

## AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2020

AGENCY NAME: DEPARTMENT OF SOCIAL SERVICES

- 1<sup>st</sup> Quarter (July -September), due December 6, 2019
- 2<sup>nd</sup> Quarter (October - December), due January 30, 2020
- 3<sup>rd</sup> Quarter (January -March), due April 30, 2020
- 4<sup>th</sup> Quarter (April -June), due July 30, 2020

Prepared by:

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Name	Title	Telephone No.

Date Submitted: May 15, 2020

**FOR DCAS USE ONLY**

*Date Received:*

### **INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2020**

1. Please save this file as '**XXXX Quarter X FY 2020 DEEO Quarterly Report**' where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
2. Complete the "Diversity and EEO Training Summary" details in the attached Excel file. Under Section 10 ("Other"), include training classes co-organized or co-sponsored by EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
3. Please save this Excel file as '**XXXX Quarter X FY 2020 DEEO Training Summary**', where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

**PART I: NARRATIVE SUMMARY****I. COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD**

Distributed to all agency employees?  Yes, On (Date): \_\_\_\_\_  No

**II. RECOGNITION AND ACCOMPLISHMENTS**

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

- Diversity & EEO Awards
- Diversity and EEO Appreciation Events
- Public Notices
- Positive Comments in Performance Appraisals
- Other (please specify): \_\_\_\_\_

\* Please describe D&EEO Awards and/or Appreciation Events below:

\_\_\_\_\_

**III. WORKFORCE REVIEW AND ANALYSIS**

1. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

Yes, On (Date): \_\_\_\_\_  No

2. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

Yes, On (Date): During regularly scheduled meetings  No

The review was conducted together with:  Human Resources  General Counsel  
 Agency Head  Other \_\_\_\_\_

**IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2020**

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2020 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

**A. WORKFORCE:**

Please list the <b>Workforce Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the <b>Workforce Goal(s)</b> set/declared in your plan. o <b>Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.</b>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
With the goal of promoting diversity in our workforce, there is a committee that meets monthly regarding recruitment of people with disabilities. It is comprised of members from the Office of Disability Affairs, including the Coordinator of the Partnership for Inclusive Internships; various departments within Human Capital Management, including the 55a Coordinator; the EEO Office; and WeCARE, an HRA program that provides vocational rehabilitation to 3000 people with	The committee has met monthly in both quarters to discuss both the Partnership for Inclusive Internship, recruitment of PWDs, and the 55a process. The 55a process has been mapped out and Acces-VR has accepted an invitation to attend a meeting in early 2020 to discuss streamlining the 55a process. The committee met with ACCESS-VR in January.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>disabilities in New York City at any given time, serving approximately 5,000 people each year.</p>					
<p>Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.</p>					
<p></p>					

**B. WORKPLACE:**

<p>Please list the <b>Workplace Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i>, which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):</p>	<p>Please describe the steps that your agency has taken to meet the <b>Workplace Goal(s)</b> set/declared in your plan.                      ○ <b>Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels.</b></p>	<p><b>Q1 Update</b></p>	<p><b>Q2 Update</b></p>	<p><b>Q3 Update</b></p>	<p><b>Q4 Update</b></p>
<p>DSS will continue to offer training on issues affecting Lesbian, Gay, Bisexual, Transgender, Questioning, and Intersex (LGBTQI) people throughout fiscal year 2020. All new hires regardless of agency title or role receive a half-day LGBTQI training as part of a standardized new hire training curriculum. Additionally, the agency offers the DCAS transgender inclusion training webinar to all staff as a refresher course.</p>	<p>New hires training on LGBTQI issues was offered throughout quarters 1 &amp; 2, and the refresher course was offered to all staff during quarter 2. LGBTQI Trainings for new hires continued until early March, reaching 285 people. An additional 15 people were trained in a full-day version of the curriculum, for a total of 300. All training was suspended as a result of the coronavirus.</p>	<p><input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>

	<p>The DSS continues to encourage Employee Resource Groups and facilitate and promote events that highlight our diverse workforce. Below are examples of events that were held during Q3 2020:</p> <p><b>The DSS-HRA-DHS African American Heritage Committee cordially invites you to their</b></p> <p><b>2020 African American Heritage Month Staff Finale</b></p> <p>Friday, February 14, 2020                  AM Session – 9:30 a.m.– 12 noon  <i>(door prizes will be given at the AM session only)</i>                  PM Session 1:30 p.m. – 4:00 p.m.                  The Danny Kaye Playhouse – 695 Park Avenue, NY, NY 10065 – (212-772-4448 – Box Office)</p>	<p><input type="checkbox"/> Planned  <input type="checkbox"/> Not started  <input checked="" type="checkbox"/> Ongoing  <input type="checkbox"/> Delayed  <input type="checkbox"/> Deferred  <input type="checkbox"/> Ongoing  <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>
	<p>In the Russian culture, <b>Celebrations continue till the Old New Year!</b> Do you want to know what this is? To find out, view <a href="#">The Old New Year</a>.</p> <p><b>The DSS-HRA-DHS Russian Language &amp; Heritage Club (RLHC) invites you to a celebration of the Old New Year</b></p> <p><b>Tuesday, January 14, 2020</b>                  12:00 noon – 2:00 p.m.                  4WTC/150 Greenwich St.,                  43<sup>rd</sup> Floor, James R. Dumpson Center, Room A</p>	<p><input type="checkbox"/> Planned  <input type="checkbox"/> Not started  <input type="checkbox"/> Ongoing  <input type="checkbox"/> Delayed  <input type="checkbox"/> Deferred  <input type="checkbox"/> Ongoing  <input checked="" type="checkbox"/> Completed</p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>

	New York, NY 10007				
Please specify any other EEO-related activities during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activities occurred.					

**C. COMMUNITY:**

Please list the <b>Community Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the <b>Community Goal(s)</b> set/declared in your plan. ○ <b>Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served.</b>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
<b>Identify best practices for establishing a brand of inclusive customer service.</b>	Through its Language Access Implementation Plan, the <b>Office of Refugee and Immigrant (ORIA)</b> will continue to review all Agency policies and procedures for working with limited English proficient New Yorkers to ensure that they represent the highest standard of customer service. ORIA will also continue to monitor all the Agency’s language services contracts (telephonic interpretation, onsite interpretation, sign language interpretation and written translation) to ensure that the language services that are being provided to	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input checked="" type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Completed</b>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

	<p>Agency clients are the highest quality. If services are not exemplary, ORIA will work with vendors through the contracting process to address short-falls and create remedies.</p>				
<p><b>Identify best practices for establishing a brand of inclusive customer service.</b></p>	<p>Through its <b>Office of Constituent Services</b>, continues to improve our interaction with clients in their preferred language by hiring bilingual and ASL Direct customer service representatives. Currently, 30% of our workforce is bilingual and our target is to increase it to 40% by end of year.  <b>Due to COVID 19, there is currently a hiring freeze.</b></p> <p><b>OCS has continued to provide multilingual and ASL services during the COVID19 crisis.</b></p>	<p><input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>
<p><b>Identify best practices for establishing a brand of inclusive customer service.</b></p>	<p>The DSS <b>Office of Communication and Marketing (OCM)</b> is continuing to ensure that the agency’s message is expanded to a broader and more diverse group of potential clients. DSS is increasing its presence in ethnic media by disseminating information about DSS’ news and initiatives and by allocating advertising dollars in these outlets for our public information campaigns. DSS seeks to use neighborhood advertising in local stores, community and ethnic newspapers, and social media platforms to increase agency communication with non-English speaking communities.</p> <p>During the Q3 OCM launched a public information campaign targeting seniors on the use of AccessHRA as an alternative to center visits. The main component of the campaign involved ads in ethnic and community media</p>	<p><input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>

	<p>including 24 outlets and 12 languages. We also launched a campaign promoting Fair Fares that was prominently featured on ethnic and community media as well, covering 47 outlets and 12 languages, and social media in three languages.</p>				
<p><b>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</b></p>	<p>Through the <b>Office of Advocacy and Outreach</b>, it will continue its advocacy work reaching out to service providers across the City to develop open lines of communication concerning barriers to access for diverse populations and work internally to ensure that these barriers are ameliorated through policy report and staff training and education. This office will accomplish this in part by continuing to strengthen its advisory councils with advocates in the areas of Language Access, Disability Affairs, Immigrant Affairs, and LGBTQI Affairs. The office of LGBTQI Affairs maintains regular contact with community groups, and has strengthened communications as a result of the coronavirus. Further opportunities to collaborate during pandemic response will be explored in Q4.</p> <p><b>During Q3 Language Access team has ensured that all informational material and signage related to COVID19 operational changes, and educational materials are translated in all required languages.</b></p>	<p> <input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b> </p>	<p> <input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> </p>	<p> <input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> </p>	<p> <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> </p>

<p><b>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</b></p>	<p>Through the <b>Advocacy and Outreach</b>, it will continue its collaborative work with community-based organizations to expand access to HRA benefits in the community, with an emphasis on those who provide services tailored to the needs of underserved populations, such as, immigrants and people with limited English proficiency, particularly Spanish, Chinese-Mandarin, and/or Chinese-Cantonese speakers; people with disabilities; LGBTQI people; families with child welfare involvement; individuals and families who are homeless; and geographically isolated communities with a low rate of SNAP participation among those who are likely to be eligible.</p>	<p><input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>
<p><b>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</b></p>	<p><b>Community Outreach</b> staff will also continue to provide workshops and presentations for New Yorkers in the community on general HRA benefits and services, the ACCESS HRA client site, which allows clients to apply, recertify, and manage a variety of benefits cases online.</p> <p>Capacity and functionalities of the ACCESS HRA website, mobile app, and the Provider Portal continue to expand and the Agencies' outreach efforts continue to leverage community organizations to reach clients who may face specific barriers to accessing benefits.</p> <p>Provider and client workshops and presentations include information about how to request a reasonable accommodation, the right to language access services, Agency policy on proper use of pronouns, and general nondiscrimination policies.</p>	<p><input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>

<p><b>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</b></p>	<p><b>Community Outreach</b> staff conduct informational tabling and outreach and community resource fairs. Printed materials include information about how to apply for reasonable accommodations and the right to language interpretation services. HRA and DHS materials are available in all local law languages, select materials are also available in additional languages.</p> <p><b>These resource fairs include a series of informational fairs bringing information about HRA services to DHS shelters serving older adults. We completed 1 fairs in Q1, 3 in Q2 and 1 in Q3. Fairs are currently on hold due to COVID19 crisis.</b></p>	<p> <input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b> </p>	<p> <input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> </p>	<p> <input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> </p>	<p> <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> </p>

V.

**VI. RECRUITMENT**

<p>Please list <b>Recruitment Strategies and Initiatives</b> which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):</p>	<p>Please describe the steps that your agency has taken to meet the <b>Recruitment Goal(s)</b> set/declared in your plan.</p>	<p><b>Q1 Update</b></p>	<p><b>Q2 Update</b></p>	<p><b>Q3 Update</b></p>	<p><b>Q4 Update</b></p>
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<p>DSS’s HCM Department, the Office of Disabilities Affairs (ODA) and HRA’s WeCARE program are communicating regularly with Maureen Anderson’s team at Acces-VR and are in the PII Program Team is meeting with the Acces-VR Counselors in each borough. Acces-VR has identified key contacts in each borough to streamline 55-a packets through the system for people from WeCARE and the PII Program.</p>	<p>DSS engaged in 5 events with ACCES- VR:</p> <ul style="list-style-type: none"> <li>• From October through November, DSS ODA presented to counselors at the ACCES-VR Bronx Office, Queens Office, and then at the Manhattan Office to the Manhattan/Staten Island team</li> <li>• In October, DSS participated in the ACCES-VR National Disability Employment Awareness Month 2019 Celebration</li> <li>• In December, ODA held their ADA Celebration Event: <i>Creating a Mentally Healthy and Disability-Friendly Workplace</i> at the ACCES-VR Queens Office, which included a presentation to DSS staff from Taniqua Hunter, ACCES-VR Business Rep.</li> </ul>	<p><input type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>
	<p>In Q3, a representative from the DSS Partnership for Inclusive Internships went to each ACCES-VR borough site (excluding the Manhattan/Staten Island site which was scheduled but postponed due to COVID-19),to interview internship candidates and to educate counselors and candidates about the internship program and its potential to be a pathway to employment in City government.</p>	<p><input checked="" type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input checked="" type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>

<p>We ensure that all HRA and DHS positions are posted and visible in Employee Self Service for all for all city employees. This allows us the ability to recruit from a diverse population within our agency and other agencies.</p>		<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>We post HRA and DHS positions that are eligible for External applicants on <a href="http://www.nyc.gov/careers">www.nyc.gov/careers</a> so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the agency.</p>	<p>We post HRA and DHS positions that are eligible for External applicants on <a href="http://www.nyc.gov/careers">www.nyc.gov/careers</a> so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the agency.</p>	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

**B. INTERNSHIPS/FELLOWSHIPS**

The agency is providing the following internship opportunities in FY 2020:

Type of Internship/Fellowship	Total	Race/Ethnicity [#s]	Gender [#s] [N-B=Non-Binary; O=Other; U=Unknown]
1. Urban Fellows			M ___ F ___ N-B ___ O ___ U ___
2. Public Service Corps	24	Asian – 6, Black – 8, Hispanic – 9, White – 1	M _9_ F _15_ N-B ___ O ___ U ___
3. Summer College Interns			M ___ F ___ N-B ___ O ___ U ___
4. Summer Graduate Interns			M ___ F ___ N-B ___ O ___ U ___
5. Other (specify): CUNY Research Foundation	8	Asian – 6, Black – 2	M _4_ F _4_ N-B ___ O ___ U ___  M _4_ F _4_

The Partnership for Inclusive Internships (for people with Disabilities)	<b>PII Program Interns Onboarded</b> (8; 5 postponed due to COVID-19)  <b>PII Program Interns Hired</b> Temps: 1	Caucasian - 1 Black Hispanic - 3 African American - 4 Asian  Unknown - 1	U <u>1</u>
<i>Additional Comments:</i>			

**C. 55-A PROGRAM**

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities.  Yes  No

Currently, there are 53 [number] 55-a participants. During this Quarter, a total of 0 [number] new applications for the program were received and 3 participants left the program due to Retirement.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information through e-mail, training sessions, agency website and agency newsletter.  Yes  No
2. \_\_\_\_\_
3. \_\_\_\_\_

**VII. SELECTION (HIRING AND PROMOTION)**

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

Please list additional <b>Selection Strategies and Initiatives</b> which you set/declared in your FY 2020 Diversity and EEO Plan ( <i>include use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data</i> )	Please describe the steps that your agency has taken to meet the <b>Selection (Hiring and Promotion) Goal(s)</b> set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities		<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires), especially for mid- and high-level discretionary positions;	We ensure that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for MI and above positions. In 2019 we developed a protocol for in-title promotions and salary increases	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists;	We continue to hire employees via civil service lists for new hire and promotional opportunities, to ensure provisional reduction and civil service list movement.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment);</p>	<p>EEO representative assist with panel interviews for all promotional opportunities for MI and above positions</p>	<p><input type="checkbox"/> Planned  <input type="checkbox"/> Not started  <input checked="" type="checkbox"/> Ongoing  <input type="checkbox"/> Delayed  <input type="checkbox"/> Deferred  <input type="checkbox"/> Ongoing  <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>
<p>Analyzing the impact of layoffs or terminations on racial, gender and age groups;</p>	<p>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 2020.</p>	<p><input type="checkbox"/> Planned  <input type="checkbox"/> Not started  <input checked="" type="checkbox"/> Ongoing  <input type="checkbox"/> Delayed  <input type="checkbox"/> Deferred  <input type="checkbox"/> Ongoing  <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>
<p>Other:</p>	<p>The agency will ensure that we review title specifications, job descriptions, interview procedures and selection methods for all positions filled through civil service lists, and discretionary hiring to ensure equal employment opportunity for each selection. Additionally, we will continue to use structured interviewing techniques/protocols for all managerial positions.</p>	<p><input type="checkbox"/> Planned  <input type="checkbox"/> Not started  <input checked="" type="checkbox"/> Ongoing  <input type="checkbox"/> Delayed  <input type="checkbox"/> Deferred  <input type="checkbox"/> Ongoing  <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/></p>

**VIII. TRAINING**

*Please provide your training information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.*

**IX. REASONABLE ACCOMMODATION**

Please report your reasonable accommodation requests for this quarter and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at:

<https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

**X. COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND LOCAL LAWS****A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION**

*Please provide E.O. 16 Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.*

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

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

**C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING**

*Please provide Sexual Harassment Prevention Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.*

**D. LOCAL LAW 93: RISK ASSESSMENT SURVEY**

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

*Within the timeframe provided in your Annual Plan, provide any progress on the following, and if none write N/A:*

*Risk 1: Homogenous Workplace:*

*DSS/HRA/DHS will continue to require leadership to engage their employees in EEO discussions on a semi-annual basis.*

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*Risk 2: Cultural and Language Differences in the Workplace:*

*While DSS/HRA/DHS' workforce is largely comprised of female and black employees; it is not homogeneous. However, we will continue to require leadership to engage their employees in EEO discussions on a semi-annual basis. In addition, the Agency will ensure that staff receive sexual harassment training.*

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*Risk 3: Workplaces with Significant Power Disparities:*

*DSS/HRA/DHS has not identified significant power discrepancies that increase the risk of sexual harassment. However, we will continue to require leadership to engage their employees in EEO discussions on a semi-annual basis. In addition, the Agency will ensure that staff receive sexual harassment training.*

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*Risk 4: Isolated Workplaces:*

*DHS shelters and Intake centers operate 24/7/365 with schedules of 8am-4pm, 4pm-12am and 12am-8am. This creates an environment where staff is less likely to be isolated. DSS/HRA Centers generally utilize staggered schedules in order to ensure adequate coverage. This creates an environment where staff is less likely to be isolated. However, we will continue to require leadership to engage their employees in EEO discussions on a semi-annual basis. In addition, the Agency will ensure that staff receive sexual harassment training.*

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*Risk 5: Decentralized Workplaces:*

*DSS/HRA/DHS will continue to require leadership to engage their employees in EEO discussions on a semi-annual basis. In addition, the Agency will ensure that staff receive sexual harassment training.*

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**E. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING**

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

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

**F. LOCAL LAW 101: CLIMATE SURVEY**

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

*Describe any follow-up measures taken to address the results of the climate survey*

- *In 2019, DSS/HRA/ DHS included a 2 hour EEO training session was included in the onboarding process for all new employees. This ensures all new staff are provided with training on EEO policies, procedures and relevant information.*
- *DSS/HRA/DHS will send an agency wide email distribution to all staff as a Human Capital Management “In the Know” informational, explaining the EEO complaint process apprising staff about how to access EEO related information on the intranet.*

- *Ensure all EEO information on the intranet is updated so that staff will have correct contact information for EEO staff, in addition to updating all policies, procedures, etc. that are already posted on the intranet.*
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**XI. AUDITS AND CORRECTIVE MEASURES**

Please choose the statement that applies 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 involved in an audit; please specify who is conducting the audit: \_\_\_\_\_.
- Attach or list below audit recommendations.
- The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2020.

**APPENDIX: DSS EEO PERSONNEL DETAILS**

**EEO PERSONNEL FOR 3rd QUARTER, FISCAL YEAR 2020**

**A. PERSONNEL CHANGES**

<b>Personnel Changes this Quarter:</b>		<input checked="" type="checkbox"/> No Changes		<b>Number of Additions:</b>		<b>Number of Deletions:</b>	
<b>Employee's Name &amp; Title</b>							
<b>Nature of change</b>	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
<b>Date of Change in EEO Role</b>	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:

**NOTE: Please attach CV/Resume of new staff to this report**

**For Current EEO Professionals:**

<b>Name &amp; Title</b>			
<b>EEO Function</b>	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
<b>Proportion of Time Spent on EEO Duties</b>	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
<b>Attended EEO Professional On-Boarding at DCAS</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Completed Trainings:</b>			
<b>EEO</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Diversity &amp; Inclusion</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>lgbTq: The Power of Inclusion</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Structured Interviewing and Unconscious Bias</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Sexual Harassment Prevention</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Training Source(s):</b>	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other

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

<b>DIVERSITY AND EEO STAFFING IN DSS AS OF QUARTER (3) FY 2019 *</b>					
<u>Name</u>	<u>Civil Service Title</u>	<u>EEO/Diversity Role</u>	<u>% of Time Devoted to EEO &amp; Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<u>Lawanna Kimbro</u>	<u>ASSOCIATE COMMISSIONER FOR DHS ADULT SERVICES (DOSS) M7</u> *civil service title to change	<u>Chief Diversity and Equity Officer</u>	<u>25%</u>	<u>kimbrola@dss.nyc.gov</u>	<u>929-221-6658</u>
<u>Stephanie Grant</u>	<u>Director of Equal</u>	<u>Assistant Deputy</u>	<u>100%</u>	<u>grantst@dss.nyc.gov</u>	<u>929-221-5145</u>

	<u>Employment Opportunity and Contract Compliance (DOSS) M-III</u>	<u>Commissioner of Equal Opportunity and Employment (EEO), Disability Access and Compliance</u>			
<u>Jason Hryckowian</u>	<u>Administrative Staff Analyst</u>	<u>Deputy EEO Officer</u>	<u>100%</u>	<u>hryckowians@hra.nyc.gov</u>	<u>929-221-5141</u>
<u>Milagros Cordero</u>	<u>Community Associate</u>	<u>Reasonable Accommodation Coordinator</u>	<u>100%</u>	<u>corderom@dss.nyc.gov</u>	<u>929-221-5140</u>
<u>Cindy Lyons</u>	<u>Principal Administrative Associate III</u>	<u>EEO Associate</u>	<u>100%</u>	<u>lyonsc@dss.nyc.gov</u>	<u>929-221-5078</u>
<u>Keith Gilmore</u>	<u>Confidential...</u>	<u>EEO Counselor</u>	<u>100%</u>	<u>gilmorek@dss.nyc.gov</u>	<u>929-221-5109</u>
<u>Dennis Whinfield</u>	<u>Associate Staff Analyst</u>	<u>EEO Counselor</u>	<u>100%</u>	<u>whinfieldd@dss.nyc.gov</u>	<u>929-221-5144</u>
<u>Patty Baez</u>	<u>Investigator (DISCP) III</u>	<u>EEO Counselor</u>	<u>100%</u>	<u>Baezp@dss.nyc.gov</u>	<u>929-221-5143</u>

\* Please note changes (new personnel filling the specified role. You may insert additional entries as needed. Title refers to the civil service title. If there is an EEO/Diversity role that your staff performs that is not on the list above just indicate it on the chart.