

DSS-HRA-DHS FY 2023 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

FY 2023 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Agency Name: DSS-HRA-DHS

1st Quarter (July -September), due November 4, 2022

2nd Quarter (October – December), due January 30, 2023

3rd Quarter (January -March), due May 1, 2023

4th Quarter (April -June), due July 31, 2023

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FOR DCAS USE ONLY:

Date Received:

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Instructions for Filling out Quarterly Reports FY 2023

[Note: These forms are cumulative and intended to retain information for the entire FY 2023.

For Q2, Q3 and Q4, use previous quarter’s submission to update, retaining all information for the prior quarters]

- ❖ Please save this file as **“XXXX Quarter X FY 2023 DEI-EEO Quarterly Report.Part I”**, 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.
- ❖ Complete the “Diversity, Equity, Inclusion and EEO Training Summary” details in Part II – Training Summary [see the attached Excel file].

Core EEO Training: Copy the information from the Training Completion Report you receive quarterly from DCAS Learning & Development onto grey-shaded cells in rows 26, 30, 34, and 38. Include any of these trainings that were administrated by your agency in the rows immediately below (27, 35, 39).

Other Diversity, Equity, Inclusion and EEO Related Training: Beginning with row 45, include training classes co-organized or co-sponsored by your agency 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.

- ❖ Mark progress in check boxes in the column for the current quarter. [Note: **Delayed** = behind schedule; **Deferred** = put off until later when better resources become available.]
- ❖ Please save the Excel file as **“XXXX Quarter X FY 2023 DEI-EEO 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.

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Part I: Narrative Summary

I. Commitment and Accountability Statement by the Agency Head

Distributed to all agency employees? Yes, On (Date): April 22,2022 No
 By e-mail
 Posted on agency intranet
 Other _____

II. Recognition and Accomplishments

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

- Diversity, equity, inclusion and EEO Awards
- Diversity, equity, inclusion and EEO Appreciation Events
- Public Notices
- Positive Comments in Performance Appraisals
- Other (please specify): Employee Excellence Programming

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

III. Workforce Review and Analysis

I. Agency Headcount as of the last day of the quarter was:

Q1 (9/30/2022): 12,386 Q2 (12/31/2022): 12,149 Q3 (3/31/2023): 12,200 Q4 (6/30/2023): _____

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

Yes On (Date): October 28th Yes again on (Date): _____ No

NYCAPS Employee Self Service (by email; strongly recommended every year)

Agency's intranet site

Newsletters and internal Agency Publications

On-boarding of new employees

III. 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 (Dates):

Q1 Review Date: October 24th, 2022 Q2 Review Date: October 24, 2022 Q3 Review date: _____ Q4 Review date:

The review was conducted with:

Agency Head

Agency Head

Agency Head

Agency Head

Human Resources

Human Resources

Human Resources

Human Resources

General Counsel

General Counsel

General Counsel

General Counsel

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Other _____

Not conducted

Other _____

Not conducted

Other _____

Not conducted

Other _____

Not conducted

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IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2023

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2023.

A. Workforce:

Please list the **Workforce Goal(s)** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023*, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

1. To increase participation and employment of individuals with disabilities in the workforce, DSS will leverage year 4 of the grant-funded Partnership for Inclusive Internships (PII) to create 30 more internship opportunities in FY 23 for people with disabilities while expanding the PII Program to other City Agencies. DSS will also seek to ensure that the PII Program continues beyond 1/1/2023 through other funding sources.

Q1: In Q1, 18 Interns with disabilities were in place within DSS. The PII Program expanded to 4 additional City Agencies, posting internship opportunities at DoITT, DOT, MTA, and The Parks Department. In addition, the Office of Disability Affairs and AHRC (PII Partner Agency) met with The Taft Foundation to explore an additional few months funding while we secure the future of the program. An additional meeting was held with New York Community Trust. A proposal will be submitted to NYCT in Q2. The PII Program prepared a PII Executive Summary for potential NYC Council Funding, highlighting that interns in this program have come from every City Council District, less 5.

Q2 Update: In Q2, 24 interns were actively in place in the PII Program, including 8 newly onboarded interns. In addition to DSS, the PII Program is currently working on placing interns with DOT, The NYC Parks Department, the MTA and DCAS. The Taft Foundation extended funding through March 2023 and there is currently a proposal submitted to New York Community Trust to extend the program.

Q3 In Q3, 23 interns were actively in place in the PII Program (19 within the DSS/HRA/DHS systems), including 6 newly onboarded interns. In addition to DSS, the PII Program is currently working on placing interns with DOT, The NYC Parks Department, the MTA, HPD, OLR and DCAS. The Taft Foundation extended funding through March 2023 and the program received a one-year grant from the New York Community Trust to extend the program, expanding to other NYC agencies and, in cooperation with the NYS Chief Disability Officer Kim Hill, expanding the program to NYS government agencies based in

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New York City. Indeed, Governor Hochul mentioned that she is planning on modeling a State internship program on the NYC PII Program model.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

2. Continue to work on the blind recruitment process with HRS

- ❖ Blind recruitment is the process of removing all identifying details from candidates’ resumes and applications. This helps hiring teams evaluate people on their skills and experience instead of factors that can lead to biased decisions. This pilot will allow hiring managers to select the right candidates without imposing any type of preconceived ideas about a candidate based on their name, age, the school they attended, etc. This will help create more diverse program units and may help address underutilization. The blind recruitment process would help with the following:
 - The use of blind resume selections and other resources to increase the selection of diverse candidates.
 - Increasing the pool of qualified hiring managers by encouraging more managers to take Structured Interview Training for Hiring Managers.
 - Reviewing and updating recruitment resources on bi-annual basis to ensure that the sources are yielding the desired results

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

We plan to engage with the DCAS classification unit to increase our agency participation in the development of job vacancy notices and the exams to ensure that they are up to date and required by business necessity.

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Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

3. The EEO Office will host bi-annual 55-A information sessions for employees
- The first session will be held in October 2022
 - We are conducting this information session because during a training employee expressed an interest in wanting to know more about the 55-a program. The targeted audience are all employees that are interested in learning more about 55-a. We would like all employees to attend, whether they are permanent civil service or not, so that they can help us spread the word about the 55-a program.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

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B. Workplace:

Please list the **Workplace Goal(s)** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023*, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

1. The DSS Office of Disability Affairs will continue to curate presentation(s) for staff in honor of the Americans with Disabilities Act.

- ❖ In Q1, the Office of Disability Affairs hosted a virtual presentation featuring the video *Signing Black in America*, in honor of the ADA. Approximately 140 DSS employees attended.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input checked="" type="checkbox"/> Completed
Q2 Update:	<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"/> Completed
Q3 Update:	<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"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

2. The DSS Office of Disability Affairs will collaborate with other DSS Departments to establish a Lunch & Learn program regarding disability issues.

- ❖ Plans for this series have begun in Q1. We are hoping to launch in Q2.
- ❖ Launch is scheduled for January and first 3 Lunch & Learn topics, speakers and dates have been finalized
- ❖ In Q3, DSS ODA launched a highly successful monthly Lunch & Learn series for DSS/HRA/DHS staff and provider agency employees. Topics and attendance are as follows:
 - January: *Supportive Housing 101* (Attendance=176)
 - February: *Accessible Design for Creating Welcoming Spaces* (Attendance=58)
 - March: *ARF! (An Animal Resources Forum): Guidance and Resources for Working with Clients and their Animals* (Attendance=102)

Q1 Update:	<input type="checkbox"/> Planned	<input checked="" type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
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Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

3. [Gender Equity] Gender Pronoun Training: Our agency has many staff and community members who are transgender, gender non-conforming, non-binary and intersex. One of the areas where all of us can use continued practice and improvement is with gender pronouns. We will be offering staff a mini-course on pronoun use, with the aim to reach approximately 250 unique people by the end of the second quarter of FY23, and will continue to offer this curriculum, including a refresher. This has been delayed as we are onboarding high numbers of staff and will be completed by the end of 4th quarter.

❖ Conducted six sessions of the Gender Pronoun Training for HASA staff. More sessions will be offered.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

4. The DSS Office of Disability Affairs, along with OPPT, will continue to provide 4-8 hour trainings (Part 1, Part 2 and Full-Day Introduction to Disabilities) on working with people with disabilities to DHS and Provider Agency staff.

- ❖ The DSS Office of Disability Affairs, in collaboration with HRS and EEO will provide trainings for Supervisors entitled Creating a Mentally Healthy and Disability-Friendly Workplace.
- ❖ Data on Intro to Disability Training is contained on the attached spreadsheet. These trainings are ongoing. Creating a Mentally Healthy and Disability-Friendly Workplace is scheduled for Q3.
- ❖ Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing. We also conducted training on March 9th for the DSS Leadership Institute on *Creating a Mentally Healthy and Disability-Friendly Workplace* (15 attendees).

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Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

C. Community:

Please list the **Community Goal(s)** included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., community outreach and engagement, M/WBE participation and customer satisfaction surveys).

1. The DSS Office of Disability Affairs will continue to collaborate with the Mayor’s Office for People with Disabilities on outreach related to ASL Direct and services for people who are deaf and hard-of-hearing.
 - ❖ The DSS Office of Disability Affairs continues to meet every 6-8 weeks with MOPD regarding outreach for ASL Direct. During Q1, ODA mailed ASL Direct Palm cards to clients who are coded as using ASL as their primary language.
 - ❖ These meetings are ongoing and continued through Q2. The Office of Disability Affairs is working with MOPD and other partners to develop a communication card for individuals living in shelter who are deaf.
 - ❖ These meetings are ongoing and continued through Q3. The Office of Disability Affairs is working with MOPD and other partners to develop a communication card for individuals living in shelter who are deaf. One focus group was held in Q2.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

2. DSS is increasing access for people who are low vision by developing outreach materials in Large Print.
 - ❖ In Q1, an updated version of the DHS client reasonable accommodation request and HIPAA form was submitted for LP

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conversion. In addition, meetings were held to create a prioritized list of outreach materials for LP conversion.

- ❖ In Q2, planning continued for increased access to alternative materials.
- ❖ In Q3, planning continued for increased access to alternative materials through negotiations with the current vendor.

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q3 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q4 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

3. DSS Office of Disability Affairs hosts a quarterly Disability Advisory Panel, engaging advocates and people with disabilities from across the spectrum.

- ❖ In Q1, the Disability Advisory Panel was held in September.
- ❖ In Q2, the HRA Disability Panel was held in December.
- ❖ In Q3, the HRA Disability Advisory Panel was held in March

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q3 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q4 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

4. Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.

- ❖ The Office of Citywide Health Insurance Access (OCHIA) will expound on its commitment to increasing New York City residents’ knowledge of and access to health insurance options for individuals, families, business owners, and those they employ. Through the establishment of new partnerships and the expansion of existing ones, OCHIA will continue to serve the City’s uninsured residents.

In the first quarter of fiscal year 2023, OCHIA, IDNYC, SNAP, Fair Fares participated in MetroPlus’ resource fairs serving

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immigrants, asylees and asylum seekers. The events occurred in August and September. OCHIA also conducted virtual health insurance workshops for partnered agencies, hospitals, and senior serving organizations, serving immigrant communities including a presentation in contribution to Queens Public Library's (QPL) "Wellness Wednesdays" health series.

In the second quarter of fiscal year 2023, OCHIA conducted in-person health insurance workshops at nine branches of Queens Public Library. We distributed OCHIA's Here's to Your Health Newsletter to 151 partner organizations. In partnership with Eligibility Information Services OCHIA conducted four virtual health insurance webinars to over 400 participants from City and State agencies, hospitals, and senior serving organizations.

In the third quarter of fiscal year 2023 OCHIA conducted 15 presentations (12 in-person and 3 virtual). Eight of the in-person presentations comprised part two of OCHIA's health insurance workshop series in conjunction with Queens Public Library. Two of the virtual presentations were webinars conducted in partnership with Eligibility Information Services to 425 participants from City and State agencies, hospitals, and senior serving organizations. OCHIA also conducted five (in-person or virtual) presentations at older adult centers and for NYC councilmembers' staff and constituents.

- Q1 Update:** Planned Not started Ongoing Delayed Deferred Completed
- Q2 Update:** Planned Not started Ongoing Delayed Deferred Completed
- Q3 Update:** Planned Not started Ongoing Delayed Deferred Completed
- Q4 Update:** Planned Not started Ongoing Delayed Deferred Completed

5. Identify best practices for establishing a brand of inclusive customer service.

The DSS Office of Constituent Services (OCS) launched the One Number initiative during FY'23. This initiative modernized the agency's call center to provide clients with the ability to manage their benefits remotely. The DSS One Number is a new Interactive Voice Response (IVR) system that consolidated most of the agency's separate IVR (40) systems into one public-facing customer service number. The DSS One Number provided clients with self-service and agent-assisted supports for some of the agency's largest benefit programs including SNAP, Cash Assistance, Medicaid, HASA, and HEAP.

OCS is also increasing access by expanding its call center, Infoline, hours in order to serve a wider range of clients.

During FY'23 Q1 Infoline call center has expanded its hours of operation on Wednesdays to provide better client access and improve customer service. This is a pilot program that started in June and will continue through 2023.

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Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

❖ **The DSS Office of Communication and Marketing (OCM)** continues to ensure that the agency’s public message is expanded to a broader and more diverse group of potential clients. For FY23 OCM launched several multilingual public information campaigns to educate our clients about benefits available to them. These campaigns include ads in public transportation, social media, radio, local neighborhood businesses, and community and ethnic media.

In Q3 of FY23, we launched **Phase III** of the Fair Fares campaign focusing on multilingual advertisement in ethnic media, radio, and transit ads. We also launched DHS Safe Haven campaign on LinkNYC kiosks in targeted zip codes provided by DHS Street Homeless Solutions.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

7. Identify best practices for establishing a brand of inclusive customer service.

❖ IDNYC Municipal ID Card Program during FY’23 continues to offer its services in the Local Law 30 languages, at all public-facing enrollment sites, to appeal to a diverse array of New Yorkers throughout the five boroughs. Applications, brochures, marketing material (incl ethnic media), email/text renewal reminders, and website content are among the many ways in which our multilingual communications are shared with the public at large. Also, staff are instructed on how to utilize Language Line translation service to support applicants with limited English proficiency. Lastly, our hiring process also considers bilingual proficiency to further buttress our brand of inclusive customer service efforts. **During Q1 FY’23 IDNYC enrolled 33,972 new applicants.**

8. Undertake initiatives to improve community relations, community awareness, and to engage communities being served in

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recruitment efforts, service development, and delivery.

- ❖ IDNYC works with several partners, including but not limited to, the DSS/HRA Office of Intergovernmental and Legislative Affairs, the Mayor’s Office of Immigrant Affairs, and City Hall, to host temporary enrollment sites and the deployment of the IDNYC On-the-Go/Mobile Command Center to hard-to-reach neighborhoods in NYC. Our presence in these communities that rely on a government-issued photo ID card, along with the card’s many benefits and services is necessary to improve the quality of lives for all New Yorkers, including newly arriving asylum seekers, as they navigate sudden arrival to this City.
- ❖ During Q1 of FY’23- IDNYC develop new systems and installed pop up sites to serve the influx of asylum seeker arriving in New York City.
- ❖ During Q2 of FY’23- IDNYC develop new systems and installed pop up sites to serve the influx of asylum seeker arriving in New York City.
- ❖ During Q3 of FY’23- IDNYC plans to launch a pilot at two Bronx regional high schools to begin enrolling high school students so they are equipped with acceptable government-issued photo ID, further improving their interaction with New York Police Department, opportunities for employment and overall enhanced public safety.

9. DSS/DHS/HRA will meet regularly with LGBTQI community members and advocates, holding at least two (2) advisory group meetings in FY22. These groups are a chance to increase communication and transparency about community needs, share back initiatives from within the agency, and ensure that agency services are informed by what is going on with the community. DSS/DHS/HRA will regularly meet with the NYC Unity Project LGBTQ+ City Interagency group to increase communication regarding LGBTQI initiatives throughout city agencies.

- ❖ “Coming Out Day” event held for staff with Senior Leadership as Panelists on October 11, 2022
- ❖ Q1: We are scheduled to hold an LGBTQI Workgroup meeting on November 1, 2022.
- ❖ Q2: We are scheduled to hold an LGBTQI Workgroup meeting (Date Pending).
- ❖ Q3: Participated in Unity Meeting held on February 6, 2023
- ❖ Q4: We are scheduled to hold an LGBTQI Workgroup meeting on May 22,2023

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

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Q3 Update: Planned Not started Ongoing Delayed Deferred Completed

Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

10. DSS Office of Community Outreach (OCO)

Outreach Services will collaborate with city-agency partners, community-based organizations, and local elected officials to connect low-income New Yorkers with DSS benefits, including Cash Assistance, Supplemental Nutrition Assistance Program (SNAP), Emergency Rental Assistance, Child Support Services, and Fair Fares, via direct in-person enrollment events, presentations, and participation in community-led information fairs throughout the five boroughs.

❖ In FY23 Q1, DSS Outreach Services:

- Attended 270 total community events within the 5 boroughs, including:
 - Participated in 187 direct benefit enrollment assistance events at CBO locations, NYCHA developments, and local elected offices to connect New Yorkers with DSS benefits.
 - Participated in 63 community resource fairs to provide information on DSS programs and services.
- Engaged NYCHA residents and provided direct benefits enrollment at 12 NYCHA developments, including Queensbridge, Butler, Red Hook, Wagner, Jefferson, St. Nicholas, Castle Hill, Boulevard, Johnson, Patterson, Brownsville, and Van Dyke Houses.
- Participated in four immigrant resource fairs that were tailored to new arrivals from Ukraine and the southern border.
- Facilitated five presentations/workshops on Child Support Services

❖ In FY23 Q2, DSS Outreach Services:

- Attended 224 total community events within the 5 boroughs, including:
 - Participated in 174 direct benefit enrollment assistance events at CBO locations, NYCHA developments, and local elected offices to connect New Yorkers with DSS benefits
 - Participated in 49 community resource fairs/workshops to provide information on DSS programs and services, including SNAP, Cash Assistance, emergency rental and utility assistance, Child Support and Fair Fares.

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- Collaborated with the MTA and Fair Fares NYC to participated in five (5) MTA 'Transit Talk' events throughout Manhattan, the Bronx, Brooklyn and Queens to inform commuters of the Fair Fares benefit and encourage New Yorkers to enroll.
- Engaged NYCHA residents and provided direct benefits enrollment at four (4) NYCHA developments, including Stapleton (SI), Wycoff (BK), Ingersoll (BK) and Morris (BX).

The Office of Community Engagement will continue to meet, on a weekly basis, with a diverse group of community-based organizations and client advocates. We will also continue to offer weekly trainings around the use of ACCESS HRA, a public benefits digital platform, to these external stakeholders. The goal of both practices is to provide an opportunity for these groups in the community to share community needs, feedback related to agency initiatives and programs, and to help ensure that DSS is engaging community partners across the spectrum. Doing so allows DSS to be responsive to the needs of underserved communities in a manner that is relevant to them.

❖ In FY23 Q1, DSS Community Engagement:

- Provided training on ACCESS HRA features, Provider Portal and simulated ACCESS HRA SNAP/CA/OSD/ Fair Fares NYC applications to providers and advocates. All trainings were conducted virtually.
 - 30 webinars, 336 attendees
- Recruited and on-boarded 9 new community-based organizations for the first time in the ACCESS HRA Provider Portal.
- Disseminated information on the evolving public benefits and government services landscape affecting our clients via weekly bulletin to CBOs and advocates.
 - 20 Community Partner Newsletters issued to ~6,600 recipients per communication.

❖ In FY23 Q2, DSS Community Engagement:

- Provided training on ACCESS HRA features, Provider Portal and simulated ACCESS HRA SNAP/CA/OSD/ Fair Fares NYC applications to providers and advocates. All trainings were conducted virtually.
 - 26 webinars, 627 attendees
- Recruited and on-boarded 9 new community-based organizations for the first time in the ACCESS HRA Provider Portal.
- Disseminated information on the evolving public benefits and government services landscape affecting our clients via

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weekly bulletin to CBOs and advocates.

- 8 Community Partner Newsletters issued to ~6,600 recipients per communication.

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q3 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q4 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

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D. Equity, Inclusion and Race Relations Initiatives:

Please list the **Equity, Inclusion and Race Relations Goal(s)** included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan.

1. Racial Equity tool kit

- ❖ The toolkit was created to increase shared understanding of racial equity and inclusion. It is important to clearly define the terms we use in conversations. It is also important to be aware of how and why dimensions become racist and ways we can create change.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

2. The Office of Equity & Inclusion has been working continuously on trainings and workshops.

- ❖ **Implicit Bias UNDERSTANDING AND MINIMIZING IMPLICIT BIAS Workshop**
What is bias? How does it impact our ability to work together and create inclusive workspaces? This session will introduce foundational concepts of implicit bias, where they come from, and how they impact us.
LEARNING OBJECTIVES:
 - Develop a foundational understanding of implicit biases.
 - Understand how implicit biases impact our lives and behavior.
 - Discuss strategies for minimizing biases in our work and personal lives.
- ❖ **Responding to Racism**
This session introduced foundational concepts of implicit bias, where they come from, and how they impact us.

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Learning Objectives:

- Explore the types of racism and ways to mitigate them.
- Build an understanding of workplace practices that can facilitate or hinder antiracism.
- Discuss ways to educate and protect oneself as part of antiracist practice.
- ❖ Q3-During Q3 the Office of Equity & Inclusion and Employee Programs hosted the below events.
 - January 24th -Tone Policing and Codeswitching Event
 - January 12th –MLK Celebration
 - February 24th - African American Heritage Celebration
 - March 22nd- Women’s History Month Celebration
 - March 24th -Irish Heritage Event

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q3 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q4 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

- ❖ The Office of Equity & Inclusion worked with Work Well NYC to conduct these workshops. The office will continue to plan and collaborate with organizations/agencies on trainings. We are currently working on conducting the following workshops:
 - Responding to Racism
 - Religious Microaggressions
 - Ageism in the workplace
 - Follow-up to the racial equity toolkit.
 - Understanding and addressing privilege

3. In August 2022 OEI created a 3-day Equity & Inclusion challenge and selfcare workshop for women in the workplace honor of Women’s Equality Day

- ❖ OEI worked with the agency’s work well coordinator to plan a selfcare workshop for women in the workplace. The workshop discussed ways that women can do selfcare at home and at work. The event was closed out with a meditation.

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- ❖ The 3-day women’s Equity & Inclusion challenge was used to create awareness in the workplace around women and inclusion. The themes for the challenge were the following:
 - Equal Pay and its Challenges
 - Gender Bias
 - Intersectional Feminism

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q3 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q4 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

4. OEI hosted a Hispanic heritage month panel event in September.

- ❖ The Hispanic Heritage event was a discussion with senior leadership on their journey into leadership.

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q3 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q4 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

- 5. Q2 In November 2022 the Office of Equity & Inclusion hosted a discussion on Religious Microaggressions with Rev. Dominique Atchison. The event covered how religious microaggressions target employees based on unconscious bias relating to religion.

Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

- 6. Q2 In November 2022 the Office of Equity & Inclusion hosted a Veteran’s Day Celebration.

Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

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- ❖ OEI onboarded a Director of Gender Equity initiatives to oversee the management of and provide leadership and vision for the overall development the agency’s gender equity initiatives.
- ❖ The Director of Gender Equity initiatives is developing a gender equity toolkit along with a workshop to create awareness of gender equity in the workplace.
- ❖ Q2 In December the Office of Equity & inclusion hosted an Anti-Immigration Bias event which discussed the marginalization and/or oppression of people who are either immigrants themselves or of immigrant descent, transnational or outside the dominant national identity or culture.
- ❖ Q3 Workplace Influencer Casting Call-The Office of Equity & Inclusion (OEI) hosted a casting for diverse individuals to be featured in the upcoming Workplace Influencer Campaign 2023. OEI is featuring staffers that embody the values of the agency and are expressive, stylish, and bold. Selected images will be used for the influencer campaign.

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q3 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q4 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

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V. Recruitment

A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2023 Diversity, Equity, Inclusion 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).

1. Ensure that all HRA and DHS positions are posted and visible in Employee Self Service (ESS) for all City employees.

- ❖ The agency utilizes ESS as a recruitment tool to identify qualified candidates from a diverse population within our agency and other agencies.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

2. Post HRA and DHS positions that are eligible for external applicants on www.nyc.gov/careers so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency. To enhance diversity recruitment, we post externally on ethnic and professional websites, colleges, APA's and organizations such as HBCU's, LinkedIn, etc.

- ❖ HRS continues to post HRA and DHS positions on www.nyc.gov/careers so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency. We continue to increase our outreach to develop a solid list of diversified recruitment sources to increase the agency diverse and inclusive footprint.
- ❖ In Q1 the agency posted 450+ positions on LinkedIn to reach a more diverse applicant pool.

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- 3. DSS’s Office of Human Resource Solutions (HRS), the Office of Disabilities Affairs (ODA) and HRA’s We CARE program collaborate with the PII program on encouraging employment of people with disabilities within our system.
 - ❖ They communicate regularly with Maureen Anderson’s team at Acces-VR. The PII team meets with Acces-VR counselors in each borough. The PII Program hosts a virtual speaker series for interns with disabilities and partner agencies entitled *Conversations with City Agencies*, promoting strategies for employment within NYC government for this population.
 - ❖ In Q2, The PII Program met with internal Agency partners to discuss the program. In addition, Access-VR, in honor of NDEAM (National Disability Employment Awareness Month), presented the PII Program with a prestigious statewide award for “Collaborative practices and innovative career pathways”. Also in October, the PII Program hosted a Lunch & Learn for interns on the 55-a Process, presented by DCAS. In turn, DCAS asked the PII Program to present to City EEO Coordinators in November.
 - ❖ In Q3, the PII Program continued to coordinate efforts with Agency programs.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

B. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2023. **[Note:** Please update this information every quarter.]

Race/Ethnicity* [#s] * Use self-ID data obtained from NYCAPS; **Gender* [#s]** [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data

1. Urban Fellows Total: 0

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander___ Native American___ White___ Two or more Races___

Gender* [#s]: M ___ F ___ N-B ___ O ___ U ___

2. Public Service Corps Total: 10

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Race/Ethnicity* [#s]: Black_2__ Hispanic_3__ Asian/Pacific Islander_2__ Native American___ White_2__ Two or more Races__1__

Gender* [#s]: M_4__ F_6__ N-B___ O___ U___

3. Summer College Interns Total: 124

Race/Ethnicity* [#s]: Black_40__ Hispanic___ Asian/Pacific Islander_49__ Native American__21_ White_7__ Two or more Races__7__

Gender* [#s]: M_56__ F_64__ N-B_3__ O___ U_1__

4. Summer Graduate Interns Total: 0

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander___ Native American___ White___ Two or more Races___

Gender* [#s]: M___ F___ N-B___ O___ U___

a. The Partnership for Inclusive Internships (for people with Disabilities) Q 1:Total: 4 Q2: 8

Q1: Race/Ethnicity* [#s]: Black 1 Hispanic___ Asian/Pacific Islander 1 Native American___ White 2 Two or more Races___

Gender* [#s]: M 4 F___ N-B___ O___ U___

Q2: Race/Ethnicity* [#s]: Black 3 Hispanic__2_ Asian/Pacific Islander 0 Native American_0_ White 3 Two or more Races___

Gender* [#s]: M 5 F_3__ N-B___ O___ U___

Q3: Race/Ethnicity* [#s]: Black _1_ Hispanic_3__ Asian/Pacific Islander __0__ Native American_0_ White _2__ Two or more Races___

Gender* [#s]: M_5_ F_1__ N-B___ O___ U___

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b. AmeriCorps VISTA Total: 4

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander Native American___ White 4 Two or more Races___

Gender* [#s]: M ___ F _3_ N-B _1_ O ___ U ___

c. College Credit/Fellowship Total: 6

Race/Ethnicity* [#s]: Black ___ Hispanic_1_ Asian/Pacific Islander ___ Native American___ White 5 Two or more Races___

Gender* [#s]: M _1_ F _4_ N-B _1_ O ___ U ___

d. Research Foundation CUNY Total: 3

Race/Ethnicity* [#s]: Black _1_ Hispanic___ Asian/Pacific Islander _2_ Native American___ White Two or more Races___

Gender* [#s]: M _2_ F _1_ N-B ___ O ___ U ___

A. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2023. **[Note:** Please update this information every quarter.]

Race/Ethnicity* [#s] * Use self-ID data obtained from NYCAPS; Gender* [#s] [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data

1. Urban Fellows Total: 0

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander___ Native American___ White___ Two or more Races___

Gender* [#s]: M ___ F ___ N-B ___ O ___ U ___

2. Public Service Corps Total: 6

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Race/Ethnicity* [#s]: Black__2_ Hispanic__ Asian/Pacific Islander_1__ Native American__ White_1__ Two or more Races__ Unknown_2

Gender* [#s]: M __3_ F _3_ N-B _____ U __

3. Summer College Interns Total: 0

Race/Ethnicity* [#s]: Black__ Hispanic__ Asian/Pacific Islander__ Native American__ White__ Two or more Races__

Gender* [#s]: M __ F __ N-B __ __ U __

4. Summer Graduate Interns Total: 0

Race/Ethnicity* [#s]: Black__ Hispanic__ Asian/Pacific Islander__ Native American__ White__ Two or more Races__

Gender* [#s]: M __ F __ N-B __ O __ U __

a. The Partnership for Inclusive Internships (for people with Disabilities) Q 1:Total: 4 Q2: 8

Q1: Race/Ethnicity* [#s]: Black 1 Hispanic__ Asian/Pacific Islander 1 Native American__ White 2 Two or more Races__

Gender* [#s]: M 4 F __ N-B __ O __ U __

Q2: Race/Ethnicity* [#s]: Black 3 Hispanic__2_ Asian/Pacific Islander 0 Native American_0_ White 3 Two or more Races__

Gender* [#s]: M 5 F _3_ N-B __ O __ U __

Q3: Race/Ethnicity* [#s]: Black _1_ Hispanic_3_ Asian/Pacific Islander __0__ Native American_0_ White _2__ Two or more Races__

Gender* [#s]: M_5_ F _1_ N-B __ O __ U __

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b. AmeriCorps VISTA Total: 0

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander Native American___ White _Two or more Races___

Gender* [#s]: M __ F___ N-B __ O ___ U __

c. College Credit/Fellowship Total: 1

Race/Ethnicity* [#s]: Black __ Hispanic_1__ Asian/Pacific Islander __ Native American___ White _Two or more Races___

Gender* [#s]: M _1_ F ___ N-B ___ O ___ U __

d. Research Foundation CUNY Total: 6

Race/Ethnicity* [#s]: Black __ Hispanic__1_ Asian/Pacific Islander _4_ Native American___ White _1_Two or more Races___

Gender* [#s]: M _5_ F ___ N-B ___ O ___ U __

Additional comments: Total Interns FY 2023 Q1: 151

C. 55-A Program

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

Currently, the agency employs the following number of 55-a participants:

Q1 (9/30/2022): _45___ Q2 (12/31/2022): ___46___ Q3 (3/31/2023): _____46___ Q4 (6/30/2023): _____

During the 1st Quarter, a total of ___1___ [number] new applications for the program were received.

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During the 1st Quarter 4 participants left the program due to resignation.

During the 2nd Quarter, a total of 1 [number] new applications for the program were received.
During the 2nd Quarter 0 participants left the program due to [state reasons] _____.

During the 3rd Quarter, a total of 0 [number] new applications for the program were received.
During the 3rd Quarter 0 participants left the program due to [state reasons] _____.

During the 4th Quarter, a total of [number] new applications for the program were received.
During the 4th Quarter participants left the program due to [state reasons] _____.

The 55-a Coordinator has achieved the following goals:

- 1. Disseminated 55-a information –
by e-mail: Yes No
in training sessions: Yes No
on the agency website: Yes No
through an agency newsletter: Yes No
Other: _____

- 2. _____
- 3. _____

V. Selection (Hiring and Promotion)

Please review Section VI of your FY 2023 Diversity, Equity, Inclusion and EEO Plan and describe your activities for this quarter below:

Please list additional **Selection Strategies and Initiatives** which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data).

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1. Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities.
 - ❖ Upon request, staff can schedule an individual appointment with a career developer to review/revise resumes and cover letters, as well as participate in mock interviews. The Office of Workforce Development also collaborates with the various heritage committees and program managers, upon request, to offer career development workshops.

2. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions.
 - ❖ The agency ensures that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for M1 and above positions.

3. Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment).
 - ❖ EEO representatives assist with panel interviews for all promotional opportunities for M1 and above positions.

4. Analyzing the impact of layoffs or terminations on racial, gender and age groups.
 - ❖ The agency will use the DCAS Layoff Procedure as guidance should there be any layoffs, terminations, and/or demotions due to legitimate business/operational reasons in FY 2022.

During this Quarter the Agency activities included:	# of Vacancies	# of New Hires	# of New Promotions
Q1	# 2,649	# 251	# 322
Q2	# 2892	# 297	#436
Q3	# 2087	# 412	# 225

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Q4 # _____ # _____ # _____

VI. Training

Please provide your training information in Part II of the report “Diversity, Equity, Inclusion and EEO Training Summary” (in MS Excel).

VII. Reasonable Accommodation

Please report all reasonable accommodation requests 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>

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

A. Local Law 92: Annual Sexual Harassment Prevention training

Please provide Sexual Harassment Prevention Training Information in Part II of the report “Diversity, Equity, Inclusion and EEO Training Summary” (in MS Excel).

B. Local Law 97: Annual Sexual Harassment Reporting

The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1

Q2

Q3

Q4

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

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mospwva-dcslnx01.csc.nycnet/Login.aspx>

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

Please provide E.O. 16 Training Information in Part II of the report “Diversity, Equity, Inclusion and EEO Training Summary” (in MS Excel).

D. Local Law 101: Climate Survey

Please describe your progress this quarter in implementing the primary goals in Appendix B of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2023.

Please list the actions, initiatives, programs, or policies included in *Appendix B: 2020 Climate Survey Action Plan*, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan.

- 1. Increase employees’ familiarity with the EEO Policy.**
 - o Please describe the steps that your agency has taken to meet these goals. What steps were taken to evaluate effectiveness of these actions?** The citywide EEO Policy is posted on the intranet page, the EEO Office will also provide trainings to employees on the complaint and investigation process.

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2. **Improve the EEO Office's visibility to the workforce.**
 - **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?** In April 2022, an agency wide e-mail was issued providing employees with the names and contact information of the EEO office staff. The EEO contact information is also available on the agency's intranet site

3. **Improve employees' knowledge of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed.**
 - ❖ **Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?** The DCAS Complaint procedure is posted on the intranet page, and it is distributed to employees during new employee orientation. The procedure is announced at all staff events under OEI.

4. **Increase employees' understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.**
 - ❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?** The EEO Office will continue to encourage staff to enroll in the trainings conducted by DCAS that increase employees understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.

5. **Improve managers' and supervisors' awareness of measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.**
 - ❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?** The EEO Office will be providing EEO training for supervisors and managers designed to improve their knowledge of the EEO complaint process and the measures that an employee may take to report violations of the EEO policy.

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6. **Improve managers' and supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.**
- ❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?** The EEO Office will be providing EEO training for supervisors and managers designed to improve their knowledge of the EEO complaint process and improve their knowledge of whom and where to direct employees who may want to discuss possible violations of the EEO policy

IX. Audits and Corrective Measures

Please choose the statement that applies to your agency.

- The agency is NOT involved in an audit conducted by NYC Equal Employment Practice Commission (EEPC) or another governmental agency specific to our EEO practices.
- The agency is involved in an audit; please specify who is conducting the audit: EEPC (We have not received the audit findings from the EEPC).
- Attach the audit recommendations by EEPC or the other auditing agency.
- The agency has submitted or will submit to DCAS Citywide Equity and Inclusion an amendment letter, which shall amend the agency plan for FY 2022.
- The agency received a Certificate of Compliance from the auditing agency.

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Aldrin Rafael Bonilla
Chair/Commissioner

Elaine S. Reiss, Esq.
Vice-Chair/Commissioner

Minoeca Alcantara, Ed.D.
Ngazi Okoro, Esq.
Nicole Yearwood, MPA
Commissioners

Jeanne M. Victor
Executive Director

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253 Broadway
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BY EMAIL

April 27, 2023

Molly Wasow Park
Acting Commissioner
Department of Social Services (HRA/DHS)
4 World Trade Center, 42nd Floor
New York, NY 10007

Re: Resolution #2022AP/265-069/071-(2023)C30
DETERMINATION: Compliance

Dear Acting Commissioner Park:

On behalf of the members of the Equal Employment Practices Commission (EEPC), I write to inform you that pursuant to New York City Charter Chapter 36, Section 832(c), the EEPC's Board of Commissioners has approved the attached *Determination of Compliance*.

As you are aware, the EEPC is required to audit, evaluate, and monitor your agency at least once every four (4) years to ensure the Department of Social Services' compliance with federal, state, and local laws and regulations, best practices, and policies and procedures that increase equal employment opportunity for minority and women employees and applicants. Department of Social Services' successful completion of the EEPC's *Employment Practices Audit (Focus on Underutilization)* demonstrates its commitment to implementing employment policies and practices that encourage and maintain a workplace free from unlawful discrimination and promote equality of opportunity.

Thank you and Principal EEO Professional Athina McBean for the cooperation extended to the EEPC during the course of our audit of your agency's employment and EEO-related practices. We look forward to working with you and the Department of Social Services to ensure equal employment opportunity in the City of New York.

Sincerely,


Aldrin Rafael Bonilla
Chair/Commissioner

Enc.

c: Athina McBean, Principal EEO Professional, DSS

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Please attach a copy of the Certificate of Compliance from the auditing agency.

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Appendix A: EEO Personnel Details

EEO Personnel for First Quarter, FY 2023

Personnel Changes

Personnel Changes this Quarter: <input type="checkbox"/> No Changes		Number of Additions:		Number of Deletions:	
Employee's Name & Title	1.	2.	3.		
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion		
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:		
Employee's Name & Title					
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion		
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:		
For New EEO Professionals:					
Name & Title	4. Eric Smalls	5.	6.		
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input checked="" 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)		
Percent of Time Devoted to EEO	<input checked="" 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 %):		
Name & Title					
EEO Function	<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)		

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	<input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)		<input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Percent of Time Devoted to EEO	<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 %):

EEO Training Completed within the Last Two Years, including the Current Quarter (EEO and D&I Officers, Deputies, and All New EEO Professionals):

Name & EEO Role	1.	2.	3.
Completed EEO Trainings:			
1. Everybody Matters-EEO and D&I	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Understanding CEEDS Reports			

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EEO Personnel Training Continued:

EEO Training completed within the last <u>two</u> years, including the Current Quarter (EEO and D&I Officers, Deputies, <u>and all new EEO Professionals</u>):								
Name & EEO Role								
Completed EEO Trainings:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1. Everybody Matters-EEO and D&I	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Sexual Harassment Prevention	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Understanding CEEDS Reports	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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EEO Personnel Contact Information (Please list all current EEO professionals)

Please provide full mailing address of the principal Agency EEO Office:

Diversity and EEO Staffing as of ___Quarter FY 2023*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EEO Officer/Director	Athina McBean	Deputy Commissioner/EEO Officer	100%	mcbeana@dss.nyc.gov	929.221.7254 212.607.6091
Director of Reasonable Accommodations	Monique Quinones-Jackson	Admin Staff Analyst	100%	quinonesmo@dss.nyc.gov	212.361.8385
Director of Investigations	Dennis Whinfield		100%	whinfieldd@dss.nyc.gov	929.221.5145
Chief Diversity & Inclusion Officer	Karen St. Hilaire	Assistant Commissioner	100%	St.Hilairek@dss.nyc.gov	929.221.5277
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Raymond Medina-Deputy Diversity Officer/MWBE	Assistant Commissioner	100%	medinaray@dss.nyc.gov	929-221-5290
ADA Coordinator	Rae Davis Rajun Jordan	PAA III	100% 100%	davisr@dss.nyc.gov jordanr@hra.nyc.gov	212.361.7493 929-221- 5141

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Disability Rights Coordinator					
Disability Services Facilitator	Jennifer Shaoul, DSS & HRA Siu Cheng, DHS	Admin Staff Analyst Admin Staff Analyst	<u>25%</u> <u>10%</u>	shaouli@dss.nyc.gov siuc@dss.nyc.gov	<u>929.221.7281</u> <u>929.221.6740</u>
55-a Coordinator	Mercedes Jaramillo	Strategic Initiative Specialist	5%	jaramillom@dss.nyc.gov	929.221.5460
Career Counselor	Terrance Stroud		<u>10%</u>	WorkforceTrainingOperations@dss.nyc.gov	9292216808
EEO Counselor					
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer	Eric Smalls	Investigator of Employee Discipline		smallse@dss.nyc.gov	929-221-5144
EEO Training Liaison					
Other (specify)					
Other (specify)					

* 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, you may indicate it on the chart. You may provide full contact information once if several roles are performed by the same person.