



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

Fiscal Year 2024

**New York City Employees' Retirement System
(NYCERS)**

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I. Commitment and Accountability Statement by the Agency Head

[Dear Colleagues,

On behalf of the New York City Employees Retirement System (NYCERS), 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.

I will strive to achieve the greatest possible diversity among our workforce, to create an inclusive culture of openness, tolerance, and cooperation in our workplaces, 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.

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 the 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 Principal EEO Officer, Craig Thornton, and the EEO Officers who provide support with EEO activities will serve as the primary resources 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 2024, 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.

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. NYCERS DEIB Committee reviewed the final reports submitted by NYCERS DEIB consultant. The steering committee completed a DEIB framework and is now actively working on an action plan.
2. NYCERS recognizes the importance of supporting and celebrating employees with appreciation events such as: Virtual Moment of Silence in honor of Juneteenth, Employee Recognition Service Awards, Town Halls and Annual Values Awards.
3. NYCERS' EEO Officers have been to various EEO trainings, including Sexual Harassment Prevention & LGBTQ trainings to stay current with new developments in the field.
4. The agency has a 100% completion rate for SHT 5th cycle, which was administered by DCAS.
5. The Agency acknowledges heritage or affinity months via Agency head messages.
6. The agency continues to recognize employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity, equity, and equal employment opportunity through Value Awards. Agency Value awards are usually given in December.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2023

Total Headcount: 516

[This figure is available on the total line for your agency in the FY 2023 Q4 EBEPR210 CEEDS report]

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2023. The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability. To do this analysis, look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

1. Look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

- A. NYCERS follows civil service rules in terms of hiring and setting salaries based on civil service titles and collective bargaining agreements. The agency just completed a payroll audit that confirmed we're paying according to collective bargaining agreements. There were no findings or corrective actions required. In 2024, NYCERS plans to start the process of a pay analysis to determine if there are disparities, which include looking at the non-competitive managerial roles at NYCERS.
- B. As indicated in NYCERS' original response to the audit, the agency executive staff, HR personnel, and EEO Officers review promotional, separation, and interview and hiring statistics twice a year to identify any areas of underutilization or barriers related to EEO in the agency's workforce. The agency also reviews the CEEDS reports provided by DCAS. Routinely, the agency has identified one area in the workforce with underutilization, which is hiring female employees in IT. Online research and discussion with other city agencies indicate that this is a common issue in both the public and private sectors. NYCERS would welcome any guidance, tools, resources, or assistance from the Equal Employment Practices Commission or DCAS around this area of underutilization.
Additionally, the agency has actively participated in the 55-A program for the past several years and last year made it a requirement that any 55-A candidate qualified for a position at NYCERS receives an interview. These efforts are part of our strategy to address barriers to EEO related to persons with disabilities.
- C. NYCERS plans to conduct a pay parity analysis and evaluate pay for staff serving in the same title when compared with years of service, span of control, client service responsibilities and complexity of work as indicated in the EEO Annual Plan Template provided by the EEPC.

2. [Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.]

In FY 2024, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- NYCAPS Employee Self Service (by email; strongly recommended every year)
- Agency's intranet site
- On-boarding of new employees
- Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- In FY 2024, the agency will inform and remind employees of the option to add preferred name in ESS.

3. [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.]

The quarterly CEEDS reports are disseminated to all EEO officers, Legal Directors, Human Resources Directors and Executives for review. The data is discussed at our Semi-Annual meeting with the Executive Director. A meeting agenda is developed, minutes are taken and an Action Plan developed to address issues & concerns. In addition to the CEEDS reports, EEO complaints, Reasonable Accommodations, underutilization, agency stats, DEIB Framework, EEO trainings and EEO audit plans are discussed.

[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 (Principal EEO Officer)

Quarterly Semi-Annually Annually Other _____

xx 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 box is check above as OTHER

iv. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2024

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

❖ Workforce:

- NYCERS seeks recruitment sources to attract well-qualified candidates from diverse backgrounds. NYCERS advertises “IT” employment opportunities in El Diario and advertises certain positions on the website Monster.com, which includes postings on diversity websites as part of Monster Diversity.

Additional steps NYCERS has taken:

- Enhancing internal and external applicant pools to address the underutilization.
 - Using the quarterly workforce dashboard and identifying specific job groups where underutilization exists to guide recruitment efforts.
 - Encourage agency employees to take promotional civil service examinations by sending e-mails with schedule of exams and posting schedules and exam announcements on the agency intranet.
 - Institute coaching and cross-training programs.
 - Identify and implement best practices to retain employees.
 - Implement initiatives to improve the development and training of underrepresented employees.
 - NYCERS prepares our quarterly reports and uses the CEEDS Workforce Dashboard provided by DCAS to help track and monitor where we need to work on the hiring of targeted employees at our agency. This data provides metrics and indicators we can compare over time to determine if our efforts are successful in achieving our diversity hiring goals.
 - Training and cross training to ensure that staff has the opportunity to develop professionally and remain challenged.
-
- Our goal is to create an environment where everyone—no matter their background—can succeed, feel a sense of belonging, and learn from one another. We know that diversity, equity, inclusion and belonging improve employee experience, helps us understand and serve our customers better, and makes us a stronger organization. With the strong support of our Executive Director and leadership team and the passion, commitment and dedication of our employees, we strive to be a leader in the retirement benefit administration industry where our culture represents our values.

NYCERS recognizes that a diverse, equitable, and inclusive workplace is crucial to our success. When we bring all values and perspectives to the table and give everyone a voice, we foster an inclusive environment for our employees, which empowers us to be more innovative for our customers.

❖ **Workplace:**

- NYCERS includes the following EEO information in all managerial competencies, which are shared when a new manager starts at NYCERS and are also part of managerial evaluation.
 - ✓ EEO Compliance - Manager ensures staff is performing appropriate tasks within their titles.
 - ✓ Manager ensures staff is effectively and efficiently utilized in their current positions to ensure optimal service delivery and that work accomplishments are met.
 - ✓ Manager maintains a work environment free of discrimination and harassment by reinforcing policies in staff meetings, memos, and personal actions.
- NYCERS includes the following EEO information in all supervisor tasks and standards, which are completed or updated when a new supervisor starts at NYCERS.
 - ✓ EEO Compliance--Ensures staff is performing appropriate tasks within their titles. Ensures staff is effectively and efficiently utilized in their current positions.
 - ✓ Maintains a work environment free of discrimination by reinforcing policies in staff meetings.
- Onboarding includes EEO training for new employees.

❖ **Community:**

- Pension Outreach Programs target reaching members from all boroughs and are inclusive of all members who are eligible for each of the programs. Closed captioning has been added to Pension Outreach Program video conferencing. We will continue to promote outreach to all prospective members, members and retirees across all job titles, employers and areas of the City in the provision of NYCERS' services.
- Continue to seek and utilize minority and woman owned business enterprises (MWBES).
- Use customer satisfaction surveys.
- Identify best practices for establishing a brand of inclusive customer service using "Voice of the Customer feedback."
- Undertake initiatives to improve relations with clients and business partners, enhance service processes and delivery, such as train-the-trainer seminars for employer and union benefit coordinators and through NYCERS' Employer Advisory Committee.
- Enhancing internal and external applicant pools.

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

- In FY 2024, NYCERS' DEIB Committee finalized the DEIB Framework, which includes NYCERS' DEIB Commitment (*Our promise and what people can expect of us*), Mission (*What we will do.*), Vision (*What we strive to be.*), and Objectives (*The actions we will take now*). The Committee will now focus on creating an Action Plan based on the results of the DEIB consultant's final report. This will be a long-term and ongoing initiative, targeting initiatives each fiscal year.
- The DEIB consultant firm will conduct a DEI Action Planning Session with the Committee to address identified issues and areas of improvement. All assessment efforts are with a keen eye toward action, by taking information, data and translating them into results. The DEIB consultant has worked with NYCERS leadership to review and ensure a clear understanding of the results, implications, and limitations of the

assessment report, and help draw clear linkages from the findings results to the organizational implications. The working sessions will design a three-to-five-year DEI Action plan that includes recommended objective, goals, strategies, and measures, broken down into phases for each year.

2. Planned Programs, Initiatives, Actions

[Describe the ongoing and new programs, actions, and initiatives planned for FY 2024, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: Workforce, Workplace, and Community.]

(Please see above)

A. Workforce

NYCERS utilizes the quarterly workforce reports and dashboard to identify specific job groups where underutilization may exist in order to guide recruitment efforts. Employees are encouraged to take promotional civil service examinations. The agency conducts assessments to ensure pay and promotions are equitable.

- NYCERS continues to identify best practices to retain employees and promote employee engagement.
- NYCERS continues to support the Quality of Work Life Committee (QWL), which is comprised of NYCERS employees at all levels and includes both labor and management. The QWL Committee hosts events that promote employee recognition and engagement. The QWL Committee will host our annual employee recognition awards in October 2023, which recognizes employees for their significant length of employment and commitment to contributions within City government and to benefit NYCERS membership.
- Value Awards are hosted annually – Diversity is one of the Values that you can receive an award for.
-

B. Workplace

- The Human Resources and Administration and Organizational Development and Training divisions at NYCERS have been working on many fronts for the past few years to implement strategic workforce development. This program includes many elements including, but not limited to:
 - ✓ Tracking and analyzing employment data to determine why employees separate from the agency, where we get new employees from, and where we are successfully promoting from within;
 - ✓ Implementing a training protocol that provides easier access to training and professional development;

- ✓ Many leaders are modeling sharing their pronouns in their email signatures and video naming convention to increase employee comfort levels in sharing theirs; and
- ✓ Improving the performance evaluation process to require development conversations, allow staff to set goals, share proudest moments, and facilitate conversations with employees and supervisors about performance to enable employees to get better feedback.
- ✓ NYCERS will continue its EEO-related outreach to ensure that all current employees and new employees are educated regarding their rights and responsibilities under the EEO policy.

- Review workforce data to and critical positions to provide professional development and work experiences that enable succession planning. We are proud of the diversity of our organization, but want to do more.

QWL and municipal union representatives conduct several initiatives at NYCERS to support moral at the agency annually. Employees appreciate these events. In addition to employee recognition events, QWL also spearheads a health drive where flu shots are administered. They also arrange for speakers from MCU & Deferred Compensation to visit NYCERS to provide in-site in various programs.

- NYCERS also sponsors leaders for the LNY Coro Program.

These are on-going or planned initiatives around EEO:

Share EEO Information and Expectations with New Employees

- EEO information is shared while onboarding new employees will also be included in the Code of Conduct/Employee Handbook, which are also shared with new employees.

Planned improvement is for EEO Compliance for agency leadership and managerial employees to be included as a separate section of their evaluation form with hyperlinks to the NYCERS' EEO and Sexual Harassment Policy and the Code of Conduct.

- Manager ensures staff is performing appropriate tasks within their titles.
- Manager ensures staff is effectively and efficiently utilized in their current positions to ensure optimal service delivery and that work accomplishments are met.
- Manager maintains a work environment free of discrimination and harassment by reinforcing policies in staff meetings, memos, and personal actions.

Inclusion of EEO information in supervisor tasks and standards, which are completed within the performance evaluation and shared when an employee becomes a new supervisor.

- Ensures staff is performing appropriate tasks within their titles.
- Ensures staff is effectively and efficiently utilized in their current positions.
- Maintains a work environment free of discrimination by reinforcing policies in staff meetings.

[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. QWL (Quality of Work Life)
- 2.

- Agency will create a Diversity Council to leverage equity and inclusion programs – NYCERS has a DEIB Committee.

Agency Diversity Council is in existence and active – NYCERS DEIB Committee is in existence and active. With the assistance of BCT partners, there were several phases (Quantitative & Qualitative) in the overall approach which involved Discovery, assessments, surveys, interviews & focus groups, analyzation & a final report. The Diversity, Equity, Inclusion & Belonging Framework was completed and we are presently working on an action plan. The Framework includes: DEIB commitment, DEIB Mission, DEIB Vision & DEIB Objectives. The Steering committee consist of 18 volunteers from various ethnic backgrounds. Agency will provide training 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

NYCERS has taken the following steps:

- Continue or plan to promote outreach to all members and retirees across all areas of the City in the provision of NYCERS' services. Surveys are conducted after pension seminar programs.
- Continue to seek and utilize minority and woman owned business enterprises (MWBES).
- Use customer satisfaction surveys in providing Client services.
- Identify best practices for establishing a brand of inclusive customer service using "Voice of the Customer feedback".
- Undertake initiatives to improve relations with clients and business partners, enhance service processes and delivery.
- Enhancing internal and external applicant pools.

NYCERS provides client service surveys on an ongoing basis. Callers are given the opportunity to provide their feedback, and members, retirees or beneficiaries who come on site also complete a survey. Additionally, Pension Outreach Programs also surveys participants after each program. This allows NYCERS to improve services, give members, retirees and other stakeholders (beneficiaries, employers, unions and benefit coordinators) a voice, transparency and highlight employees who provided

exemplary service.

ACCESSIBILITY

1. Updated NYCERS letter template to improve accessibility/readability:
 - a. Incorporated Mayor's Office for People with Disabilities (MOPD) font guidelines - sans serif font, at least 12 point.
 - b. Simplified language.
 - c. Changed color contrast on website.
2. Recording workforce events (Town Hall, Employee Recognition, etc.) and making the replay available afterwards to employees who may not have the opportunity to attend either due to customer service responsibilities (call center or consultation services) or due to absence.
3. NYCERS has obtained the services of Language Line Solutions to provide interpreting services for NYCERS members.
4. Five-Year Accessibility Plan
 - a. Posted website accessibility statement and included information on how to provide feedback on web accessibility issues.
 - b. Assigned a Disability Services Facilitator (DSF), Americans with Disabilities Act (ADA) Coordinator and a Digital Inclusion Officer (DIO).
 - c. Designated a team of people "Five-Year Accessibility Committee" to develop the Accessibility plan.

Additional Initiatives, Programs or Comments:

In FY 2024, 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 customer satisfaction surveys
- Continue to offer language services for the public
- Update SOW to account the W3C's Web Content Accessibility Guidelines 2.1 Level AA
- Video conferenced sessions include Closed Captioning (CC) options
- Staff who create electronic documents will follow the principles of accessible document creation as outlined in MOPD's Accessible Documents Guide, Accessible PPT Guide and Accessible PDF Guides.
- Encourage all employees to take the Disability Etiquette & Awareness Training on Citynet

- Engaged a vendor to conduct website accessibility audit (Digital Deployment)
- Posted the proposed plan on website
- Will post the final plan on the website

Additional information for consideration.

Worksite entry way and restrooms at both work locations are accessible to all, including those with disabilities.

Kiosks are designed in a way to provide access to all, including those with disabilities. Access means the ability to physically use the kiosk and its components, as well as gain access to the information provided.

Building management at each location (Brooklyn and Long Island City) have a fire and emergency management plan in place that accounts for employees and visitors with disabilities, including communication disabilities.

NYCERS staff are trained in what to do in the event of a fire or other emergency with respect to staff and others with disabilities and functional needs.

NYCERS participates in disability-inclusive recruitment events (e.g., DCAS and NYC: ATWORK recruitment events) targeted to people with disabilities and/or Agency Spotlight Events.

NYCERS posts open positions on the NYC: ATWORK job boards via the [Job Submission Form](#)

NYCERS provides internship and fellowship opportunities for people with disabilities through programs such as the Partnership for Inclusive Internships.

Staff who organize interviews know how to arrange accommodations (know which spaces are wheelchair accessible—including bathrooms—and are able to reserve them; know how to request auxiliary aids and services, like American Sign Language (ASL) interpretation and Communication Access Realtime Translation (CART).

Our agency hires and encourages 55-A employees to take promotional exams.

V. Recruitment

A. Recruitment Efforts

The agency maintains and uses its own Applicant Interview Log for all recruitments. This form allows the agency to collect and maintain ethnicity, gender and disability information for all candidates who are interviewed for a position at NYCERS. NYCERS also makes use of the NYCAPS eHire Applicant feature to help comply with Local Law 14.

NYCERS requested assistance from the EEPC 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 with regard to the hiring of women in the Information Technology field.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2024 to promote open competitive and promotion civil service exams.]

List any planned recruitment events for FY 2024 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

NYCERS will take advantage of DCAS Hiring Halls and hiring pools throughout the fiscal year as needed.

Event Date	Event Name	Borough
NONE		

List planned expenditures for FY 2024 related to recruiting candidates for open-competitive and promotion civil service exams.

Expenditures are anticipated to be limited to the salaries of the Human Resources recruitment team.

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

C. Recruitment Sources

1. El Diario (For IT positions)
2. Monster.com (utilizes Monster Diversity Platforms)
3. Empire Vets Job Site

4. IT job websites with an affinity group for woman in IT

Internships/Fellowships

The agency provided the following internship opportunities in FY 2023:

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			M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns (legal)	3	1 Asian 2 Caucasian	M __ F3__ Non-Binary __ Other __ Unknown __
5. Other (Leadership NY Coro Program):	3	1 Latin American 1 Afro American 1 Caucasian	M _1_ F_2_ 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 0 [number] 55-a participants. [Enter '0' if none]
- There are [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 1 [number] new applications for the program were received and 1 participants left the program due to [state reasons] Non Performance-terminated._____.

[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.]

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 2024. All 55-a candidates are afforded an interview for the positions that they apply for.

- 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)

A. Career Counselors

In FY 2024, the agency's Career Counselor will perform the following tasks:

Dietra Williams, Associate Director of Human Resources, is NYCERS' Career Counselor. Dietra provides career information to staff and created a program called Career Corner, which gives tips on topics such as resume writing and interviewing. These tips are emailed to all employees and are archived on the Career Corner page of the Agency's intranet. Employees will be notified annually of the services that the Career Counselor provides. The Career Counselor ensures Agency-wide notification of promotional and transfer opportunities and provides resources and support for job searches, resume preparation, and interviewing techniques.

B. New Hires and Promotions

Human Resources continues to review the hiring and selection process to determine if improvements can be made. In FY 2024, the agency will do the following:

- Assess the criteria for selecting/promoting persons for mid-level to high-level positions.
- Publicly post announcements for positions, including senior-level positions.
- Actively reach out to networks of underrepresented groups as part of its outreach.
- 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 with the Executive Director and Human Resources (Principal EEO Officer).

C. EEO Role in Hiring and Selection Process

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

In FY 2024, 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 2024.
- 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 employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	All employees	3/31/2025
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially	All employees	(Cycle 2 must be completed by March 31, 2025.)
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	All employees	8/31/2024
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually	533	(Cycle 6 runs between September 1, 2023 – August 31, 2024)
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees All other employees	All employees 496	(must be completed by March 31, 2024)
6. Disability Awareness and Etiquette	All employees	All employees	By the end of calendar year 2024
7. Structured Interviewing and Unconscious Bias (videoconference)	Any supervisor or manager involved in the hiring process	60 (estimated)	By end of calendar year 2023
8. 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	250 (estimated)	Current Cycle 4 runs from April 1, 2022, to

	whose work tasks involve contact with the public.		March 31, 2024.
9. Other (specify)			

VIII. Reasonable Accommodation

NYCERS follows the Reasonable Accommodation guidelines which is also posted in the public drive for all employees to access. NYCERS has an EEO officer who is dedicated to the initial processing of RA's. Employees can request RA's through their supervisor or directly with the EEO officers. Collaboration with Supervisors & Human Resources is conducted depending on the RA request. All RA's are entered in the DCAS database.

NYCERS has an RA appeal form which is sent to the Executive Director for review & decision. The appeal form also explains their rights for an appeal & additional external options.

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 : Elizabeth Reyes- Deputy Executive Director

- 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.

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 6 – September 1, 2023 – August 31, 2024) 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.

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.

The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 2: April 1, 2023 – March 31, 2025) as indicated in the Section VII Training above.

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

Employees have access to gender appropriate bathrooms and lactation rooms.

Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2023.

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

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2024

List of diversity and inclusion training for FY 2024 is included in section VII of this annual plan.

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

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 4 runs from April 1, 2022, to March 31, 2024.

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

All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.

- In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

X. Audits and Corrective Measures

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

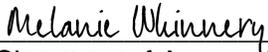
- The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- The agency is currently being audited or preparing responses to an audit conducted by the EEPC specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 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 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.]

Melanie Whinnery

Print Name of Agency Head

DocuSigned by:


Signature of Agency Head

12/11/2023

Date

Appendix A: Contact Information for Agency EEO Personnel

Agency EEO Office mailing address:

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Craig Thornton	cth Thornton@nycers.org	347 643-3430
2.	Agency Deputy EEO Officer [if appointed]	Melinda Brundidge-Watson	mbwatson@nycers.org	347 643-3422
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed] Chair of DEIB Committee	Rodney Greaves	rgreaves@nycers.org	347 643-3927
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Badar Malik	bmalik@nycers.org	347 643-3581
5.	ADA Coordinator	Karell Hall	khall@nycers.org	347 643-3618
6.	Disability Rights Coordinator	Craig Thornton	cth Thornton@nycers.org	347 643-3430
7.	Disability Services Facilitator	Craig Thornton	cth Thornton@nycers.org	347 643-3430
8.	55-a Coordinator	Dietra Williams	dwilliams@nycers.org	347 643-3469
9.	EEO Investigator(s)	Rhapsody Carrington Ahmad Zeb	rcarrington@nycers.org azeb@nycers.org	347 643-3164 347 643-3912
10.	Career Counselor(s)	Dietra Williams	dwilliams@nycers.org	347 643-3469
11.	EEO Training Liaison(s)	Ellen Carton	ecarton@nycers.org	347 643-3545
12.	EEO Counselor(s)			
13.	Other (specify)			

Appendix B: Local Law 28 (2023) – Diverse Recruitment and Retention

Agency Name: NYCERS (New York City Employees' Retirement System)

Local Law 28 of (2023) is a Local Law to amend the New York City charter and the administrative code of the City of New York, in relation to the evaluation and expansion of diverse recruitment and retention within the municipal government.

Pursuant to Local Law 28 (2023), each agency shall collect and submit the following information for the prior fiscal year to the Department of Citywide Administrative Services by **August 31, 2023**, and annually thereafter.

For each agency-specific training program your agency has that is required for, or relevant to, an applicant's appointment to a position based on an open-competitive civil service examination or a promotion civil service examination, list the following [Include this information for each individual training program within your agency that was completed in FY2023. The table below can be duplicated. If your agency does not have a training program, write "N/A"]:

N/A

[Insert name of the Training Program]	N/A	Totals
# of applicants enrolled in such program		
# of applicants who completed the program		
# of applicants who passed and graduated from the program		
# of applicants who passed but did not graduate from the program		
# of applicants who did not pass or graduate from the program		
# of applicants who accepted any appointment offered base on graduation from the program		

List all expenditures related to recruiting candidates for open-competitive civil service examinations and promotion civil service examinations in FY 2023

N/A - Expenditures are anticipated to be limited to the salaries of HR recruitment staff

Borough	Approximate Dollar Amount Spent (\$)
Bronx	
Brooklyn	
Manhattan	
Queens	
Staten Island	

