

MAYOR'S OFFICE OF CONTRACT SERVICES (MOCS)
DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN
FISCAL YEAR 2022

I. Introductory, Commitment and Accountability Statement by the Agency Head

On behalf of the Mayor's Office of Contract Services (MOCS), I hereby declare my commitment as the Agency Head to support and enforce the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, and agency partners, and members of the public served by our Agency.

Promoting diversity and equal opportunity has been central to our agency's operating principles and mission. Under my leadership, MOCS continues to seek to dramatically change the way the City conducts business to ensure the procurement process is fair, transparent, inclusive, encourages a competitive and diverse business environment, and increases contracting opportunities and participation among City-certified minority and women-owned enterprise (M/WBE) firms. As we further develop the skills and knowledge to become more customer service friendly, meet the needs of agencies' programming and policy priorities, and appropriately support and communicate with the vendors and the community-based organizations selected to serve the public, the unique talents and diverse backgrounds of our employees will be one of our greatest sources of innovation and strength.

I will strive to not only achieve the greatest possible diversity among our workforce, but also to create an inclusive culture of openness, tolerance, and cooperation in our workplace, to promote equity in all its aspects, and to examine and eliminate the structural obstacles to equal treatment in the recruitment, selection, development, advancement, and retention of our diverse workforce reflective of our City's population. It is through the inclusion of our diversity of thought, experience, culture, and background that we succeed.

I will involve my entire leadership team in our efforts to enhance and promote the values of equity, inclusion, and respect for all. All executives, managers, and supervisors in our agency will be responsible for ensuring a safe, equitable, and inclusive work environment for all our employees, and for delivering equitable, fair, and effective services to the public we serve.

I will hold the top leadership of our agency, as well as the EEO Officer, all EEO professionals, human resources professionals, legal professionals, managers, and supervisors accountable for ensuring that the agency does not discriminate against employees or applicants for employment. We shall support diversity, equity, and inclusion initiatives at the agency by observing EEO mandates and working with dedication to attain agency goals in this area. All agency staff must be compliant with the City's EEO Policy and the implementation of this Diversity and EEO Plan.

I will involve the EEO Officer in critical human resources decisions, including recruitment and selection strategies, workforce projections, succession planning, promotion of training/career development opportunities, and strategic planning.



We will report to DCAS on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders and laws prohibiting employment discrimination in New York City, and on the progress in implementing this Plan.

The Agency EEO Officer and Chief Diversity and Inclusion Officer, Caroline Whitney, will serve as the primary resource for managers and supervisors by providing best practices and direction in addressing EEO issues. Their contact information will be prominently available to all employees.

During this Fiscal Year, I will announce this Commitment Statement to our employees, to affirm the principles of diversity, inclusion, and equal employment opportunity, and to communicate our dedication to equity and all values that drive us toward this goal.

☒ **This statement is the same as last year.**

II. Recognition and Accomplishments

Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2021) to advance Equal Employment Opportunity, Equity, Diversity, and Inclusion; for example, completing training goals, introducing new equity programs, or launching employee resource groups. Use the Additional Comments section to list more than five items.



In the past year, our agency accomplished the following as part of our commitment to Equal Employment Opportunity, Equity, Diversity, and Inclusion:

1. In FY21, MOCS finalized its Employee Resource Group (ERG) Guidelines and continued offering employees the opportunity to form ERGs.
2. In FY21, 100% of our employees completed all required trainings, including Everybody Matters, Sexual Harassment Prevention, lgbTq-Power of Inclusion.

M/WBE Program Accomplishments

a. PASSPort

- i. The City rolled out a major update to the City's Procurement and Sourcing Solutions Portal (PASSPort) that brought the solicitation, award, and contracting processes online in a central system. The M/WBE Small Purchase Method was one of the first contracting methods to run through PASSPort. As of August 2021, at least 465 M/WBE contracts have been registered in the system, totaling more than \$55 million.

b. Executive Order 59

- i. In recognition of the disproportionate impact that COVID-19 has had on M/WBE, the City released this executive order to establish and implement reasonable procedures to secure meaningful participation of M/WBEs. Pursuant to the executive order, all City agencies were ordered to procure goods, services and construction for amounts not exceeding \$500,000 through the M/WBE Noncompetitive Small Purchase method where practicable. All agencies were required to appoint a Chief Diversity Officer/Chief MWBE Officer to oversee the agency's MWBE program and report directly to the agency head, and empowered and supported by agency staff to facilitate the agency's meeting of its MWBE, diversity and inclusion goals. Agencies were directed to assess and reevaluate the MWBE participation goals included in existing contracts approaching renewal, and negotiate new or adjusted goals for such contracts. If an agency elects not to engage in such negotiations or determines that such were unsuccessful, the agency requires MOCS' approval before proceeding with renewal of the contract. Procurements for capital projects valued at over \$25 million were made subject to the large scale procurement review process to determine whether it is practicable to divide such procurements into smaller contracts and whether agency established MWBE participation goals are appropriate. Finally, procurements necessary to respond to the COVID-19 emergency should include MWBE participation goals and must consider at least one quote from an MWBE.

c. Procurement Opportunities for MWBEs



- i. In FY21, the City awarded over \$1.2 billion in combined prime and subcontract awards to City-certified M/WBE vendors. This represents a combined utilization rate of 25.3% among contracts subject to the City's M/WBE program. This includes the number of prime contracts awarded to M/WBE, especially through the expanded M/WBE Noncompetitive Small Purchase method.
3. In FY21, we continued to promptly address and satisfy all reasonable accommodation requests.
4. In FY21, we continued to give an EEO presentation for all new hires during their orientation, which touches on topics such as the EEO Policy, Diversity and Inclusion, Sexual Harassment, Reasonable Accommodation, and the 55a program.
5. Below are additional accomplishments in FY21 in the areas of EEO and Diversity and Inclusion:

Agency Notices:

7/13/2020: MOCS encouraged employees to learn more about racial inequity and various resources available in its Employee Assistance Program "takeaway." MOCS also advertised virtual events in honor of the 30th anniversary of the Americans with Disabilities Act

7/20/20: Notice regarding availability of the City's Employee Assistance Program (EAP), and guidance and information on therapy. MOCS also continued to advertise virtual events in honor of the 30th anniversary of the Americans with Disabilities Act

7/27/2020: Notice regarding the availability of the City's EAP

8/17/20: MOCS offered resources on how to be an ally to Asian Americans given the wrongful fear and prejudice toward Asians increasing in the United States during the COVID-10 pandemic

8/24/20: Notice regarding availability of the City's EAP, and guidance on trauma and stress

9/14/20: EAP's recognition of Suicide Prevention Month with resources

9/21/20: Notice regarding the Mayor's Office for People with Disabilities' Deaf Town Hall that month; EEO Corner description of Rosh Hashanah holiday

9/24/20: EAP's recognition of Suicide Prevention Month with resources

9/28/20: EEO Corner notice regarding Hispanic Heritage Month; EEO Corner description of Yom Kippur holiday

10/5/20: Notice regarding the virtual In My Mind conference, which focuses on the environment's impact on the LGBTQ+ peoples of color

10/13/20: EAP "takeaway" regarding resiliency and support

10/19/20: EAP "takeaway" regarding emotional awareness

10/26/20: Notice regarding availability of the City's EAP

11/4/20: EAP "takeaway" providing resources for caretakers and caregivers

11/9/20: Recognition of Diabetes Awareness Month, notification of events and information about diabetes; EAP "takeaway" regarding stress

12/28/20: HR Corner notice of "Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities" virtual training; Notice of Kinara lighting in honor of the Kwanzaa holiday



1/4/2021: HR Corner notice of “Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities” virtual training

1/11/21: HR Corner notice of “Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities” virtual training

1/19/21: HR Corner notice of “Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities” virtual training; Reminder support group for black, indigenous and people of color (BIPOC) employees; a THRIVENYC reminder of mental health resources

2/1/21: Recognition of Black History Month and notice of events and attractions

2/8/21: Recognition of Black History Month and notice about behavioral health issues specific to Black Americans; EEO Corner description of the Lunar New Year holiday

2/16/21: Recognition of Black History Month and recommendations for articles and books for Black History Month; Acknowledgment the Lunar New Year holiday

2/22/21: Recognition of Black History Month and recommendation for articles on ways to support the Black community

3/1/21: Recognition of Women’s History Month and associated events

3/8/21: Recognition of Women’s History Month and associated events

3/15/21: Recognition of Women’s History Month and associated event; recognition of Women’s Mental Health

3/22/21: HR Corner notification that MOCS stands against anti-Asian bias, discrimination, and hate and a reminder about the Citywide EEO Policy, the EAP, and links to resources; Resources on how to support colleagues, friends, and associates that may be experiencing racial discrimination; Recognition of Women’s History Month and associated events; Notice regarding NYC Human Rights Law and Notice of Rights

3/29/21: Notice regarding the preferred name functionality in Employee Self Service; Recognition of Women’s History Month and associated events

4/5/21: Notice regarding suicide prevention; Description of the Passover holiday; Description of the Easter holiday

4/12/21: Notice on Taskforce on Racial Inclusion and Equity’s Town Hall; notice regarding suicide prevention

5/2/21: Resources regarding violence against individuals because of race, ethnicity, or religion; Notice regarding EAP Groups for Asian Americans and Pacific Islanders

5/2/21: Notice regarding EAP Groups for Asian Americans and Pacific Islanders; Notice about new equity and inclusion courses available through DCAS

5/17/21: Notice regarding a mural unveiling event for the NYC Taskforce on Racial Inclusion and Equity to show support for the Asian American Pacific Islander community; Acknowledgment of Mental Health Awareness Month and resources

6/14/21: HR Corner recognition of PRIDE month and resources; Description of PRIDE month and reminder of EAP resources

6/21/21: HR Corner recognition of PRIDE month and resources; Description of PRIDE month and reminder of EAP resources

6/28/21: HR Corner recognition of PRIDE month and resources; Description of PRIDE month and reminder of EAP resources; Commemoration of Caribbean American Heritage Month



The agency recognizes employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity, equity, and equal employment opportunity through the following:

- ☐ Diversity & EEO Awards*
- ☐ Diversity and EEO Appreciation Events*
- ☐ Public Notices
- ☐ Positive Comments in Performance Appraisals
- ☐ Other: _____

** Please specify under "Additional Comments"*

- ☐ The agency will continue to recognize employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity and equal employment opportunity in FY 2022.

Additional Comments:

In FY21, MOCS did not recognize any employees for their accomplishments in the areas of EEO or diversity and inclusion, but this is something we are considering in FY22 and beyond.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2021

Total Headcount: 161

Please provide the number of employees whose Race/Eth and/or Gender is 'Unknown'

Race/Ethnicity: 7 Gender: Both R/E and Gender: 2 (unknown both)

(These figures are available on the total line for your agency in the EBEP210 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 FY 2022, 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
- ☒ Newsletters and internal Agency Publications
- ☒ 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 2022, the agency will inform and remind employees of the option to add preferred name in ESS.

Additional Comments:

New hires are encouraged to utilize NYCAPS Employee Self Service (ESS) to view and update their personal and self-ID information. Also, employees are encouraged to disclose this information in NYCAPS as part of the new hire process and ESS instructions are on the MOCS intranet page. MOCS EEO will also send out annual reminders to agency staff.

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 OCEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform the formulation of 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' Office of Citywide Equity and Inclusion (OCEI) 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.



Reviewed with	Frequency
Agency Head	<input type="checkbox"/> Quarterly <input checked="" type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Human Resources	<input type="checkbox"/> Quarterly <input checked="" type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
General Counsel	<input type="checkbox"/> Quarterly <input checked="" type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Other (____specify)	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> 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).

☒ The agency reaches out to DCAS to serve as a resource in identifying strategies and best practices to address barriers to entry as well as to receive guidance concerning the interpretation of underutilization reports.

Additional Comments:
 The CEEDS report is received and reviewed quarterly by the MOCS EEO Officers, and it will be reviewed semi-annually with Human Resources, the General Counsel, and the Agency Head.



IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2022

1. Proactive Strategies to Enhance Diversity, Equity, Inclusion and EEO in areas of **Workforce, Workplace, and Community.**

State below the central goals of your strategy for FY 2022 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. Workforce goals are directed at the composition of your workforce, recruitment, retention, promotion, and professional development. Workplace goals have to do with inclusion, workplace culture, and employee activities. Community goals are directed at the external environment of your agency: the public and entities served by the agency. Describe special initiatives to enhance equity and focus on race relations in item 4.

1. **Workforce:**

MOCS will continue to align recruitment, professional development, and equitable selection practices strategically with current employment needs.

2. **Workplace:**

Foster employee engagement by increasing staff inclusion in agency planning and communication.

To foster engagement and inclusion, MOCS continues to run a Staff Advisory Council (SAC) to support the agency's mission and propagate positive agency culture. The SAC, comprised of a diverse representation of non-managers from all MOCS Divisions and Units, reports directly to the Agency Head, and serves as a conduit for input and discussion of relevant issues raised by staff. The SAC has identified communication advocacy, increased staff engagement, wellness promotion as this year's continued goals.

In FY 2022, the EEO team and the SAC will continue to collaborate on efforts to expand programming celebrating diversity and inclusion, create Employee Resource Groups, and improve agency-wide communication.

3. **Community:**



Increase access and level the playing field so that small nonprofits and M/WBEs can successfully compete for City business and contracts.

MOCS is committed to encouraging a competitive and diverse business environment that provides opportunities for our diverse vendor community to do more business with the City of New York. As a partner with both the Office of Minority and Women-Owned Business Enterprises and the Department of Small Business Services, MOCS stands firm with the City's commitment to increase contracting opportunities among City-certified M/WBE firms. The City's M/WBE program was established to address the impact of discrimination on the City's procurement process and to promote the public interest in avoiding fraud and favoritism in the process, ultimately increasing competition for City business, and lowering contract costs. To that end, as part of the oversight team for the City's M/WBE program, MOCS plays a pivotal role in creating and implementing policy, training and advising agencies, and collecting vital data, all in support of enhancing the participation of M/WBEs in City contracting.

MOCS engages with diverse groups of vendors through feedback sessions, workgroups, presentations and email outreach campaigns. Through these engagements, MOCS connects with thousands of vendors in the following communities: M/WBE, construction, engineering, architecture, landscape architecture, professional services, standardized services and nonprofits organizations. Additionally, in response to the ongoing COVID-19 emergency, MOCS provides support to a diverse group of nonprofits and community-based organizations across the City. Collaborative strategies for emergency response efforts were enacted through the COVID-19 Response team participation, engagement with the City's Vaccine Command Center's Equity outreach - reaching residents in TRIE neighborhoods and the most vulnerable to COVID-19, outreach campaigns to provide business continuity guidance, and distribution of face coverings to organizations of all sizes to support with recovery efforts.

4. Equity and Race Relations Initiatives:

MOCS is focused on promoting equity, increasing diversity, and improving race relations within the agency. In addition to the goals and programs articulated herein, MOCS will continue to consider initiatives to enhance inclusion throughout the year, especially by listening to employee feedback on racial equity concerns. The MOCS EEO team will meet regularly throughout the year to coordinate and consider new ideas.



2. Describe the ongoing and new programs, actions, and initiatives planned for FY 2022, 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.

The agency will address underutilization in FY 2022 by:

- ☒ Expanding internal and external applicant pools to address the underutilization through outreach strategies for broader recruitment.
- ☒ Launching outreach efforts to inform and encourage applications for the upcoming civil service examinations.
- ☐ Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts.
- ☒ The agency will implement the following strategies to address the impending retirement of employees and possible loss or gap in talent:
 - ☒ Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service, especially for critical managerial positions.
 - ☒ Encourage agency employees to take promotional civil service examinations.

The agency will implement the following initiatives to develop and retain employees:

- ☐ Identification of Ready Now & High Potential Talent.
- ☒ Institute coaching, mentoring and cross training programs.
- ☒ Implement initiatives to improve the personal and professional development of employees.
- ☐ Conduct assessment to ensure pay and promotions are equitable.



Describe specific actions designed to enhance equity:

MOCS has set aside funds for the agency's recruitment efforts, which enables MOCS to recruit from additional sources. MOCS also provides opportunities for professional development through training (on- and off-site), MOCS mentorship program, supporting employee applications to the Mayor's Graduate Scholarship Program (MGSP) and Management Academy, as well as informing staff about civil service exams.

Additional Initiatives, Programs, or Comments:

B. WORKPLACE:

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

☒ The agency will take initiatives to create an inclusive work environment that values differences, and to maintain focus on retaining talent across all levels.

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

List below the names of existing ERGs:

No employees have requested to create an ERG as of yet

☐ 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 actively inform employees of their rights and protections under the New York City EEO Policy.

☒ Agency will keep employees informed of the EEO complaint and reasonable accommodation processes, and circulates *DCAS EEO Complaint Procedural Guidelines and Reasonable Accommodations Procedural Guidelines*.



- ☒ Agency will ensure that its workplaces post anti-hate or anti-discrimination posters.
- ☒ In FY 2021, the agency conducted the following survey(s) to improve the recruitment, hiring, inclusion, retention and advancement of people in underrepresented groups:
 - ☐ Engagement /Job Satisfaction/ Employee Morale Survey(s)
 - ☒ Workplace Insight Survey for Exiting (WISE) Managers
 - ☒ Exit interview or surveys developed by the agency
 - ☐ Other (specify): _____
- ☒ The agency will adopt in FY 2022 the following initiatives based on the analysis of the results of these survey(s):
 1. EEO will work to hold virtual lunch-and-learns to increase awareness at MOCS about employees' EEO rights and the MOCS-specific EEO policies that indicate that MOCS does not tolerate unequal treatment among employees and that diversity and inclusion of people and ideas are valued by Senior Management. The program will also highlight programs like Employee Resource Groups. The series will be held multiple times within a given month to ensure that all that wish to attend are able to.
 2. MOCS Mentorship Program partners MOCS staff (mentees) with agency leaders to receive advice, coaching, and professional support that will encourage mentees' growth and development, and organizational continuity.
 3. The Mayor's Graduate Scholarship Program offers opportunities to MOCS employees with undergraduate degrees to study at accredited colleges/universities in the metropolitan area. We did not have any employees participate in the program in 2021, so we hope to promote this program in FY 2022.
 4. The Management Academy exposes selected MOCS managerial staff to exceptional management practices and offers a fuller understanding of the formal and informal processes that drive City government. By providing workshops and opportunities to apply skills and knowledge acquired through the program, the Academy prepares its participants to meet the unique demands of managing in City government. We did not have any employees participate in the program in 2021, so we hope to promote this program in FY 2022.

Describe specific actions designed to enhance equity and initiatives to address race relations in the agency:

MOCS will continue to take steps to increase agency-wide communication of programs and events celebrating diversity and inclusion, encourage participation in surveys and updates to self-ID information, send reminders of EEO trainings, and share information of interest about upcoming holidays and cultural celebrations. The agency will continue to utilize the weekly agency email



newsletter, the MOCS Monday Minute, to share information with staff. The EEO team also plans to collaborate with the Staff Advisory Committee to better engage the MOCS workforce on what racial equality issues they would like discussed in the workspace, and how the agency as a whole can better include viewpoints and concerns from all parts of the agency. Through a bottom-up feedback loop, we hope to create a much more inclusive workspace that listens to employee voices and addresses racial equality concerns at a systemic level. MOCS will also explore creating interactive notice boards to allow staff to share information.

Additional Initiatives, Programs, or Comments:

In addition to continuing our use of the Workplace Insight Survey for Exiting Managers (WISE), MOCS will conduct MOCS-specific exit interviews and surveys.

C. COMMUNITY:

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

In FY 2022, 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.
- ☒ Identify best practices for establishing a brand of inclusive customer service.
- ☒ Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.
- ☐ Expand language services for the public.

Describe specific actions designed to enhance equity:



MOCS is committed to encouraging a competitive and diverse business environment that provides opportunities for our diverse vendor community to do more business with the City of New York. As a partner with both the Office of Minority and Women-Owned Business Enterprises and the Department of Small Business Services, MOCS stands firm with the City's commitment to increase contracting opportunities among City-certified M/WBE firms. The City's M/WBE program was established to address the impact of discrimination on the City's procurement process and to promote the public interest in avoiding fraud and favoritism in the process, ultimately increasing competition for City business, and lowering contract costs. To that end, as part of the oversight team for the City's M/WBE program, MOCS plays a pivotal role in creating and implementing policy, training and advising agencies, and collecting vital data, all in support of enhancing the participation of M/WBEs in City contracting.

MOCS is engaging vendors and providers in PASSPort design and adoption efforts. We are focusing on all vendor communities, with specific targeted outreach to M/WBEs and small community-based organizations.

MOCS conducts extensive outreach to nonprofit providers and community-based organizations of all sizes, particularly through email blasts, webinars, letters sent by the MOCS director, phone calls and emails to individual small CBOs and nonprofits in response to their questions, partnerships with coalitions, and maintenance of an informative redesigned webpage.

Additional Initiatives, Programs or Comments:

V. Recruitment

A. Recruitment Efforts

1. Summary of Recruitment Efforts – Include steps that will be taken to give notice to all employees of discretionary job postings within the agency as well as proactive efforts/strategies planned to market positions externally.

The agency will implement the following recruitment strategies and initiatives in FY 2022:

- ☒ Review policies, procedures, and practices related to targeted outreach and recruitment.
- ☒ Utilize 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.
 - ☐ Currently in operation.
- ☒ 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.
- ☒ Reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at citywiderecruitment@dcas.nyc.gov
- ☒ If your agency is an eHire agency, post ALL vacancies on NYC Careers.
- ☒ Ensure that agency personnel involved in both the discretionary and the civil service hiring process have received:
 - ☒ Structured Interviewing training
 - ☒ Unconscious Bias training
 - ☒ Everybody Matters EEO and Diversity and Inclusion Training
- ☒ Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

Additional Strategies, Initiatives and Comments:

All job postings will include a statement that the City of New York and MOCS are an equal opportunity employer:

Mayor's Office of Contract Services is an equal opportunity employer. Mayor's Office of Contract Services recognizes the unique skills and strengths gained through military service. Veterans and service members of the U.S. Armed Forces are strongly encouraged to apply. Special accommodations provided to applicants with disabilities. Please contact MOCS Disability Service Facilitator at disabilityaffairs@mocs.nyc.gov or 212-298-0734 only to request an accommodation. No other phone calls or personal inquiries permitted.



B. Recruitment Sources

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded sufficiently large and diverse applicant pools.
1. City University of New York's (CUNY) website and career fairs, including LGBTQ career fairs	1. Increase pool of minority and LGBTQ candidates <input checked="" type="checkbox"/> Previous hires from this source
2. Department of Veterans' Services	2. Increase pool of veteran candidates <input type="checkbox"/> Previous hires from this source
3. Veteran Workforce 1	3. Increase pool of veteran candidates <input type="checkbox"/> Previous hires from this source
4. Mayor's Office for People with Disabilities	4. Increase pool of candidates with disabilities <input checked="" type="checkbox"/> Previous hires from this source
5. DCAS Diversity Career Fair	5. Increase pool of candidates with disabilities <input checked="" type="checkbox"/> Previous hires from this source
6. Survey staff networks, particularly professional networking associations that serve diverse groups (women, minorities, etc.)	6. Create a larger and more diverse recruitment pool of qualified candidates <input type="checkbox"/> Previous hires from this source
7. ACCES VR	7. Increase pool of candidates with disabilities <input type="checkbox"/> Previous hires from this source
8. PerScholas	8. Increase pool of minority candidates in the field of IT <input type="checkbox"/> Previous hires from this source

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 2021 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2022.



The agency provided the following internship opportunities in FY 2021:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	0		M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps	0		M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	0		M __ F __ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	2	White: 0 Black: 0 Hispanic: 0 Asian: 2	M _2 F__ Non-Binary __ Other __ Unknown __
5. Other (specify): -Cornell Fellow	3	White: 0 Black: 1 Hispanic: 0 Asian: 0	M _1__ F__ Non-Binary __ Other __ Unknown __
6. Other- Lee Fellow	2	White: 1 Black: 0 Hispanic: 0 Asian: 1	M _ F_2__ Non-Binary __ Other __ Unknown __

* Self-ID data is obtained by EEO Office from NYCAPS.

☒ The agency will utilize the internship/fellowship programs to improve a pipeline of candidates from underutilized groups for entry-level positions, including in mission-critical occupations.

☒ The agency has hired former interns/fellows.

☒ The agency plans to provide internship/fellowship opportunities in FY 2022.

Additional Comments:

For FY 2022, MOCS plans to continue providing internship opportunities for graduate, college, and high school students during the spring and summer semesters. MOCS will also continue to participate in DYCD's Ladders for Leaders summer youth program and DYCD's Summer Youth Employment Program (SYEP). MOCS also aims to increase diversity in the internship program.



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 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.

1. Please discuss plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities

MOCS will continue to post information on the 55-a Program on the agency's bulletin board and intranet site, provide at recruitment events and include in the new hire packets provided at orientation. MOCS will carefully evaluate each request by longtime provisional employees for designation under §55-a to serve non-competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of CSL §65(3). In addition, MOCS will reiterate to provisional staff that 55-a certification should not be used as a substitute for passing a civil services exam.

☒ 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.

2. Indicate the goals of your 55-a Program Coordinator for FY 2022. Also include your agency plans to do the following: participate in career and job fairs; use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants; and promote and encourage 55-a program participants to take civil service examinations.

☒ The agency uses the 55-a Program to hire and retain qualified individuals with disabilities and plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities in FY 2022.

Currently, there are 0 55-a participants.

There are 0 participants who have been in the program less than 2 years.

Last year, a total of 1 new applications for the program were received

And 1 participants left the program due to separation from City service.

If there have been no new participants in the program for less than two years, please indicate initiatives taken to hire new 55-a employees.

MOCS will continue to bring 55a literature to recruitment events.



☒ The agency will actively educate hiring managers about the 55-a program and the benefits of hiring individuals with disabilities.

☒ Based on the June 7, 2016, 55-a memorandum, issued by DCAS, the agency will carefully evaluate each request by longtime provisional employees for designation under §55-a to serve non-competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of Civil Service Law §65(3). In addition, the agency will reiterate to provisional staff that 55-a certification should not be used as a substitute for passing a civil service exam. The agency will encourage 55-a participants to take civil service examinations.

☒ The agency 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 2022 are:

1. Educate employees on 55-a program through articles written in the EEO Corner of the MOCS Monday Minute and emails sent to staff regarding upcoming civil service exams
2. Provide information on 55-a program to candidates at job fairs, and
3. Appoint 55-a eligible employees to competitive titles when possible

☒ These goals are the same as last year.

Additional Goals, Initiatives, and Comments:

VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared in consultation with the Agency Personnel Officer.

A. Career Counselors

For FY 2022, if your agency is fiscally able to hire new employees and/or backfill open positions, please discuss the planned duties of the agency Career Counselor(s) with regard to advising employees of opportunities for promotion as well as overall career development.



In FY 2022, the agency's Career Counselor will perform the following tasks:

- ☒ 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.
- ☒ Assist employees and Job Training Program participants in assessing and planning to develop career paths.
- ☒ Provide resources and support for:
 - ☒ Targeted job searches
 - ☒ Development 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 and Comments:

The MOCS Career Counselor will continue to develop a professional development plan for all staff. Citywide training and educational opportunities will be sent to all staff via Monday Minute or email. Each unit has a budget for ad hoc training requests. Employees who are interested in promotional opportunities but may not have all the preferred skills will be provided with training through DCAS's Learning and Development unit.

Promotional opportunities at MOCS will be posted in NYCAPS eHire internally and shared across the agency to allow for fairness and transparency.



B. New Hires and Promotions

Monitoring, review, and assessment of the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions.

In FY 2022, the agency will do the following:

- ☒ Review, revise and/or develop a protocol for in-title promotions and salary increases.
 - ☐ Promotion and salary increases 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 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.

Additional Comments:

MOCS' current new hire procedure for selection consists of Hiring Managers reviewing resumes and cover letters submitted via NYCAPS eHire. Hiring Manager invites additional interviewers (MOCS staff) for interviews with qualified candidates. Interviews may be one-on-one or group. Ultimately, all approvals are subject to background integrity screening of the candidate.



The City of New York Office of the Mayor is committed to appointing exceptional and diverse leaders who will aggressively pursue the goals and priorities of the administration. To achieve this goal, the Mayor's Office and the Mayor's Office of Appointments will continue to collaborate with MOCS with the hiring of senior-level positions: director, first deputy director, deputy directors, and general counsel.

MOCS will continue to work with Mayor's Office of Appointments, who will provide resumes of candidates that meet the skills and qualifications required for particular positions. In addition, MOCS will source resumes from within the agency, through agency's online postings and application portal, and networks. MOCS will identify additional ways to recruit potential candidates who are traditionally under-represented in these positions.

MOCS considers its own staff for title changes, promotions, salary increases, and other opportunities based on demonstrated knowledge, skills, and abilities. Promotional opportunities (other than inline promotions) will be posted in NYCAPS eHire internally and communicated to agency staff.

MOCS is committed to ensure fair and equitable compensation practices and maintaining competitive salaries. A review of pay equity will be conducted on a scheduled basis to identify pay inequities. The goal of this review is to assist supervisors in determining if pay adjustments are necessary to address unjustified gaps in pay or issues related to misalignment (internal inequity, job movement, salary compression, salary inversion, etc.).

For mid-level staff, we will continue to follow citywide guidelines for hiring practices, outlined in the following sections.

C. Selection Process

Identify the steps that are taken to ensure that selection process is objective and job related.

During FY 2022, the agency will do the following:

- ☒ Ensure that hiring managers are trained in structured interviewing techniques to avoid unintentional biases in the hiring process.
- ☐ Assess the manner in which candidates are selected for employment, to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group.
- ☐ If adverse impact is discovered, determine whether the criteria being utilized are job-related. If the criteria are not job-related, the agency will discontinue using that method.



- ☒ Engage in a collaborative effort between EEO, HR and managers where necessary, develop action plans to eliminate identified barriers.
- ☒ In conducting job interviews, ensure nondiscriminatory treatment by conducting a structured interview, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question.
- ☒ Use a diverse panel of interviewers to conduct the interview.
- ☐ EEO Officer is asked to review the interview questions.

Additional Comments:

MOCS staff will ensure that all selection criteria are job-related. Interviewing and selection decisions of managers and other personnel involved in the recruitment and hiring process must meet EEO requirements and those individuals who make selection and promotion decisions receive appropriate EEO and/or structured interviewing and unconscious bias training. For FY 2022, MOCS will continue to require all employees involved in the interview process to take the Structured Interviewing and Unconscious Bias training offered through the Citywide Training Center.

In FY 2022, the agency will provide resources and materials on the MOCS Intranet page to support hiring managers' use of Structured Interviewing techniques, such as standardized interview questions and written objective criteria for evaluating candidates.

MOCS will consider its own employees for opportunities for promotion and transfer within the agency and promote awareness of such opportunities.

One-on-one interview and group interviews in person will be the preferred method. Teams and or video conferenced interviews will be utilized as needed.



D. Review of Hiring, Promotion and selection Practices

For FY 2022, what steps will your agency take to review the positions filled during the year?

- A. Discuss your current practice in utilizing the NYCAPS Applicant Interview Log reports to identify applicants by gender and race/ethnicity.
- ☐ The agency will use the NYCAPS Applicant Interview Log Report to track applicant sources and identify the best sources of applicants.
 - ☒ The agency does not use the NYCAPS Applicant Interview Log Report.
 - ☐ The agency will schedule orientation with NYCAPS Central.
- B. Discuss all planned steps taken to identify barriers to entry for positions and actions under consideration to address such barriers.
- ☐ Identify at least two or three people from diverse gender and racial\ethnic backgrounds to review received applications.
 - ☒ Ensure hiring panels are composed of staff from diverse backgrounds (e.g., diversity based on experience, gender, age, race and ethnicity).
- C. When identifying groups of subject matter experts to assist the DCAS test development team in creating civil service exams, please describe efforts that will be taken to select a diverse and inclusive group of individuals in the test development process:
- ☒ The agency will identify a diverse group of subject matter experts (e.g., race, gender, age, assignments location, etc.) when requested by DCAS.
 - ☒ The agency will use objective job-related criteria to identify the subject matter experts who will participate in test development.
 - ☒ The agency will make an effort to ensure different staff members are given the opportunity to participate in test development.

Additional Comments:

MOCS will follow the City's civil service list administration process and appoint eligible applicants from established lists. When there is a need for MOCS staff to serve as subject matter experts to assist the DCAS Test Development Team in the development of new civil service exams, MOCS will review and consider all staff in permanent title, ensuring that the group of subject matter experts is diverse and inclusive.



E. EEO Role in Hiring and Selection Process

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

In FY 2022, the agency EEO Officer will do the following:

PRE-SELECTION:

- ☒ Collaborate with the Director of Human Resources to ensure that an updated listing of sources for diverse applicants, including schools and professional organizations, is maintained.
- ☒ EEO reviews vacancy postings to ensure elimination of language that has the potential for gender stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns).
- ☒ Actively monitor agency job postings.
- ☒ Ensure all job postings include updated EEO Employer statement released in 2021.
- ☐ EEO is consulted 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.
- ☒ Advise Human Resources in the development of a comprehensive guide for hiring managers.
- ☒ 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.
- ☒ Other: Require all employees involved in the interview process to take the Structured Interviewing and Unconscious Bias Training offered through the Citywide Training Center.

POST-SELECTION:



- ☒ 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.
- ☐ Perform advisory role to Human Resources in the selection process and conduct post-audit review.
- ☐ Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- ☐ Other: _____

Additional Comments:

F. 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 2021.
- ☒ 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.)	Target Number of Participants	Targeted Dates
1. Everybody Matters – EEO and Diversity & Inclusion (e-learning)	Managers, Supervisors, and Front-line employees	44	TBD
2. Everybody Matters – EEO and Diversity and Inclusion (classroom/live webinar)	N/A	N/A	N/A
3. Sexual Harassment Prevention (e- learning)	Managers, Supervisors, and Front-line employees All other employees	158	Completion Target: 8/31/2022
4. Sexual Harassment Prevention (classroom/live webinar)	N/A	N/A	N/A
5. lgbTq – Power of Inclusion (e- learning)	Managers, Supervisors, and Front-line employees	165	TBD
6. lgbTq – Power of Inclusion (classroom/live webinar)	N/A		
7. Disability Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Managers and Supervisors	80	TBD
9. Other (specify)			
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 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 the 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.
- ☒ The agency analyzes the reasonable accommodation data and trends.

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.

<http://extranet.dcas.nycnet/eeo/diversityeeo/media/19647/reasonable-accommodation-procedural-guidelines-lc-12116.pdf> (p17).

- ☒ The agency has posted/will circulate the *Reasonable Accommodations at a Glance* sheet for the workforce.

Briefly describe procedures and speed of resolution, including the protocol for deciding appeals of Reasonable Accommodation decisions. Does the agency analyze statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals?

MOCS will provide reasonable accommodations for disability, religion, victims of domestic violence, sex offenses and stalking, pregnancy, childbirth or a related medical condition, unless providing such accommodations will create an undue hardship. Requests for reasonable accommodations received by MOCS EEO Officer or MOCS Disability Rights Coordinator will be part of process that is flexible, interactive, and individualized with meaningful, cooperative, and timely communication between the individual requesting the accommodation and the agency. This includes applicants and employees (including interns). This will take place as part of a cooperative dialogue, using a flexible approach to work with the individual requesting the accommodation and to determine possible reasonable accommodations and whether the individual would be able to do the essential functions with a reasonable accommodation.

The time frame for processing requests and providing reasonable accommodations is as follows:

Day 1: When an individual makes an oral or written request for a change to the work environment, workplace rule or practice, job or operations relating to a disability, sincerely held religious belief, pregnancy, childbirth, or medical condition related to pregnancy or childbirth, or status as victim of domestic violence, sex offenses or stalking, the request need not mention the words “reasonable accommodation” or “accommodation.” If the request is not made directly to the agency staff authorized to process the request, it should be referred to such person as soon as possible. Ideally, the referral should occur within three (3) business days from the date of the request, barring extenuating circumstances. When an employee with a known or obvious disability is having difficulty performing his or her job, the employee may be asked whether he or she needs a reasonable accommodation, even though it is typically the responsibility of the individual needing an accommodation to request it.

By Day 10: The appropriately authorized agency staff (MOCS EEO Officer or MOCS Disability Rights Coordinator) must engage in the interactive process with the requestor.

By Day 30 (or as soon as possible): If all the supporting information requested has been provided, the responsible agency staff must grant or deny the request and communicate this decision to the requestor.

Expedited Processing: In certain time-sensitive circumstances, when the accommodation is needed for imminent medical treatment or to avoid imminent emotional and/or bodily harm, a request for reasonable accommodation requires an expedited review and decision in less than 30 days.

The time frame for the appeal process is as follows:

Within 15 days: The requestor may appeal to the agency head or the agency head’s designee a decision denying the individual’s request for a reasonable accommodation or denying the specific



accommodation requested (neither the agency's EEO Officer nor General Counsel may be designated to review an appeal though they may provide guidance). An individual may also appeal where no decision was made regarding the request.

Within 30 days: Within 15 business days of receiving an appeal, the agency head or designee must review and decide the appeal and issue notice of the decision to the requestor. If the decision on appeal is to grant a reasonable accommodation, the agency head or designee must direct the appropriate agency representative to promptly implement the reasonable accommodation. The EEO Officer must monitor the implementation of the reasonable accommodation.

Beyond 30 Days: If a decision on appeal cannot be rendered within the 15 business days, notice must be communicated to the requestor indicating the reason for the delay and when the decision on the appeal will be rendered.

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

A. 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 the managers, supervisors, and front-line employees were re-trained within the last two years.
- ☒ 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.

Additional Comments:

Training tracked by the EEO Training Coordinator. Reminders are sent out to employees to ensure compliance. If any employee has not completed the training within 30 days of their employment, their non-compliance is flagged for the Agency Head.

B. Executive Order 59: Chief Diversity Officer/Chief MWBE Officer

Under Executive Order No. 59 of 2020, all agencies shall appoint a Chief Diversity Officer/Chief MWBE Officer, with the appropriate experience and knowledge to oversee the agency's MWBE program, to report directly to the agency head. Agency heads shall ensure internal candidates are considered for the Chief Diversity Officer/Chief MWBE Officer.

- ☒ The agency appointed a Chief Diversity Officer/ Chief MWBE Officer by August 28, 2020.

Provide the name and title of the Chief MWBE Officer : Ryan Murray, First Deputy Director

Additional Comments:

C. 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 4 – September 1, 2021 – August 31, 2022) as indicated in the Section VII Training above.

Additional Comments:

Training is tracked by the EEO Training Coordinator. Reminders are sent out to employees to ensure compliance.

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

- ☒ The agency will input sexual harassment complaint data 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.
- ☒ The agency will input **all types of complaint** data 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.
- ☒ The agency will ensure that sexual harassment complaints are closed within 90 days.



☒ The agency will ensure that all other complaints are closed within 90 days.

Additional Comments:

E. Local Law 101 (2018): Climate Survey

The agency, in collaboration with DCAS, conducted a climate survey in FY 2021 and will proceed to do the following in FY 2022:

- ☒ Continue to implement initiatives identified in the 2018 Climate Survey Action Plan which was submitted to DCAS and reported to City Council Speaker in 2020.
- ☒ Analyze FY 2021 survey data once provided by DCAS.
- ☒ Develop an Action Plan to address concerns raised in the FY 2021 Climate Survey and submit it to DCAS by July 31, 2022. *[Further guidance will be provided to agency by DCAS in 2022.]*

Additional Comments:



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 2022 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.
- ☐ The agency will continue/be required to implement measures 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.

Lisa M. Flores

Print Name of Agency Head



Signature of Agency Head

2/8/22

Date



APPENDIX

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 table rows as needed.

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer	Caroline E Whitney, Assistant Director/Associate General Counsel 255 Greenwich Street, 9th Floor New York, NY 10007	Caroline.whitney@mocs.nyc.gov	(212)-298-0835
2.	Agency Deputy EEO Officer			
3.	Agency Chief Diversity and Inclusion Officer	Caroline E Whitney		
4.	Agency Diversity & Inclusion Officer [if designated]			
5.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Ryan Murray, First Deputy Director 255 Greenwich Street, 9th Floor New York, NY 10007	Ryan.murray@mocs.nyc.gov	(646)761-8256
6.	ADA Coordinator	Kristine Gregorek, Associate Director, Human Resources 255 Greenwich Street, 9th Floor New York, NY 10007	Kristine.gregorek@mocs.nyc.gov	(212) 676-9731
7.	Disability Rights Coordinator	Kristine Gregorek		
8.	Disability Services Facilitator	Kristine Gregorek		
9.	55-a Coordinator	Dafna Cruz, Assistant Director, Human Resources 255 Greenwich Street, 9th Floor New York, NY 10007	Dafna.Cruz@mocs.nyc.gov	(212)-298-0818



10.	Career Counselor(s)	Kristine Gregorek		
11.	Training Liaison(s)	Dafna Cruz		
12.	EEO Counselor(s)	<p>Kristine Gregorek</p> <p>Dafna Cruz</p> <p>Michael Ransom 255 Greenwich Street, 9th Floor New York, NY 10007</p> <p>Charlemagne Tiendrebeogo 255 Greenwich Street, 9th Floor New York, NY 10007</p> <p>Roseann Portillo 255 Greenwich Street, 9th Floor New York, NY 10007</p> <p>Alexandre Stamoulis 255 Greenwich Street, 9th Floor New York, NY 10007</p>	<p>Michael.ransom@mocs.nyc.gov</p> <p>charlem.tiend@mocs.nyc.gov</p> <p>Roseann.Portillo@mocs.nyc.gov</p> <p>Alexandre.Stamoulis@mocs.nyc.gov</p> <p>v</p>	