



Vilda Vera Mayuga
Commissioner

42 Broadway
8th Floor
New York, NY 10004

nyc.gov/dcwp

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

Fiscal Year 2023

NYC Department of Consumer & Worker Protection

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I. Commitment and Accountability Statement by the Agency Head

Dear DCWP Team Members,

As Commissioner, I have had the opportunity to experience the great work you all do daily. Without the contributions of every member of our agency, our important work to move New York City forward would not be possible. Beyond the efforts you make to achieve our agency’s mission, first and foremost I recognize that each employee at DCWP is a multi-faceted human being, each with a set of unique values and experiences. These aspects inform your work and are the foundation of our agency.

This is why Equity, Diversity and Inclusion are core values of DCWP. You are the heart of our agency, and by fostering and upholding these values, we can ensure that every employee is treated with respect and dignity and is capable of doing their best. Our agency has continuously shown up for New Yorkers in support of their protections. It is with that same commitment that we stand by you.

The New York City Department of Consumer and Worker Protection is dedicated to supporting and enforcing the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Laws, and all other relevant laws. These protections are for everyone within our agency, including our employees, interns, applicants for employment, external contractors, consultants, agency partners, and members of the public served by our agency.

Collectively with the executive team, senior leadership, managers, and supervisors, the EEO Officer and EEO Counselors will strive to ensure that our values of Equity, Diversity and Inclusion continue to be at the forefront of our work.

The members of DCWP’s EEO team can address any EEO questions or concerns and are available to speak with you whenever you need support.

Name	Title	Email Address	Phone Number
Nick Rozza	Acting EEO Officer	nrozza@dcwp.nyc.gov	(212) 436-0192
Juana Abreu	EEO Counselor	jabreu@dcwp.nyc.gov	(212) 436-0165
Kayla Flores	EEO Counselor	kaflores@dcwp.nyc.gov	(212) 436-0172
Rodger Hayes	EEO Counselor	rhayes@dcwp.nyc.gov	(212) 436-0241

- This statement is the same as last year.
- This statement will be disseminated to all employees in the agency.

II. Recognition and Accomplishments

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

1. Distributed quarterly EEO Newsletters. Our FY 2022 newsletters focused on the protected categories outlined in NYC's EEO policy, the policy updates made in the NYC EEO Policy and Reasonable Accommodation Procedural Guidelines, and the History of Juneteenth.

2. In February 2022, we launched our EEO Spotlight email series to highlight diversity and inclusion celebrations. Our first email highlighted the Lunar New Year Celebration and the spotlights after that included Black History Month, St. Patrick's Day, Women's History Month, Holi, Autism Acceptance Month, Sexual Assault Awareness Month, Lupus Awareness Month, and Pride Month. In our March 2022 spotlight email, we incorporated a survey to obtain staff feedback on how we could improve this initiative. In these spotlight emails we include available resources for staff to learn more about how to celebrate/support these causes as well as any external resources available to obtain support.

3. In May 2022, agency leadership created the Office of Diversity, Equity, and Inclusion a full-time staff member will serve as the Director of the Office of Diversity, Equity, and Inclusion and EEO Officer. The individual will report to the Deputy Commissioner of Administration on all diversity, equity, and inclusion matters and report directly to the Commissioner on all EEO investigations and confidential matters. This new role will allow our agency to expand our DEI and EEO work.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2022

Total Headcount: 405 [This figure is available on the total line for your agency in the FY2022 Q4 EBEPR210 CEEDS report]

1. [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.]

In March FY 2023, the agency sent an email to 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 2023, the agency will inform and remind employees of the option to add preferred name in ESS.

2. [Describe the review process of the quarterly CEEDS reports on workforce composition, utilization, and new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency's EEO Officer, Personnel Officer and Agency Head work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.]

[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 _____

Other (___ specify)

Quarterly Semi-Annually Annually Other _____

- 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 2023

[State below the central goals of your strategy for FY 2023 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.]

1. Goals and strategies to enhance DEI and EEO in areas of Workforce, Workplace, Community, and Race Relations.

❖ Workforce:

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

One of our primary goals is to use the data obtained through CEED's reporting to inform our strategies to further diversify our candidate pools. Through our collaboration with recruitment firms, programs like LinkedIn Talent Solutions, and growing partnerships with associations and colleges we aim to expand our outreach and grow our applicant pool.

This fiscal year we will assess the Udemy and Cornerstone professional development platforms and consider acquiring them if we determine that they meet our professional staff development needs.

The pilot for the Mentorship Program will also launch this year. This program will provide staff members with monthly sessions to receive interactive trainings, have group discussions, and receive educational materials on how to foster different aspects of coaching and mentoring relationships within their teams. For the pilot, Human Capital will request division heads to recommend staff members to participate in the monthly sessions. Human Capital will request feedback from participants and make any necessary improvements before the program is fully implemented.

❖ Workplace:

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

The agency will continue collaborating with NYC Work Well to offer programs for staff members such as fitness and wellness workshops, and vaccine clinics.

With the creation of our Diversity, Equity, and Inclusion Office, we also aim to collaborate with external partners to provide additional trainings and workshops.

❖ Community:

- [Community goals should be directed at the external environment of your agency: the public and entities served by the agency.]

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

❖ **Equity, Inclusion and Race Relations Initiatives:**

- [Describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. (Age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums)]

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

2. Planned Programs, Initiatives, Actions

[Describe the ongoing and new programs, actions, and initiatives planned for FY 2023, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: Workforce, Workplace, and Community.]

A. Workforce

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

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

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

[Describe how your agency will address underutilization in FY 2023. 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.]

- The two job groups that were underutilized in our workforce throughout FY 2022 were black and female management specialists and managers. Our agency plans to address underutilization in these groups by paying close attention to the vacancies that become available to ensure that we are collaborating with external partners to promote these positions. We are also collecting and reviewing data to understand the impact that these partnerships have on our applicant demographics. Lastly, we will review the selection and hiring practices for selected candidates in these job titles. Taking a close look at the current staff serving in these roles and having that inform our succession planning efforts will be instrumental in diversifying these job groups.

- Participate in career fairs to promote the mission of the agency along with the career opportunities available.
- Continue to promote workforce development opportunities available on LinkedIn Learning and work to increase staff's use of this resource.
- Based on the information we receive regarding the Udemy and Cornerstone professional development platforms we will analyze our workforce needs and assess if these platforms would be beneficial for staff in any job groups.
- Now that we've hired of an additional staff member for our Workforce Development team in Human Capital, we will work to launch the Mentorship Pilot program this fiscal year.
- Our Human Capital Recruitment team will continue to train new hires and current agency staff on the civil service process and regularly distribute information on upcoming exams. The recruitment team will also work to provide staff members with information regarding civil service changes/appointments so that staff are informed.

B. 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.).]

DCWP will utilize existing communication initiatives such as agency newsletters and spotlights to foster a workplace culture of diversity and inclusion. We will ensure our workplace values are communicated with staff members upon their onboarding and during trainings, collaborate with external partners to provide additional trainings and workshops, and train our recruitment team and hiring managers on the use of inclusive language in job postings and in the interview and recruitment processes.

[Select the options that apply to your agency.]

- Promote employee involvement by supporting Employee Resource Groups (ERGs).

List below the names of existing ERGs:

- 1.
- 2.
- 3.
- 4.

5.

- 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

[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.]

The Office of Financial Empowerment is working to inform New Yorkers of the new federal student loan cancellation program. As there continue to be extensions to student debt relief, the agency will continue to launch marketing campaigns, host events/webinars and collaborate with other city agencies and organizations to disseminate updated information on a regular basis.

Our Enforcement, Office of Labor Policy and Standards, and External Affairs divisions will continue to collaborate with other agencies, non-profit organizations, and government officials to foster relationships with the public and maintain everyone informed of the expanding services and protections enforced by the agency. The office of DEI will coordinate additional MWBE events for our agency divisions to interface with potential MWBE vendors/ partners. We will continue to identify procurement opportunities where we can do business with MWBE vendors/partners and work with SBS to identify new MWBE's that the agency can work with.

In FY 2023, 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)
- Conduct a customer satisfaction survey

- 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 and civil service exams internally and externally, use of underutilization reports to inform recruitment efforts, review of current policies procedures and practices related to recruitment, training hiring managers and recruiters on D&I courses.]

During FY 2022, we hired the recruitment firm WB&B for the recruitment of senior positions. In the beginning of FY 2023 we worked with WB&B to evaluate candidates for the Deputy Commissioner of the Office of Policy and Standards, and we appointed a Deputy Commissioner in October. We continue to work on recruitment efforts for the new position of Director of the Office of Diversity, Equity, and Inclusion/EEO Officer. We acquired a hiring platform with LinkedIn Talent Solutions to recruit for discretionary positions from a larger more diverse talent pool. The recruiter tool allows us to identify, hire, and onboard staff quicker than just using ESS. In addition, DCWP will continue to expand our partnerships with colleges, universities, government agencies, and professional associations to promote our job postings and to participate in job fairs.

DCWP is devising a DEI training course curriculum that will include unconscious bias, structured interview, cultural sensitivity, inclusive management, microaggressions and awareness trainings. We will train hiring managers on Disability Etiquette and the 55-a program to expand our regular utilization of this recruitment opportunity.

B. 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 diversify your workforce.]

1. Reservists Program – expanding the representation of older age groups in our workforce. We currently have one staff member from this program, and we are working to recruit 6-10 reservist during this fiscal year.
2. DFTA Silver Stars Program - expanding the representation of older age groups in our workforce. We recently engaged with this program and hope to onboard staff from this program soon.

3. Tri-state Area Law schools – target graduating students for internship/fellowship/and entry level positions so that we can diversify our workforce in attorney civil service titles.
4. Vet Connect Pro – promote our vacancies within this NYC Department of Veterans’ Services employment tool to expand our recruitment efforts within this demographic.
5. Collaborate with DYCD youth employment programs such as Ladders for Leaders and Work, Learn & Grow to hire interns into full time positions. From our 2022 Ladders for Leaders Program our Office of Labor Policy and Standards was able to successfully hire an intern from the program as a full-time employee.

C. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2022 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2023. 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.]

Aside from our collaboration with DYCD’s youth employment programs, we have also developed relationships with colleges and universities to onboard interns.

During our intern onboarding and other workshops, we let them know about the opportunities available with the City of New York and how they can apply for available positions within our agency.

The agency has hired interns and colleges aides in the past and this is something that we are always looking to expand.

The agency provided the following internship opportunities in FY 2022:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows			M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps			M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	15	Asian: 3 White: 2 Black: 2 Black/Hispanic: 1 Hispanic: 7	M <u>8</u> F <u>7</u> Non-Binary __ Other __ Unknown __

4. Summer Graduate Interns	4	White: 4	M <u>1</u> F <u>2</u> Non-Binary <u>1</u> Other ___ Unknown ___
5. Other (specify):			M ___ F ___ Non-Binary ___ Other ___ Unknown ___

D. 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 1 [number] 55-a participants.
- 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.]

- We aim to continue to bring awareness to all staff members regarding the 55-a program:
 - We include language to encourage 55-a applicants to apply in all our job vacancy notices.
 - In our new hire onboarding folders, we include pdf documents containing a 55-a program presentation, the 55-a program, and a 55-a program FAQ’s page.
 - During our new hire orientation, we also describe the 55-a program in our Civil Service Examination Process presentation.
 - We include the 55-a program booklet in the agency-wide emails to share upcoming civil service exams.
 - We will continue to find new ways to ensure that the 55-a program is something that all hiring managers are aware of and that we recommend training on the program on a regular basis.

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.

VI. Selection (Hiring and Promotion)

[Note: This section must be prepared in consultation with the Agency Personnel Officer.]

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.]

The Human Capital Director and Deputy Director have been working with DCAS to develop a civil service exam for the Inspector title. This will provide eligible staff in Enforcement and the Office of Labor Policy and Standards the opportunity to serve in a competitive civil service title.

Our Career Counselor also works to ensure that the agency is always informed of upcoming civil service exams and ensures that she and the recruitment team are available whenever staff have any exam or career development questions.

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.]

Review the data within the NYCAPS Applicant Interview Log Report to identify areas for improvement and work with hiring managers to ensure the data is being collected for all vacancies.

C. EEO Role in Hiring and Selection Process

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

In FY 2023, the agency EEO Officer will do the following:

- Ensure that all vacancy announcements include the revised NYC EEO I 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 during the interview.
- Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- 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 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: _____

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 2023.
- The agency will analyze the impact of layoffs or terminations on racial, 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 staff – Biennially (Cycle 1 must be completed by March 31, 2023.)	All Staff	1/16/23 – 2/3/23
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All staff – Biennially (Cycle 1 must be completed by March 31, 2023.)	As requested	2/23 – 4/23 (during launch of spring catalog)
3. Sexual Harassment Prevention (e-learning)	All staff – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	All Staff	5/15/23 – 6/3/23
4. Sexual Harassment Prevention (classroom/live webinar)	All staff – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	As requested	2/23 – 4/23 (during launch of spring catalog)
5. lgbTq – Power of Inclusion (e-learning)	All Staff	Ongoing	With the onboarding of new staff (we completed our agency-wide training in March 2022)
6. lgbTq – Power of Inclusion (classroom/live webinar)	All Staff	As requested	2/23 – 4/23 (during launch of spring catalog)
7. Disability Awareness and Etiquette	Hiring Managers	About 30 employees	2/23 – 4/23 (during launch of spring catalog)

8. Structured Interviewing and Unconscious Bias (classroom/live webinar)		As requested	2/23 – 4/23 (during launch of spring catalog)
9. Other (specify): Structured Interviewing and Unconscious Bias (LinkedIn Learning)	Hiring Managers	About 30 employees	10/22 – 11/22
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.]

Describe your agency's practices for analyzing statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

- 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 grants or denies request 30 days after submission or as soon as possible.
- 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 : Kenny Minaya, First Deputy Commissioner

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

- ☒ 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.

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 Executive Orders and Local Laws

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 5 – September 1, 2022 – August 31, 2023) 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 1: April 1, 2021 – March 31, 2023) as indicated in the Section VII Training above.

D. 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 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.

E. Local Law 101 (2018): Climate Survey

[Using the template provided in Appendix B, submit a detailed action plan that address concerns and issues raised in the 2020 Workplace Climate Survey.]

[Note: DCAS is mandated to submit a report on Action Plans to the Mayor and the Speaker of the Council by December 31, 2022].

The agency, in collaboration with DCAS, has conducted a climate survey in 2020 and:

- ☒ Analyzed the 2020 Climate Survey data provided by DCAS.
- ☒ Will review or has reviewed the results of the survey with agency head and senior leadership.
- ☒ Developed an action plan in consultation with agency head and senior leadership [template included in the appendix] outlining the initiatives and actions that will be adopted by the agency in response to the 2020 Workplace Climate Survey data.

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 EEPC or another governmental agency specific to our EEO practices.
- The agency is currently being audited or preparing responses to an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2023 to include and implement EEPC 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 EEPC or _____ [another governmental agency – please specify] specific to our EEO practices. (Our EEPC audit was conducted 2017 – 2018)
- 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.]

Vilda Vera Mayuga

Print Name of Agency Head

Signature of Agency Head

Date

Appendix A: Contact Information for Agency EEO Personnel

[Please provide contact information (name, title, e-mail, telephone number and full office address) for the following EEO 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.]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Nick Rozza	nrozza@dcwp.nyc.gov	(212) 436-0196
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]			
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Sherie Wallace	swallace@dcwp.nyc.gov	(212) 436-0250
5.	ADA Coordinator	Nick Rozza	nrozza@dcwp.nyc.gov	(212) 436-0196
6.	Disability Rights Coordinator			
7.	Disability Services Facilitator			
8.	55-a Coordinator	Margaret Mateo	mmateo@dcwp.nyc.gov	(212) 436-0338
9.	EEO Investigator(s)			
10.	Career Counselor(s)	Margaret Mateo	mmateo@dcwp.nyc.gov	(212) 436-0338
11.	EEO Training Liaison(s)			
12.	EEO Counselor(s)	Juana Abreu Rodger Hayes Kayla Flores	jabreu@dcwp.nyc.gov rhayes@dcwp.nyc.gov kaflores@dcwp.nyc.gov	(212) 436-0165 (212) 436-0241 (212) 436-0172

Appendix B: 2020 Climate Survey Action Plan

[Please provide a detailed description your agencies plan to address the target areas and objectives identified by DCAS. For each target area and objectives, include the planned actions, initiatives, programs or policies, the intended reach, and the office responsible for implementation. More than one initiative is encouraged to address a target area and objective.]

1. Target area and objective: Increase employees' familiarity with the EEO Policy.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

- Example: The EEO Office will circulate quarterly agency wide email including EEO resources, including the revised EEO Policy.

Posting of EEO protected categories, Stop Sexual Harassment Act Notice, Notice of Rights posters, EEO contact information displayed throughout our 3 different agency sites. This information is also included in new hire folders, and available on the DCWP intranet.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

- Example: All staff, including, senior executives, managers, interns, consultants, etc.

All staff members.

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

- Example: EEO Office

EEO Office.

2. Target area and objective: Improve the EEO Office's visibility to the workforce.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

EEO Training during New Hire Orientation. This training goes over the main goals of our office, the protected categories, coverage of the EEO policy, the Reasonable Accommodation and EEO Complaint Processes. During this presentation staff members are shown where the EEO section of the intranet is located so that they know to visit this page for updates, newsletters, and forms.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

All incoming staff members.

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

The EEO Officer conducts all new hire orientations for employees and our recruitment team provides EEO training for incoming special program participants (interns, consultants, etc.).

3. Target area and objective: Improve employees' knowledge of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

Included an overview of the EEO complaint process in previous newsletter (July 2020). Copies of all newsletters are saved in the EEO section of the intranet page. The DCAS EEO Complaint Process at a Glance information sheet is also saved in the EEO section of our agency intranet for staff to access.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

All staff.

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

The EEO Officer.

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

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

The EEO Policy and the DCAS What you may not know about EEO is included in all new hire orientation folders. When there are changes to the policy it is our commitment to always relay this information to our workforce. For example, our 5th Quarterly EEO Newsletter was distributed in March 2022 and focused on updates to both the EEO

policy and the Reasonable Accommodation procedural guidelines. All newsletters, the EEO Policy, and the Reasonable Accommodation Procedural Guidelines can be found on the intranet.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

All employees.

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

EEO Officer.

5. Target area and objective: Improve managers' and supervisors' awareness of measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

In our EEO newsletters we provide relevant information for all of our audiences. In our newsletters we include a section titled "Our Responsibilities as Managers, Supervisors, and Human Capital" to remind managers of the appropriate steps to take when employees file a discrimination or sexual harassment complaint.

This information will also be included in our upcoming supervisory bootcamp training which will emphasize the appropriate steps for handling EEO related questions/concerns.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

Managers and supervisors.

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

EEO Officer, Human Capital.

6. Target area and objective: Improve managers' and supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

In our EEO newsletters we work to provide information for all of our audiences. In our newsletters we include a section titled “Our Responsibilities as Managers, Supervisors, and Human Capital” to serve as a reminder of what to do when employees want to discuss a complaint under the EEO Policy.

This will be included in our upcoming supervisory bootcamp training to ensure that the process for dealing with EEO related questions/concerns are handled correctly.

Launching additional supervisory training regarding EEO processes is something that can really help us ensure that supervisors feel confident in how to handle these situations.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

Managers and supervisors.

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

EEO Officer, Human Capital.