected partners where underrepresented communities are particularly highlighted or benefit exponentially

from that program. This includes encouraging elected or external partners to promote those services to their constituencies.

- Prioritizing Mayoral Older Adult Town Halls in neighborhoods with a focus on communities of color, non-English proficient older adults, and transit deserts; and Tailoring NYC Aging 101 seminars for elected offices to the specific needs of a particular community or neighborhood based on the racial/ethnic or socioeconomic demographics in those areas.
- Highlighting results of the NYC Aging Service Needs Assessment (SNA), which was administered in 2024, for neighborhoods with specific concerns for communities of color, non-English proficient older adults, transit deserts, or specific racial/ethnic or socioeconomic needs and concerns.
- NYC Aging's Older Adult Employment Program, a return-to-work program for older adults serving residents of the five boroughs and in various communities, prioritizes those in the most need such as homeless, near homeless, low literacy, low levels of English language proficiency, over the age over 65, veterans, spouses of veterans, persons with disabilities, and/or formerly incarcerated within the past five years. The program will provide all eligible and enrolled participants an opportunity to complete foundational training in digital literacy, financial knowledge, health and wellness workshops, and job readiness. Non-English-speaking participants have the opportunity to participate in workforce-related English language training to gain the language skills to secure employment.
- NYC Aging developed volunteer and training/credentialing partnerships with CUNY and SUNY Attain Labs located throughout the five boroughs to meet the diversity of needs, learning styles and transportation needs of the individuals we serve. In FY 25 we look forward to utilizing these partnerships to develop industry aligned career pathways that result in job placement. In FY 25 we will implement a marketing campaign to support up to 600 older adults in volunteer placement and subsequent job placement. The Silver Corps program will align with the NYC Aging DEI and EEO strategy to ensure we support those with the greatest need.
- To support our older adult Foster Grandparents, NYC Aging provides material in other languages (Spanish, Cantonese and Mandarin) to best recruit volunteers to serve our diverse communities. In 2025, the Foster Grandparent Program Training Academy will highlight four core categories (health and wellness, childhood development, digital literacy, and anti-ageism). The intention is to recruit and retain volunteers of different backgrounds, talents, and capabilities by fostering an inclusive culture where we recognize the differences within our volunteer communities.
- NYC Aging, in partnership with ReServe Inc., is committed to advancing community engagement, equity, and race relations through the Silver Stars program. To ensure inclusivity, ReServe Inc. will provide cultural competency and anti-bias training for staff and Silver Stars participants. NYC Aging will collaborate with ReServe Inc. to review and refine policies that support equitable hiring practices and foster inclusion across all participating organizations. We will also actively seek feedback from older adults and non-traditional minorities to improve services and better involve them in building more inclusive communities. The program will celebrate diversity by sharing stories that highlight the valuable contributions of participants. Efforts will also be made to engage non-traditional minorities and older adults in meaningful discussions, ensuring

their voices are heard and fostering intergenerational collaboration. These initiatives demonstrate NYC Aging's commitment to delivering equitable, inclusive, and culturally responsive services that uplift the diverse communities.

- Several of the key programmatic and operational goals of NYC Aging's Supportive Services are aligned with enhancing equity, inclusion, and race relations. NYC Aging will seek to contract with providers that:
 - Demonstrate the providers approach to fully ensuring that language and cultural difference are not a barrier to service.
 - Address inequities, such as meeting language needs of their clients, utilizing recruitment strategies for hiring bilingual and/or bicultural clinicians.
- In FY2025, NYC Aging will ensure equity and inclusion for older New Yorkers seeking nutrition information/counseling. Workshops funded by the SHINE Grant will be provided in English and Spanish with a goal to add a Chinese speaking presenter. Nutrition counseling services will be offered to clients in their preferred either by a staff person who is fluent or as needed using a language translation service. Similarly, we work to ensure clients wishing to learn or enhance their technology skills, classes funded by Connected Communities will be conducted in English, Spanish, Chinese or Russian based on the primary language participants speak at the hosting OAC site.
- To ensure feedback on meals is received from older adults from a variety of ethnicities and needs are met, meal satisfaction surveys will be deployed at older adult centers via kiosks. These surveys will be available in the languages most spoken at older adult centers to ensure that all older adults are able to voice their opinion and provide feedback. Currently the survey is being translated into Spanish, Chinese, Korean, Russian, Polish and Bengali Bangla.

[Please select below the options that apply to your agency.]

In FY 2025, the agency will:

- ☒ Continue or plan to promote diversity and EEO community outreach in providing government services
- ☒ Promote participation with minority and women owned business enterprises (MWBEs)
- ☒ Expand language services for the public

V. Recruitment

A. Recruitment Efforts

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions, use of underutilization reports to inform

recruitment efforts, and review of current policies procedures and practices related to recruitment and training hiring managers and recruiters on DEI courses.

NOTE: This section must be prepared jointly by Agency DEI-EEO and HR.

The agency will continue the following recruitment strategies and initiatives in FY 2025:

The NYC Aging Office of Human Resources staff continues to review policies, procedures, and practices related to targeted outreach and recruitment. We will also utilize the Inclusive Recruitment Guide Issued by the Office of Citywide Equity and Inclusion to develop strategic recruitment plans, review underutilization in job groups to inform recruitment efforts, identify resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment, put in place an operating, up-to-date, accessible website, mobile application, and social media presence related to EEO protection and rights.

We assess agency job postings to ensure new diversity, inclusion, and equal opportunity employer messaging is included, share job vacancy notices with the Mayor’s Office for People with Disabilities at nycatwork@mopd.nyc.gov, 212-788-2830 and ACCES VR by sending the job vacancy notices to Maureen Anderson at Maureen.Anderson@nysed.gov, (212) 630-2329 so they can share it with their clients.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2025 to promote open competitive and promotion civil service exams.]

The agency will continue the following recruitment efforts in FY 2025 to promote open competitive and promotion exams:

- Schedule and facilitate Civil Service 101 sessions
- Inform all employees of Career Counselor’s availability and how to schedule sessions.
- Send monthly civil service examination notification emails to all employees. For employees who are serving provisionally in competitive titles target emails are sent to encourage them to take an exam if their job is aligned with the civil service title.
- The Office of Human Resources will monitor our provisional employee roster and recommend civil service exams during the fiscal year. In addition, employees serving in titles eligible for promotion will also be informed of upcoming exams.

List any planned recruitment events for FY 2025 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

None		

List planned expenditures for FY 2025 related to recruiting candidates for open-competitive and promotion civil service exams.

Borough	Approximate Dollar Amount (\$)
Bronx	0
Brooklyn	0
Manhattan	0
Queens	0
Staten Island	0
Other (include online)	0

C. Recruitment Sources

[List diverse recruitment sources, the target population your agency hopes to reach through these resources and whether the use of these sources resulted in previous hires. Recruitment sources should reflect your agency's effort to reduce underutilization in specific job groups and to otherwise diversity your workforce.]

NYC Aging uses diverse recruitment sources with the expectation of receiving a diverse applicant pool.

1. LinkedIn, NYC Aging's social media - NYC Aging - will continue to use LinkedIn to advertise job openings in FY 2025 to attract a diverse pool of applicants.
2. New York Urban League - The agency will continue to engage the league in identifying qualified candidates to fill vacancies.
3. NYC: ATWORK - Share postings and use as a recruitment tool - NYC: ATWORK will identify, recruit and pre-screen eligible qualified candidates before we meet them; streamline the 55-a eligibility process through collaborative partnership with authorized entities, ACCESS-VR and NYSCB upon employment offer; will work with DCAS in following each candidate's status in the 55-a process and following up on whether they have been hired.
4. Colleges and Universities and other grassroots organizations - OHR partners with NYC colleges and universities and send job openings to be posted.

5. NYC Aging promotes a diverse internship program and youth workforce engagement partnership to build a pipeline of employment opportunities.

D. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2024 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2025. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

The agency provided the following internship opportunities in FY 2024:

Type of Internship/Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	2	(1) Asian/Pacific Islander (1) White	M __ F 2_ Non-Binary __ Other __ Unknown __
2. Public Service Corps	0	N/A	M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns		N/A	M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	0	N/A	M __ F__ Non-Binary __ Other __ Unknown __
5. Civil Service Pathways Fellows	0	N/A	M __ F__ Non-Binary __ Other __ Unknown
6. Other (specify): College Aides	11	(3) Black (3) Hispanic (3) Asian/Pacific Islander (2) White	M 2_ F 9_ Non-Binary __ Other __ Unknown __
7. Other (specify): SYEP Interns and Ladders for Leaders	38	(8) Black (12) Hispanic (15) Asian/Pacific Islander (3) White	M 17 F 21 Non-Binary __ Other __ Unknown __
8. SYEP Work Learn Grown (WLG) Internship	4	N/A	M __ F 4_ Non-Binary __ Other __ Unknown
9. CareerWise New York Modern Youth Apprenticeship	4	(1) Black (2) Hispanic (1) Asian/Pacific Islander	M 2_ F 2_ Non-Binary __ Other __ Unknown

10. Career Launch (CUNY) Internship Program	6	N/A	M <u>2</u> F <u>4</u> Non-Binary <u> </u> Other <u> </u> Unknown
11. Spring Forward Internship (CUNY) Program	2	(1) Black (1) Hispanic	M <u> </u> F <u>2</u> Non-Binary <u> </u> Other <u> </u> Unknown
12. CORO Fellowship	1	N/A	M <u> </u> F <u>1</u> Non-Binary <u> </u> Other <u> </u> Unknown
13. Social Worker Internship Program	7	N/A	M <u>1</u> F <u>6</u> Non-Binary <u> </u> Other <u> </u> Unknown
14. Legal Internship Program	1	White	M <u> </u> F <u>1</u> Non-Binary <u> </u> Other <u> </u> Unknown

E. 55-a Program

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into a competitive civil service position without having to take and pass a civil service examination. The City encourages agencies to use the 55-a program as a tool to build a diverse workforce and create greater access to City employment for qualified candidates with disabilities.

- Presently, the agency employs 2 [number] 55-a participants. [Enter '0' if none]
- There are 0 [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 0 [number] new applications for the program were received and 0 participants left the program due to [state reasons] _____.

[Describe your agency's plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities. This should include the goals for the Program, strategies your agency will use to educate hiring managers and those involved in the recruitment process, any challenges your agency has or foresee in recruiting and hiring 55-a candidates. If your agency hires for competitive titles and does not use the program, please explain why.]

☐ Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.

☐ Agency does not use the 55-a Program and has no participating employees.

NYC Aging will continue to educate hiring managers about the 55-a program and the benefits of hiring individuals with disabilities. In addition, the agency uses mostly competitive titles for which all competitive job postings are submitted to 55a-DCAS Citywide Equity and Inclusion, 55a coordinators and Mayors Office for People with Disabilities.

NYC Aging plans to participate in career and job fairs and use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants.

The goals of the 55-a Coordinator for FY 2025 are:

1. Partnering with NYC: ATWORK, DCAS, and MOPD.
2. NYC Aging's employment unit will send and share job vacancies with NYC: ATWORK, and utilize them as a recruitment tool for 55-a.
3. The Career Counselor will also promote the 55-a program by sending quarterly emails to all staff and hiring managers informing them of the 55-a program.

Additional Goals, Initiatives, and Comments:

Where the agency needs an availability permit, the agency will utilize the 55-a Program to hire and retain employees with disabilities, participate in career and job fairs, and use internship, work-study, co-op, and other programs to attract a pool of diverse applicants, and to develop and hire 55-a qualified candidates. The agency periodically distributes, via an all-staff e-mail and posting on bulletin boards, a description of the 55-a Program and encourages staff, who are eligible, to apply.

We review and process new applications for the 55-a program in light of DCAS policy guidance that decisions on admission to the 55-a program should take into account the following three criteria: a) the severity of the candidate's physical and/or mental disability; b) that the candidate previously and/or currently encountered significant barriers to finding employment that were due to the disability; c) that the candidate faces obstacles or is prevented from taking civil service examinations due to disability.

When an outside applicant requests consideration under the 55-a Program, the applicant's resume is forwarded for consideration to fill appropriate vacancies.

The goals of the 55-a Program Coordinator are to respond to inquiries regarding program eligibility requirements and the application process; promote the program through the distribution of brochures and related material; identify vacant positions which may be filled by 55-a applicants; serve as liaison with NYC Aging hiring managers, as well as Citywide EEO regarding vacancies and applicants; communicate with applicants regarding the status of their application. The potential candidate receives literature and meets with the 55-a Coordinator to discuss the criteria of the program. 55-a Program participants are notified of examinations for which they are qualified to participate. NYC Aging has two (2) 55-a participants. Applicants are provided with Notices of Examinations and filing materials. The agency Career Counselor is available to discuss with program participants the examination and resulting list appointment protocols and processes.

VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared jointly by Agency HR and DEI-EEO. HR must describe the activities and plans of Agency Career Counselors in A) below. EEO must respond to questions in C) below.

A. Career Counselors

[Describe the plans of the agency Career Counselor(s) to promote advancement and transfers within the agency, advise employees of opportunities for promotion, availability of civil service exams, and provide resources to help employees grow and develop future careers.]

In FY 2025, the agency's Career Counselor will review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations), promote employee awareness of opportunities for promotion and transfer within the agency, arrange for agency wide notification of promotional and transfer opportunities, encourage the use of training and development programs to improve skills, performance and career opportunities, provide information to staff on both internal and external Professional Development training sources, explain the civil service process to staff and what it means to become a permanent civil servant, provide technical assistance in applying for upcoming civil service exams, provide agency staff with citywide vacancy announcements, civil service exams notices and other career development information, and assist employees and Job Training Program participants in assessing and planning to develop career paths.

Additionally, we will provide resources and support for:

- Targeted job searches
- Development of job search strategies
- Resume preparation
- Review of effective interview techniques
- Review of techniques to promote career growth and deal with change
- Internship exploration

Additional Initiatives include:

If fiscally able to hire new employees and/or backfill open positions, the Career Counselor will provide employees with information, advice and counseling on promotional opportunities, transfers, civil service examinations and career development. We will also provide guidance to employees regarding protocols for applying for job vacancies. We will advise employees of scheduled examinations, protocols for examination filing and follow-up with employees regarding list appointment procedures. In addition, we would meet with employees to assess their skills, education, experience, and career goals to ensure that these are paired with the best opportunities available.

During FY 2025 and going forward, NYC Aging will send annual communication to employees on the identity/type of guidance available from the Career Counselor. Notification will be made via all staff emails and posting them on bulletin boards and the agency Intranet.

NYC Aging's Career Counseling is available through the agency's Human Resources/Training and Professional Development unit to assist employees in making informed decisions regarding their professional development. NYC AGING's career counselor information and contact information are available on the agency intranet. The intranet provides all the topics covered by the career counselor during the counseling sessions. The career counselor planned duties for FY2025, and going forward will be to inform employees of the following:

- Civil Service
- Examination Process
- Hiring Process
- Promotional Opportunities
- Education / Training Opportunities

The career counselor will provide tailored and specific information for the overall employee career development and discuss in detail the following:

- Ensuring employees have access to information regarding their Job Responsibilities – Tasks & Standards, and Performance Evaluation Standards
- Civil Service Examinations
- Training Opportunities
- Job Postings
- EEO policies
- 55-a Program
- Recruitment
- Career Plans
- Job Position Classification
- Employment Programs
- Employment Initiatives

During FY2024, the career counselor has completed fifty-six (56) counseling sessions and have plans to increase the counseling sessions for FY 2025 to incorporate an in-depth overview of Civil Service “101” and scheduled competitive examinations. Additionally, NYC Aging will facilitate Civil Service sessions for all employees.

B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

In FY 2025, the agency will continue to:

- Review, revise and/or develop a protocol for in-title promotions and salary increases.
- Promotion and salary increase protocol in existence.
- Assess the criteria for selecting/promoting persons for mid-level to high level positions.
- Publicly post announcements for all positions, including senior level positions.
- Actively reach out to networks of underrepresented groups as part of its outreach.
- Reach out to the Mayor’s Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.
- Compare the demographics of current employees to the placements.

- Ensure promotion justification is included in all promotion requests.
- Review and analyze the demographics of race\ethnicity and gender for those who received the promotion\salary raises to ensure such practices are equitable.
- Review on a regular basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).
- Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.
- After review by the agency Chief Human Resources Officer and EEO Officer to determine any underutilization of a specific job group, the vacant position is posted once oversight agency approves in eHire (OMB).
- Recruitment efforts are targeted to reach a broad segment of applicants in underutilized areas of the city. Resumes are received and reviewed to determine if applicants meet qualification requirements. Qualified resumes are forwarded for interviews. After the selection is made, the resume of the selected candidate, as well as the Interview Log is sent to Human Resources. The Interview Log includes ethnicity/gender of the selected candidate, and candidates not hired or not selected is recorded on the log. The Commissioner is aware of the demographics, she receives updates from the EEO Officer. The demographic profile of the applicant is captured through e-Hire. Currently, we review the demographics using the CEEDS Report. The Chief Human Resources Officer and EEO Officer review the CEEDS reports and the Interview Log to determine if there is any adverse impact on any underutilized job groups. The new hire is then processed for on-boarding.

C. EEO Role in Hiring and Selection Process

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

In FY 2025, the agency EEO Officer will do the following:

- ☒ Ensure that all vacancy announcements include the revised NYC EEO Anti-Discrimination Statement.
- ☒ Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- ☒ Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.

- ☒ Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- ☒ In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- ☒ 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.
- ☒ Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log and/or SmartRecruiter reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- ☒ Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- ☒ Other: EEO Officer provides input in the decision making for the Mayors Personnel Order (MPO) Discretionary increases.

D. Layoffs

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age? *[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.]*

- ☒ The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 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).

VII. Training

[Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.]

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	337 + Aides, Reservists & Consultants	1/30/25
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	0	
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	337 + Aides, Reservists & Consultants	3/30/25
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	0	
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	337 + Aides, Reservists & Consultants	3/30/25
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	0	
7. Disability Awareness and Etiquette	All employees	337 + Aides, Reservists & Consultants	6/30/25

8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Managers and supervisors	Quarterly	4/2025
9. Other (specify)	New Employee Orientation (including EEO)	As needed based on new hires	
10. Other (specify)			

VIII. Reasonable Accommodation

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

- ☒ Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- ☒ Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency implemented the modifications of Reasonable Accommodation Procedure announced in May 2024.
- ☒ The agency initiates the cooperative dialogue within 10 days from the request for Reasonable Accommodation.
- ☒ The agency grants or denies request within 15 days after from the conclusion of cooperative dialogue.
- ☒ When necessary, in certain time-sensitive circumstances the agency conducts and expedited review and grants or denies request in less than 15 days.
- ☒ The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- ☐ If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ : _____
 - ☐ The designee reports directly to the Agency Head.
- ☒ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

¹ EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency's General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.

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

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

- ☒ The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- ☒ The agency will train all current employees on Sexual Harassment Prevention (Cycle 7 – September 1, 2024 – August 31, 2025) as indicated in the Section VII Training above.

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

- ☒ The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- ☒ The agency will input sexual harassment complaint data, as well as all other types of complaints, on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

C. Local Law 121 (2020): Age Discrimination Training

- ☒ The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- ☒ The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 2: April 1, 2023 – March 31, 2025) as indicated in the Section VII Training above.

D. Local Law 27 (2023): Access to Workplace Facilities

- ☒ Employees have access to gender appropriate bathrooms and lactation rooms.
- ☒ Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2024.

- ☒ Reassignment
- ☒ Modification of Work Schedule
- ☒ Flexible leave
- ☒ Modification or Purchase of Furniture and Equipment
- ☒ Modification of Workplace Practice, Policy and/or Procedure
- ☐ Grooming/Attire

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2025

- ☒ List of diversity and inclusion training for FY 2025 is included in section VII of this annual plan.
1. Everybody Matters: EEO and Diversity and Inclusion Training for NYC Employees
 2. Sexual Harassment Prevention Training
 3. LgbTq: Power of Inclusion
 4. Disability Etiquette

F. Local Law 27 (2023): Workforce Information Report for FY 2024

- ☐ The agency will submit the mandated annual report with workforce information to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission by September 30, 2024.

G. Local Law 28 of (2023): Diverse Recruitment and Retention in City Government

Under LL 28 (2023), agencies must provide information about agency-specific training programs that are required for, or relevant to, an applicant's appointment to a position based on an open-competitive or promotional civil service examination. Additionally, agencies must provide information on expenditures related to recruiting candidates for open competitive and promotional civil service examinations, a list of recruiting events to promote open-competitive civil service examination and a list of any preparatory materials developed for applicants or potential applicants for open-competitive and promotional civil service examinations.

- ☐ The agency submitted all information required by LL 28 for FY 2024 using the form and templates provided.

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

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 5 runs from April 1, 2024, to March 31, 2026.

- ☒ The agency plans to train all new employees within 30 days of start date.

- ☒ All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.
- ☒ In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- ☒ The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

X. Audits and Corrective Measures

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

- ☐ The agency is NOT involved in an audit conducted by NYC EEPCC or another governmental agency specific to our EEO practices.
- ☒ The agency is currently being audited or preparing responses to an audit conducted by the EEPCC or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPCC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 to include and implement EEPCC recommendations that will be implemented during the fiscal year.
- ☐ The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] _____. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- ☐ Within the last two years the agency was involved in an audit conducted by the EEPCC or _____ [another governmental agency – please specify] specific to our EEO practices.
- ☒ The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- ☒ The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

Lorraine Cortés-Vázquez

Print Name of Agency Head

Lorraine Cortés-Vázquez

Signature of Agency Head

5/19/2025

Date

Appendix A: Contact Information for Agency EEO Personnel and Career Counselors *

Agency EEO Office mailing address:

2 Lafayette Street, 9th Floor
New York, NY 1007

[Please provide contact information (name, title, e-mail, telephone number and **full office address** if different from the main address above, for the following EEO and HR roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed. **NOTE:** Include staff performing any of EEO or HR-related roles in this listing even if they work in another part of the agency and not in the Office of DEI-EEO.

*To prevent potential conflicts, the Career Counselor should not be within the EEO Office]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Eric Rivera	Eriviera@aging.nyc.gov	212-602-7760
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59			
5.	ADA Coordinator	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
6.	Disability Rights Coordinator	Heava Lawrence	Hlawrence@aging.nyc.gov	212-602-6926
7.	Disability Services Facilitator	Sandy Luke Heava Lawrence-Challenger	Smarch@aging.nyc.gov Hlawrence@aging.nyc.gov	212-602-4143 212-602-6926
8.	55-a Coordinator	Leon Madramotoo	Lmatramotoo@aging.nyc.gov	212-602-4409
9.	EEO Investigator(s)			
10.	EEO Counselor(s)	Eric Rivera Dianna Maus Abubaker Daud	eriviera@aging.nyc.gov dmaus@aging.nyc.gov ADaud@aging.nyc.gov	212-602-7760 212-602-7759

				212-602-4488
11.	EEO Training Liaison(s)	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
12.	Career Counselor(s)	Justin Richards	Jrichards@aging.nyc.gov	212-602-4456
13.	Other (specify)			