AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2019

AGENCY NAME: DEPARTMENT OF SOCIAL SERVICES					
 □ 1st Quarter (July -September) and 2nd Quarter (October - December), due January 30th □ 3rd Quarter (January -March), due April 30th □ 4th Quarter (April -June), due July 30th 					
Prepared by:					
Stephanie Grant	EEO OFFICER/DIRECTOR	929-221-5145			
Name	Title	Telephone No.			
Date Submitted:					
FOR DCAS USE ONLY					
Date Received:	Name of Reviewer:				

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2019

- 1. Please save this file as 'XXXX Quarter X FY 2019 DEEO Quarterly Report' 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 and EEO Training Summary" details in the attached Excel file. Under Section 10 ("Other"), include training classes co-organized or co-sponsored by 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. Please save this Excel file as 'XXXX Quarter X FY 2019 DEEO Training Summary", where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

PART I: NARRATIVE SUMMARY

I.	COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD				
	Distributed to all agency employees? Yes, On (Date): No				
II.	RECOGNITION AND ACCOMPLISHMENTS				
	The agency recognized employees, supervisors, managers, and units demonstrating superior accomplishment in diversity and equa employment opportunity through the following:				
	□ Diversity & EEO Awards				
	□ Public Notices				
	☐ Diversity and EEO Appreciation Events				
	□ Positive Comments in Performance Appraisals				
	□ Other (please specify):				
III.	WORKFORCE REVIEW AND ANALYSIS				
	1. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.				
	☐ Yes, On (Date):				
	The agency informed employees that the revised self-ID form now includes new race categories.				
	☐ Yes, On (Date):				

2.	The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis. ☐ Yes, On (Date): ☒ No
	The review was conducted together with: Human Resources Agency Head Other Other
<u>E</u>]	EO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2019
	ease describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEC an for FY 2019 - <u>Proactive Strategies to Enhance Diversity, EEO and Inclusion</u> :
	WWY.

A. WORKFORCE:

IV.

Please list the Workforce Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2019 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. o Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.	Status Update
We ensure that there is a diverse applicant pool for anticipated vacancies	We ensure that job posting have appropriate diversity, inclusion and equal opportunity messaging. We utilize diversity publications, and recruitment sites i.e. Professional Diversity Network/NAACP, DiversityJobs.com, Women for Hire, Careerbuilder, etc. Additionally we share postings with the Mayor's Office for People	 □ Planned □ Deferred □ Delayed ☑ Ongoing □ Completed Other - please describe

Citywide Administrative Services with Disabilities and ACCES VR. We review the quarterly workforce dashboard ☐ Planned ☐ Deferred Ensure that we identify underutilized job and to identify specific job groups where ☐ Not started ☐ Delayed underutilization exists to guide recruitment **☒** Ongoing ☐ Completed groups efforts. Other - please describe ☐ Planned ☐ Deferred ☐ Not started ☐ Delayed ☐ Ongoing ☐ Completed Other - please describe Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.

B. WORKPLACE:

Please list the Workplace Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion,</i> which you set/declared in your FY 2019 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. O Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees	Status Update
	brings to work, and to maintain focus on retaining talent across all levels.	

The DSS continues to encourage Employee Resource Groups and facilitate and promote events that highlight our diverse workforce. Below are some examples of these events which occurred in Q3.	☐ Planned ☐ Not started ☑ Ongoing Completed Other - please de	☐ Deferred☐ Delayed☐ ☐
DSS-HRA-DHS Celebrates African American Heritage On Friday, February 15, staff gathered at the Danny Kaye Playhouse at Hunter College for a celebration of African American Heritage at DSS-HRA-DHS. This year's theme was "Educating Our Community," and staff members' paid tribute to African American inventors, scientists, civil rights leaders, and the power of education through music, dance, and poetry.	☐ Planned ☐ Not started ☐ Ongoing Other - please de	□ Deferred □ Delayed □ Completed escribe
The DSS-HRA-DHS Russian Language & Heritage Club (RLHC) invites you to its second Meet and Greet meeting on Friday, February 8, 2019 12:15 p.m 1:00 p.m. 4WTC, 43rd Floor Training Room New York, NY 10007	☐ Planned ☐ Not started ☐ Ongoing Other - please de	☐ Deferred☐ Delayed☐ Completedescribe
ing the quarter (e.g., postings, meetings, cultural pro- ctivities, including the dates when the activities occu		g diversity,

C. COMMUNITY:

Please list the Community Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2019 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the Community Goal(s) set/declared in your plan. O Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served.	Status Update
1. Identify best practices for establishing a brand of inclusive customer service.	The DSS Office of External Affairs continues to provide inclusive customer service and access to service in the following ways during the 3rd Quarter of FY'19: - In Q3 the Office of Advocacy and Outreach, enrolled 6 new Community Based Organizations in the ACCESS HRA Provider Portal. The Office also offers free trainings to community providers in the use of ACCESS HRA and the ACCESS HRA Provider Portal. In Q3 of FY 19, a total of 365 community providers were trained in the use of these tools In Q3 of 2019, an evaluation of the online Cash Assistance application pilot that the Office of Advocacy and Outreach has implemented in partnership with twelve community provider agencies in the Bronx demonstrated a reduced percentage of new applications requiring application modifications during the Cash Assistance interview process. Partner agencies reported	□ Planned □ Deferred □ Not started □ Delayed ☑ Ongoing □ Completed Other - please describe

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that the pilot, and in particular their assigned DSS outreach liaison, improved their relationship with and perception of HRA and increased access to HRA benefits for clients who otherwise may not have sought out or successfully engaged with HRA. The pilot evaluation also found that while overall the pilot applicants for Cash Assistance resembled the overall CA caseload, pilot clients were more likely to report being limited English proficient Spanish-speaking that CA case heads overall (21.2% versus 11.2%) and were much more likely to be new to the CA caseload, with just 21 percent having received CA benefits (recurring or single issuance) within the previous two years.

- Through its Language Access Implementation Plan, the Office of Refugee and Immigrant Affairs continues to ensure the requirements of Local Law 30 about Language Access are implemented at HRA and DHS.
- The Office of Constituent Services continues to work on improving our interaction with clients in their preferred language by hiring bilingual customer service representatives. We are working closely with our HR department and DCAS to schedule hiring pools for staff with the needed language skills. Currently, 26% of our workforce is bilingual and our target is to increase it to 40% by end of year. This effort is on hold due to the hiring freeze imposed by OMB until May but will restart when the freeze is

Citywide Administrative Services lifted. The Office of Communication and Marketing (OCM) DSS is continuing to ensure that the agency's message is expanded to a broader and more diverse spectrum of potential clients. DSS it's increasing its presence in ethnic media by disseminating information about DSS' news and initiatives and by allocating advertising dollars in these outlets for our public information campaigns. DSS seeks to use social media channels to increase agency communication with non-English speaking communities. In Q3 we launched the multi-faceted "Skip the Trip" ACCESS HRA ad campaign. The ads ran in 13 different languages across 11 radio stations, 30 ethnic and community newspapers, social media, OOH posters, buses, subways, and bus shelters. Languages were targeted to specific ZIP codes where the most SNAP recipients live. We also produced a packet of rental assistance materials, including one brochure on CityFHEPS, and another on Source of Income Discrimination that are being translated into 11 languages. In addition we posted ads on Facebook, Instagram and Twitter in English and Spanish to raise public awareness that there were changes to the delivery schedules for SNAP in February and March due to the federal government shutdown. The DSS Office of External Affairs executed the 2. Undertake initiatives to improve community ☐ Planned □ Deferred following activities in relations, community awareness, and to ☐ Not started □ Delayed the 3rd Quarter of FY'19 in order to improve **☒** Ongoing engage communities being served in ☐ Completed community relations, awareness and engagement in recruitment efforts, service development and service development and delivery: Other - please describe delivery. Through the Office of Advocacy and Outreach, we continue our advocacy work by

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reaching out to service providers across the City in order to develop open lines of communication concerning barriers to access for diverse population, and we have been working internally to ensure that these barriers are ameliorated through policy report and staff training and education. This office continues to accomplish this in part by continuing to strengthen its advisory councils in the areas of Language Access, Disability Affairs, Immigrant Affairs, and LGBTQI Affairs.

- Through the Office of Advocacy and Outreach, we continued our collaborative work with community-based organizations to expand access to HRA benefits in the community, with an emphasis on those who provide services tailored to the needs of populations, underserved such immigrants and people with limited English proficiency, particularly Spanish, Chinese-Chinese-Cantonese Mandarin. and/or speakers; people with disabilities; LGBTQI people; families with child welfare involvement; individuals and families who are homeless; and geographically isolated communities with a low rate of SNAP participation among those who are likely to be eligible.
- In Q3 of FY 19, this team provided on-site SNAP outreach assistance at 218 sites throughout NYC, assisting more than 2100 New Yorkers access SNAP benefits in the communities where they live and work.
- The Mayor's Action Plan for Neighborhood Safety (MAP) Outreach initiative recently

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expanded access to cash assistance and emergency cash assistance applications at the 15 NYCHA developments involved in the interagency Mayor's Office of Criminal Justice (MOCJ)-coordinated initiative. In Q3 of FY 19, 110 applications for emergency rental assistance grants were submitted at the 15 MAP developments with assistance from a DSS MAP outreach specialist.

- As part of DSS's commitment to community engagement, the agency continues to run a series of workgroups with LGBTQI advocates to ensure that our services and programs are responsive to community needs. No official workgroup sessions were held during Quarter 3; however, collaboration with community leaders was ongoing through events and specific projects. In particular, DSS LGBTQI Affairs did outreach to LGBTQI Advocates regarding Non-binary gender and the agency's efforts to accommodate new gender options for DHS and HRA clients.
- New York City adopted the new law in October 2018 allowing for people to select a gender marker other than "M" or "F" on some city documents, and it went into effect on January 1, 2019. In anticipation of the new law, DSS advocated with State partners to change longstanding policy on gender in State systems, and updated two key systems within DSS control. As of January 1, 2019, HASA Web and the Department of Homeless Services (DHS) case management system CARES both include the "X" gender

Citywide Administrative Services option. Additionally, IDNYC has been updated to include the "X" option. In Quarter 3, DHS expanded the "X" gender option to an additional system, and representatives from the LGBTQI Affairs office and the Gender Equity Initiative presented on the V. RECRULTMENT new "X" designation to Shelter providers from across all DHS systems. \square Planned ☐ Deferred ☐ Not started ☐ Delayed ☐ Ongoing ☐ Completed Other - please describe

Please list Recruitment Strategies and Initiatives which you set/declared in your FY 2019 Diversity 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):	Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.	Status Update
Increasing the positions filled through civil service lists to reduce Provisionals	Civil Service pools are held daily inviting candidates from within the agency and/or outside who took and passed exams administered by DCAS.	□ Planned □ Deferred □ Not started □ Delayed ☑ Ongoing □ Completed Other - please describe

We encourage agency employees to take promotional civil	HRA's recruitment calendar is	☐ Planned	☐ Deferred
service examinations	posted on the agency intranet so	☐ Not started	☐ Delayed
	staff can readily access job	☑ Ongoing	☐ Completed
	postings and civil service exam information. We inform all employees via email regarding upcoming civil service test/deadlines, and QIE/ E&E tests.	Other - please des	cribe
Increasing our targeted outreach to ensure that we get a diverse applicant pool	We recruit via several sources, online advertisement, special publications, Mayor's Office for	☐ Planned☐ Not started☐ Ongoing	□ Deferred□ Delayed□ Completed
	People with Disabilities, DCAS Office of Citywide Recruitment (OCR), etc.	Other - please des	cribe

B. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2019:

	Type of Internship\Fellowship	Total	Race/Ethnicity [#s]	Gender [#s]
1.	Urban Fellows	2	1 White; 1 Asian	Male: <u>0</u> Female: <u>2</u>
2.	Public Service Corps		12 White; 19 Hispanic; 15 Asian/Middle Eastern 20 African American 4 Unidentified	Male: <u>26</u> Female: <u>44</u>
3.	Summer College Interns	0	N/A	Male: Female:
4.	Summer Graduate Interns	0	N/A	Male: Female:
5.	Other (specify): Fellowships(John D. Solomon Fellowship, AmeriCorps VISTA,	68	12 White; 11 Hispanic; 25 Asian/Middle Eastern; 18 African American; 2 Unidentified	Male: <u>28</u> Female: <u>40</u>

Citywide Administrative Services **CUNY** Research Foundation), **CUNY** Internship College Credit, Unidentified Additional Comments: C. 55-A PROGRAM The agency uses the 55-a Program to hire and retain qualified individuals with disabilities. **⊠** Yes \square No Currently, there are __55_ [number] 55-a participants. During this Quarter, a total of __3_ [number] new applications for the program were received and 0 participants left the program due to [state reasons] . The 55-a Coordinator has achieved the following goals: 1. Disseminated 55-a information through e-mail, training sessions, agency website and agency newsletter. \(\subseteq \text{Yes} \) \(\subseteq \text{No} \) 2. _____

VI. <u>SELECTION (HIRING AND PROMOTION)</u>

Please review Section VI of your Annual Plan and describe your activities for this quarter below:

Please list additional Selection Strategies and Initiatives which you set/declared in your FY 2019 Diversity and EEO Plan (include use of structured interview, EEO or APO representatives observing	Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan.	Status Update
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interviews, review of placements, review of e-hire applicant data)			
Advising employees of opportunities for promotion and career development	HRA/DHS recruitment calendar is posted on the agency intranet detailing all opportunities within both agencies. We also inform all employees via email regarding upcoming civil service test/deadlines, and QIE/ E&E tests.	☐ Planned ☐ Not started ☑ Ongoing Other - please de	☐ Deferred ☐ Delayed ☐ Completed
Reviewing the methods by which candidates are selected for new hiring and promotion	All hiring actions are subject to the December 2014 Commissioner's Executive Order "Hiring and Promotion Policy" setting forth postings, interviewing, and selection procedures to promote diversity. The structured interview model ensures that all applicants are asked the same questions and scored on their responses. This ensures an objective review of the qualifications of each candidate. In addition, we use diverse interview panels. Panel interviews for all mid- and high-level discretionary positions are also conducted with the presence of the EEO Officer and/or Agency Personnel Officer	☐ Planned ☐ Not started ☑ Ongoing Other - please de	□ Deferred □ Delayed □ Completed

Increasing the positions filled through civil service lists	Civil Service pools are held daily inviting candidates from within the agency and/or outside who took and passed exams administered by DCAS	☐ Planned ☐ Not started ☑ Ongoing Other - please des	☐ Deferred ☐ Delayed ☐ Completed
Analyzing the impact of layoffs or terminations on racial, gender and age groups		☐ Planned ☐ Not started ☑ Ongoing Other - please des	☐ Deferred ☐ Delayed ☐ Completed
		☐ Planned ☐ Not started ☐ Ongoing Other - please des	☐ Deferred ☐ Delayed ☐ Completed scribe

VII. TRAINING

Please provide your training information in the "DIVERSITY AND EEO TRAINING SUMMARY" attached.

VIII. REASONABLE ACCOMMODATION

Please report your reasonable accommodation requests for this quarter and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: https://mspwva-dcslnx01.csc.nycnet/Login.aspx

B. EXECUTIVE ORDER 21: PROHIBITION ON INQUIRY REGARDING JOB APPLICANT'S PAY HISTORY

COMDITANCE AND IMDI EMENTATION OF DECLIDEMENTS LINDED EXECUTIVE ODDEDS AND

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	LOCAL LAWS

Please provide E.O. 16 Training Information in the "DIVERSITY AND EEO TRAINING SUMMARY" attached.

☐ The agency has reviewed its practices (including application and interview forms) with regards to prohibition on inquiry
regarding pay history. All personnel involved in job interviews is required to go through structured interview training.

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION

Please provide Sexual Harassment Prevention Training Information in the "DIVERSITY AND EEO TRAINING SUMMARY" attached.

D. LOCAL LAW 93: RISK ASSESSMENT SURVEY

Please provide a short description of planning and implementation of strategies aimed to reduce/minimize the risk of sexual harassment in your agency.

Within the timeframe provided in your Annual Plan, provide any progress on the following, and if none write N/A:	
Risk 1: Homogenous Workplace:	
Risk 2: Cultural and Language Differences in the Workplace:	
N/A	

Risk 3: Workplaces with Significant I	Power Disparities: N/A
Risk 4: Isolated Workplaces:	<u>N/A</u>
Risk 5: Decentralized Workplaces:	<u>N/A</u>

E. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

Citywide Administrative Services

F	The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System the information as they occur.	and update
p	The agency has entered all types of complaints in the Complaint Data in the DCAS Citywide Complaint Tracking update the information as they occur.	System and
r t	The agency ensures that complaints are closed within 90 days.	

all complaints and reasonable accommodation requests through DCAS/CDEEO Complaint Tracking System by logging into your CICS account at: https://mspwva-dcslnx01.csc.nycnet/Login.aspx

F. LOCAL LAW 101: CLIMATE SURVEY

Please provide a short description of your efforts to analyze the results of climate survey in your agency.

		Describe any follow-up measures taken to address the results of the climate survey:					
X.		AUDITS AND CORRECTIVE MEASURES Please choose the statement that applies to your agency.					
	ĺ	☐ The agency is <u>NOT</u> involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.					
<u>P</u>	l Peri	The agency is involved in an audit; please specify who is conducting the audit: <u>EEPC Compliance Monitoring od</u> .					
		☐ Attach or list below audit recommendations. ☐ The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2019.					

APPENDIX: DSS EEO PERSONNEL DETAILS

EEO PERSONNEL FOR <u>3rd</u> QUARTER, FISCAL YEAR 2019

A. PERSONNEL CHANGES

Personnel Changes this Quarter: No Changes			Number of Addition	ons:	Number of Deletio	ns:
Employee's Name						
Nature of change	☐ Addition ☐ Deletion	on	☐ Addition	☐ Deletion	☐ Addition	☐ Deletion
Start/Termination date of EEO Function	Start Date: OR Termination Date:		Start Date: OR Termination Date:		Start Date: OR Termination Date:	
NOTE: Please attach CV/Resum	e of new staff to this report					
For Current EEO Professiona	ls:					
Title		*				
EEO Function	☐ EEO Trainer ☐ EF	EO Counselor EO Investigator her: (specify)	☐ EEO Officer ☐ EEO Trainer ☐ 55-a Coordinator	☐ EEO Counselor ☐ EEO Investigator ☐ Other: (specify)	☐ EEO Officer ☐ EEO Trainer ☐ 55-a Coordinator	☐ EEO Counselor ☐ EEO Investigator ☐ Other: (specify)
Proportion of Time Spent on EEO Duties	□ 100% □ Other:	(specify %):	□ 100% □	Other: (specify %):	□ 100% □	Other: (specify %):
Attended EEO Professional On-Boarding at DCAS	□ Yes □ No)	□ Yes	□ No	□ Yes	□ No
Completed Trainings: EEO Diversity & Inclusion lgbTq: The Power of Inclusion Structured Interviewing and Unconscious Bias Sexual Harassment Prevention	☐ Yes ☐ No)	 □ Yes □ Yes □ Yes □ Yes □ Yes 	□ No□ No□ No□ No□ No	☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes	□ No□ No□ No□ No□ No
Training Source(s):	□ DCAS □ Agency □	Other	□ DCAS □ Agen	cy 🗆 Other	□ DCAS □ Agen	cy 🗆 Other

B. CONTACT INFORMATION (Please list ALL current EEO professionals)

DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF QUARTER (X) FY 2019 *									
<u>Name</u>	Civil Service Title	EEO\Diversity Role	% of Time Devoted to EEO & Diversity Functions	Office E-mail Address	Telephone #				
Lawanna Kimbro	ASSOCIATE COMMISSIONER FOR DHS ADULT SERVICES (DOSS) M7 *civil service title to change	Chief Diversity and Equity Officer	<u>25%</u>	kimbrola@dss.nyc.gov	929-221-6658				
Stephanie Grant	Director of Equal Employment Opportunity and Contract Compliance (DOSS) M-III	Assistant Deputy Commissioner of Equal Opportunity and Employment (EEO), Disability Access and Compliance	<u>100%</u>	grantst@dss.nyc.gov	929-221-5145				
Jason Hryckowian	Administrative Staff Analyst	Deputy EEO Officer	<u>100%</u>	hryckowians@hra.nyc.gov	929-221-5141				
Milagros Cordero	Community Associate	Reasonable Accommodation Coordinator	<u>100%</u>	corderom@dss.nyc.gov	929-221-5140				
Cindy Lyons	Principal Administrative Associate III	EEO Associate	<u>100%</u>	lyonsc@dss.nyc.gov	929-221-5078				
Keith Gilmore	Confidential	EEO Counselor	<u>100%</u>	gilmorek@dss.nyc.gov	<u>929-221-5109</u>				
Dennis Whinfield	Associate Staff Analyst	EEO Counselor	100%	whinfieldd@dss.nyc.gov	929-221-5144				

^{*} Please 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

Just indicate it on the chart.