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Commissioner

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

Fiscal Year 2025

Department of Consumer and Worker Protection



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I. Annual Commitment, Accountability, and EEO Statement (EEO Policy Statement).

[This statement provides the Agency Head with an opportunity to articulate, in their own language, the agency's commitment to the values of diversity, equity, and inclusion (DEI), and equal employment opportunity (EEO). It should proclaim the assurance of a discrimination-free workplace, integration of this plan into the agency's strategic mission, and a declaration that all senior executives, managers, supervisors, and employees are accountable for upholding these values and are charged, within their scope of responsibility, to effectively implement the agency's DEI-EEO Plan. It must include the name and contact information of agency EEO Officer.]

As the head of the Department of Consumer and Worker Protection (DCWP), I am proud to affirm our unwavering commitment to fostering a workplace grounded in the principles of diversity, equity, and inclusion (DEI) and equal employment opportunity (EEO). Our agency recognizes that embracing these core values is essential to our success and to ensuring a respectful, discrimination-free environment for all.

We are dedicated to integrating our DEI-EEO Plan into the aspect of our strategic mission. This plan is not merely a set of guidelines but a fundamental element of how we operate and thrive. We are committed to eliminating discrimination in every form and ensuring that every individual, regardless of their background, has equal access to opportunities and resources.

Our senior executives, managers, supervisors, and employees each play a crucial role in upholding these values. Accountability is key; therefore, everyone within our organization is charged with effectively implementing the DEI-EEO Plan within their respective spheres of responsibility. It is through our collective efforts that we will achieve an inclusive and equitable workplace where all voices are heard and valued.

Protected categories within the City's EEO Policy include age, disability, gender, race, religion, sexual orientation, as well as height and weight which were incorporated in December 2023. A full list of protected categories is included on page 5 of the City's EEO Policy Handbook.

Agencies such as the New York City Commission on Human Rights, New York State Division of Human Rights, and the United States Equal Employment Opportunity Commission enforce laws against discrimination and are also available to assist the staff in filing an EEO complaint outside of DCWP. Their contact information can be found on page 14 of the City's EEO Policy Handbook.

For any questions or concerns related to EEO matters, the DCWP EEO team is available to provide support and assistance whenever needed.

Name	Title	Email Address	Phone Number
Patty Baez	EEO Officer	pbaez@dcwp.nyc.gov	(212) 436-0269
Amy Vera	EEO Counselor	avera@dcwp.nyc.gov	(212) 968-6731

☐ This statement is the same as last year.

NOTE: If this statement has been in use for more than **two** years the Agency Head should issue a revised statement.

☒ This statement will be disseminated to all employees in the agency.

II. Recognition and Accomplishments

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2024) to advance DEI and EEO goals, for example, recognizing employee contributions to DEI goals through awards and employee appraisal, introducing new equity programs, training all staff on mandatory training, or launching employee resource groups. If some of the accomplishments listed below are a continuation of what was included in previous Annual plans, you will need to provide a statement on how it has changed and/or developed in the past year. Add additional lines as needed.]

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

1. From October 2, 2023, through October 6, 2023, DCWP acknowledged team members for their outstanding customer service during Customer Service Week. This included employees who exemplify the customer service traits of courtesy, professionalism/knowledge, and promptness/timeliness within their divisions. The winners received certificates of recognition. This initiative supported DEI and EEO goals by highlighting and celebrating diverse talents and contributions across all divisions, ensuring that excellence in service is recognized and valued within our work environment.
2. On September 21, 2023, the Office of Diversity, Equity, and Inclusion held the Understanding & Minimizing Implicit Bias Workshop via Microsoft Teams. Implicit bias is a form of bias that occurs automatically and unintentionally, that nevertheless affects judgements, decisions, and behaviors. This workshop assisted the staff in developing foundational understanding of implicit bias and how it impacts our lives and behavior.
3. On December 2023, the Office of DEI/EEO in consultation with the Mayor's Office for People with Disabilities ("MOPD") developed a five-year accessibility plan covering 2024 through 2028. The plan focuses on enhancing accessibility for all stakeholders, ensuring inclusivity, and promoting compliance with accessibility standards.
4. DCWP reached 100% compliance with the mandatory "LGBTQ- Power of Inclusion" training for the period of April 1, 2023, through March 31, 2024.
5. On April 11, 2024, Commissioner Mayuga distributed our annual EEO Accountability Statement sharing updates regarding the city's EEO policy and DCWP's unwavering commitment to DEI and EEO principles.
6. On May 7, 2024, our 9th EEO Newsletter was distributed agencywide, which included information regarding new protected categories (height and weight), the announcement of our new EEO Counselor including their contact information, details about pronouns, and tips for everyday interactions. The section on pronouns provided guidance on the importance of respecting individuals' preferred pronouns and using them correctly in communication. By sharing this information, we aim to enhance our agency's

understanding for gender diversity fostering an inclusive environment where everyone feels acknowledged and valued.

7. On May 29, 2024, we held DCWP's Annual Anniversary Event where we celebrated our 55th anniversary. DCWP employees submitted videos of themselves for the Hidden Talents of DCWP Showcase, which was played during the event. Certificates of recognition and Years of Service awards were also given to employees and teams across divisions. The categories included:
 - Mentoring Champion: This award is for the person who influences, guides, and encourages others.
 - Calmer of Storms Award: This award recognizes the individual for their ability to remain calm under pressure.
 - Rookie Rockstar Award: This award is to recognize and distinguish an employee who has less than 5 years of service with DCWP and has shown outstanding performance in their current position.
 - The Motivator Award: This award is for the person who motivates and inspires others.
 - The Ray of Sunshine Award: This award is for the person who is always smiling and lights up the room with their positivity.
 - League of Superheroes Award: This award is for the team that worked together on a divisional project that improved the division or the entire organization, demonstrating exceptional performance, and contributions through collaborative efforts.
8. DCWP reached 100% compliance with the mandatory "Sexual Harassment Prevention" training for the period of September 1, 2023, through August 31, 2024.
9. During FY 2024, the EEO Office restructured the EEO team moving away from the model of using EEO Counselors from different divisions as volunteers to one dedicated EEO Counselor who assists in the processing of reasonable accommodations.

By celebrating these diverse qualities and achievements, we foster a culture of recognition that highlights various strengths and contributions, which supports our DEI and EEO goals of inclusivity and equitable acknowledgement of all employees.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2024

Total Headcount: 402

[This figure is available on the total line for your agency in the FY 2024 Q4 EBEPR210 CEEDS report]

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2024.

The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability.

1. [While DCAS will engage an external vendor to conduct a pay equity analysis of the city government workforce, agencies must conduct their own analysis of compensation practices and measures to address pay disparity and occupational segregation with regard to the various titles they use.
 - Describe your agency's analysis of compensation data, including conformity with collective bargaining agreements and Mayor's Personnel Orders (MPO).
 - Also describe possible indicators of occupational segregation such as significant over- or under-utilization of certain ethnic or gender categories in major Job Groups.
 - If such analysis was conducted in previous years, describe actions undertaken to reduce occupational segregation.]

On August 19, 2024, EEO Officer Patty Baez reviewed DCWP's compensation. There was no evidence of pay disparity among employees with the same civil service titles. On May 13, 2024, a review of our CEEDS data covering Q1 and Q3 of FY 2024 was conducted by Patty Baez, First Deputy Commissioner Kenny Minaya, Chief of Staff Griselle Baret, and Deputy Commissioner of Administration Nick Rozza and on August 19, 2024, Patty Baez also conducted her own analysis of Q4 FY 2024 CEEDS data and found that the job groups identified with the most underutilization are the Lawyers and Clerical job groups. There are only 10 employees who identify as minorities in the Lawyers job group out of a total of 36 and only 8 employees who identify as white within the Clerical job group out of a total of 86.

To increase diversity within these job groups, DCWP will continue targeted recruitment initiatives, which include partnerships with professional organizations, and attending job fairs. DCWP remains committed to address pay disparity and underutilization through continuous analysis of our compensation data and CEEDS reports. We aim to foster a more equitable and inclusive workplace where all employees have equal opportunities for growth and advancement.

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

On April 30, 2024, DCWP reminded employees via email to update their self-ID information regarding race/ethnicity, gender, and veteran status in NYCAPS/ESS.

In FY 2025, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- ☒ NYCAPS Employee Self Service (by email; strongly recommended every year)
- ☒ Agency's intranet site
- ☒ On-boarding of new employees
- ☒ Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- ☒ In FY 2025, the agency will inform and remind employees of the option to add preferred name in ESS.

Below please provide the number of employees in your agency whose demographic information is unknown (these numbers are available on the total line of CEEDS report EBEPR210).

Unknown Race/Ethnicity 7 Unknown Gender 7 Unknown Both 14

[Note: If necessary, the agency can reach out to DCAS CEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform its recruitment plans and efforts to reduce/eliminate underutilization.]

- ☒ The agency conducts regular reviews of the CEEDS workforce reports, and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

[Select the options that apply to your agency.]

Agency Head

☐ Quarterly ☐ Semi-Annually ☒ Annually ☐ Other _____

Human Resources

☐ Quarterly ☒ Semi-Annually ☐ Annually ☐ Other _____

General Counsel

☐ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other N/A

Other (___specify)

☐ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other N/A

- ☒ The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).

iv. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2025

[State below the goals of your strategy for FY 2025 and programs focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

A. WORKFORCE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workforce.

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

Our agency is committed to enhancing Diversity, Equity, and Inclusion (DEI) and ensuring Equal Employment Opportunity (EEO) within our workforce. Our goals focus on creating a diverse and inclusive environment that not only reflects the communities we serve but also leverages the strengths of a varied workforce. We aim to implement strategies that enhance our workforce composition, improve recruitment and retention efforts, promote equitable opportunities for advancement, and support professional development.

Our goals are to: 1) achieve a workforce composition that reflects the diversity of New York City; 2) implement inclusive recruitment practices that attract a diverse pool of candidates; 3) improve employee retention rates by fostering an inclusive and supportive workplace culture; 4) ensure equitable access to promotional opportunities across all levels of the agency; and 5) foster continuous learning and growth for all employees to support career advancement.

Through these goals and strategies, our agency aims to create a workforce that is diverse, equitable, and inclusive. We are committed to building a dynamic environment where all employees can thrive and contribute to our mission.

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

To enhance our workforce composition, we will analyze current demographics to identify gaps in representation and develop partnerships with diverse organizations and educational institutions to create a robust talent pipeline. We will also revise job postings to ensure that we continue to use inclusive language that highlights our agency's

commitment to DEI. Additionally, we will utilize diverse hiring panels during the interview process to minimize bias and attend job fairs and community events focused on underrepresented groups to increase our outreach.

For retention, we will continue to conduct exit interviews to understand the reasons for employee departures and address any identified issues. To support underrepresented staff, continue offering flexible work arrangements allowing staff members to switch their remote days once a month along with support programs for work-life balance.

We will continue to review our promotion process to ensure that it includes a clear criteria and expectations, and we will conduct regular reviews of promotion rates by demographic groups obtaining information from our CEEDS data to identify and address disparities.

Throughout FY 2024, employees continued the use of LinkedIn Learning which offers a range of benefits for the workforce, providing tools and resources that can enhance individual skills and overall team performance. LinkedIn Learning provides access to thousands of courses across various topics including Diversity, Equity, and Inclusion in the workplace. Employees can enhance their skills or learn new ones relevant to their roles, keeping their expertise current in a rapidly evolving job market. Many courses offer certificates upon completion which can be valuable for employees looking to demonstrate their new skills for career advancement.

Through these strategies, our agency is dedicated to creating a diverse, equitable, and inclusive workforce, ensuring that all employees can thrive and contribute meaningfully to our mission.

Planned Programs, Initiatives, Actions aimed at Workforce:

[Describe how your agency will address underutilization in FY 2025. Please mention here major job groups experiencing underutilization of women and minorities in your agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

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

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

In FY 2025, our agency is committed to addressing the underutilization of women and minorities within key job groups, specifically lawyers and clerical positions. On May 13, 2024, the EEO Officer Patty Baez met with First Deputy Commissioner Kenny Minaya, Chief of Staff Griselle Baret, and Deputy Commissioner of Administration Nick Rozza to review the Department of Consumer and Worker Protection's ("DCWP") Citywide Equal Employment Opportunity Data System ("CEEDS") report for Quarter 3 of Fiscal Year 2024. The data revealed that our legal staff is predominantly composed of individuals that identify as White (69%), whereas the composition individuals that identify as minorities is as follows: Black (5%), Hispanic (18%), and Asian (5%). Additionally, while our clerical positions demonstrate a more diverse demographic with 32% of individuals serving in that job group identifying as Black, 36% as Hispanic, and 20% as Asian, the overall percentage of employees identifying as White is 9%, indicating a need for targeted recruitment and retention strategies within this job group. To tackle these disparities, we will collaborate closely with our Human Capital office to implement a comprehensive plan that includes targeted recruitment initiatives aimed at increasing diversity in both the Lawyers and Clerical job groups. We will analyze quarterly reports and dashboards to monitor our progress, enabling us to adjust our strategies based on quarterly data and ensure we are meeting our diversity goals.

B. WORKPLACE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workplace and cultural environment.

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

Throughout FY 2024, DCWP held the following workshops:

- September 21, 2023: Understanding & Minimizing Implicit Bias Workshop. Implicit bias refers to the automatic and unintentional biases that influence our judgments, decisions, and actions. This workshop aimed to help staff build a foundational understanding of implicit bias and explore its effects on our lives and behaviors.
- March 27, 2024: Self Defense Workshop where employees were able to explore practical awareness tips and de-escalation tactics.
- April 17, 2024: Zumba Workshop where music was played and easy to follow moves were demonstrated creating a fun and effective workout experience that felt like a celebration. Participants grooved to the beats while burning calories, improving cardiovascular health, and toning muscles.
- May 22, 2024: The Power of Thoughts Workshop. Employees explored practical strategies to challenge and reshape thoughts that often hold us back. The workshop helped employees uncover the power of positive self-talk and cultivate a mindset of self-compassion.

- June 26, 2024: Yoga: Stretch & Flexibility Workshop. Employees took this opportunity to rejuvenate their body and mind in a nurturing space where they can explore, learn, and grow. This workshop helped employees calm their mind and elevate their spirit.

DCWP will offer the workshops referenced above throughout FY 2025 with the goal of enhancing employee morale and improving retention. By providing ongoing training on understanding and mitigating implicit bias, the organization aims to foster a more inclusive and supportive work environment. These sessions are designed not only to increase awareness but also to equip employees with practical tools and strategies for addressing biases in their daily interactions. DCWP will also continue sharing all job posting with agency personnel. Through this commitment, DCWP seeks to promote a culture of respect and equity, ultimately contributing to higher job satisfaction and longer-term retention of staff.

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

In FY 2024, DCWP established an employee engagement committee to boost employee morale, retain valuable talent, build community, and promote work-life balance. During FY 2025, the engagement committee will continue meeting on a bi-weekly basis and work on employee recognition activities to celebrate diverse contributions and achievements, reinforcing our values of respect and equity promoting a positive work environment to strengthen overall job satisfaction and retention.

Planned Programs, Initiatives, Actions aimed at Workplace:

[Describe specific actions designed to create inclusive workplace culture, enhance equity, and initiatives undertaken to address race relations in the agency. (e.g., modeling inclusive language such as preferred pronouns and age-inclusive language on job postings, celebrating heritage months, ensuring worksite and meetings are accessible, creating agency specific surveys or implementing initiatives based on previous agency specific surveys, etc.).]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

DCWP developed a 5-year Accessibility Plan to enhance accessibility in its services, programs, and worksite, ensuring inclusivity, and promoting compliance with accessibility standards. This includes providing physical accommodations, such as wheelchair access, and ensuring that conference rooms are equipped with assistive technologies for participants with disabilities. The Disability Awareness and Etiquette training is mandatory for all DCWP staff members and is expected to be completed by December 2024, and every two years thereafter. This training covers laws protecting people with disabilities and will provide staff members with guidance on how to best assist people with disabilities.

[Please select below the options that apply to your agency.]

- ☐ Promote employee involvement by supporting Employee Resource Groups (ERGs).
List below the names of existing ERGs:

1.

2.

3.

4.

5.

- ☒ Agency does not presently have any ERGs.
- ☐ Agency will create a Diversity Council to leverage equity and inclusion programs
- ☐ Agency Diversity Council is in existence and active
- ☐ Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion
- ☒ Agency will inform employees of their rights and protections under the New York City EEO Policy
- ☒ Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

C. COMMUNITY and EQUITY, INCLUSION and RACE RELATIONS

State your Agency's general goals and strategies to enhance DEI and EEO in areas of Community and Race Relations.

[Community goals should be directed at the external environment of your agency, that is the public, communities, organizations, and other entities served by your agency.]

For Q4 of FY 2024, DCWP staff of the External Affairs Division attended 132 events, with 36 events communicated in languages other than English. These languages included Spanish, Bengali, and Simplified Chinese. The events were hosted around the city by various Community Based Organizations sharing information about DCWP, FECs, and new legislation that passed. Events took place in Brooklyn, Queens, and Manhattan focusing on issues like Older Adults Scam Awareness, Paid Safe & Sick Leave, and Worker's Rights presentations. In Q4, DCWP presented programs where participants were informed that materials can be shared in 13 additional languages upon request.

DCWP will continue to provide these services ensuring that our efforts in DEI and EEO extend beyond our organization to make a meaningful impact in the external environment that we serve.

Planned Programs, Initiatives, Actions aimed at Community, Equity and Race Relations:

[In addition to the strategic goals above, please describe in details specific initiatives, programs and policies planned with respect to your agency's services to the community. This should include initiatives to enhance equity, improve community relations and increase awareness about services offered by your agency.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

To enhance community engagement, equity, inclusion, and race relations, the agency plans to implement a variety of targeted initiatives. These include expanding multilingual outreach to increase accessibility for non-English speaking community members, hosting community resource fairs, and executing digital engagement campaigns to raise awareness about the agency's services and events. These combined efforts aim to strengthen community ties, promote fairness, and enhance overall service delivery.

[Please select below the options that apply to your agency.]

In FY 2025, the agency will:

- ☒ Continue or plan to promote diversity and EEO community outreach in providing government services
- ☒ Promote participation with minority and women owned business enterprises (MWBES)
- ☒ Expand language services for the public

V. Recruitment

A. Recruitment Efforts

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions, use of underutilization reports to inform recruitment efforts, and review of current policies procedures and practices related to recruitment and training hiring managers and recruiters on DEI courses.]

NOTE: This section must be prepared jointly by Agency DEI-EEO and HR.

The DEI-EEO and HR units will continue to proactively develop and implement strategies to maintain a diverse and inclusive workforce. As an equal opportunity employer, DCWP's goal is to further expand the wide range of candidates in all levels of the workforce, and we aim to accomplish this by continuing to:

- **Participate in Job Fairs and Hiring Halls:** Engaging in various events throughout the year to promote our agency's work, current job postings, and civil service exam opportunities.
- **Host Information Sessions:** The recruitment team will provide detailed information sessions to ensure candidates understand the hiring process for competitive titles.
- **Expand Internship Programs:** Hosting more interns year-round through programs such as the Partnership for Inclusive Internships (PII) program, Work Learn Grow program, and Ladders for Leaders program.
- **Target Job Postings:** Sending job postings to targeted groups within specific programs and associations to attract diverse talent.

Additionally, the DEI-EEO and HR units will:

- **Collaborate with Community Organizations:** Partner with community-based organizations to reach a broader and more diverse candidate pool.
- **Develop Mentorship Programs:** Create mentorship opportunities to support the professional growth and development of underrepresented employees.
- **Implement Diversity Training:** Provide regular diversity and inclusion training for all employees to foster a more inclusive workplace culture.
- **Monitor and Evaluate Progress:** Regularly assess the effectiveness of diversity initiatives and make data-driven adjustments to improve outcomes.

By leveraging these strategies, we aim to create a more inclusive, equitable, and diverse workforce.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2025 to promote open competitive and promotion civil service exams.]

To effectively promote civil service exams to New York City's underserved communities, the recruitment team hosts virtual information sessions. These hour-long events provide valuable

insights on obtaining employment within city service, including details on the application process, civil service examination procedures, fees, and the application process for 55-a program.

The recruitment team has also established a resume bank comprised of candidates who have registered to receive DCWP's Recruitment Newsletter. This monthly newsletter highlights DCWP's job postings, current civil service exams, and other relevant updates.

To retain our workforce, the recruitment team:

- **Promotes Job Postings:** Circulates DCWP's job postings agency-wide on a monthly basis.
- **Maintains a Shared Job Postings Folder:** Ensures all job postings are accessible in a shared folder available to all DCWP employees.
- **Hosts Targeted Information Sessions:** Conducts information sessions for employees on civil service titles and exams as new opportunities arise.

By implementing these strategies, we aim to enhance both recruitment and retention efforts, ensuring a well-informed and engaged workforce.

List any planned recruitment events for FY 2025 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Event Date	Event Name	Borough
7/26/24	DCWP's Employment Process Information Session	Virtual
8/23/24	DCWP's Employment Process Information Session	Virtual
9/27/24	DCWP's Employment Process Information Session	Virtual
10/25/24	DCWP's Employment Process Information Session	Virtual
11/22/24	DCWP's Employment Process Information Session	Virtual

List planned expenditures for FY 2025 related to recruiting candidates for open-competitive and promotion civil service exams.

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

C. Recruitment Sources

[List diverse recruitment sources, the target population your agency hopes to reach through these resources and whether the use of these sources resulted in previous hires. Recruitment sources should reflect your agency's effort to reduce underutilization in specific job groups and to otherwise diversity your workforce.]

1. Partnership for Inclusive Internships (PII) program – The program is a great way to create a pipeline of candidates for the 55-a program as all of the intern candidates are already connected to ACCES-VR or the NYSCB (the two State agencies that certify candidates). Hosting an intern through the PII program allows the agency to hire 55-a candidates in temporary roles that can lead to full-time roles.
2. Tri-state Area Law schools – target graduating students for internship/fellowship/and entry-level positions so that we can diversify our workforce in attorney civil service titles. Currently, we have run a successful summer externship program that we hope to expand into the spring season.
3. Collaborate with DYCD youth employment programs such as Ladders for Leaders to hire interns for six-weeks. DCWP typically recruits 20 – 25 interns each year.
4. Career Readiness and Modern Youth Apprenticeship (CRMYA) program - The apprenticeship program serves to foster students' growth and development in the workforce part-time for 3 years.
5. Silver Star program – to expand the representation of older age groups in our workforce.

D. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2024 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2025. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

The agency provided the following internship opportunities in FY 2024:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	0		M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps	0		M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	18	Asian: 12 White: 2 Black: 3 Hispanic: 1	M _9_ F_9_ Non-Binary __ Other __ Unknown __

4. Summer Graduate Interns	2	Black: 1 White: 1	M __ F 2_ Non-Binary __ Other __ Unknown __
5. Civil Service Pathways Fellows	0		M __ F__ Non-Binary __ Other __ Unknown
6. PII Program and Unpaid Interns (specify):	6	Asian: 2 White: 2 Black: 1 Did not Disclose:1	M 4_ F 2_ Non-Binary __ Other __ Unknown __

E. 55-a Program

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into a competitive civil service position without having to take and pass a civil service examination. The City encourages agencies to use the 55-a program as a tool to build a diverse workforce and create greater access to City employment for qualified candidates with disabilities.

- Presently, the agency employs 3 [number] 55-a participants. [Enter '0' if none]
- There are 3 [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 1 [number] new applications for the program were received and 1 participants left the program due to [state reasons] **__employee resignation__**.

[Describe your agency's plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities. This should include the goals for the Program, strategies your agency will use to educate hiring managers and those involved in the recruitment process, any challenges your agency has or foresee in recruiting and hiring 55-a candidates. If your agency hires for competitive titles and does not use the program, please explain why.]

DCWP is committed to raising public awareness of the 55-a program by including targeted language for 55-a applicants in all job vacancy notices with Competitive Civil Service titles. New hires receive comprehensive documents, including a 55-a program presentation, detailed information about the 55-a program, and a 55-a program FAQ page.

During new hire orientation, the recruitment team shares information about the 55-a program's role in our Civil Service Examination Process presentation. Additionally, the 55-a program booklet and updates from the NYC Department of Citywide Administrative Services (DCAS) on civil service exams are shared monthly with the entire agency via email.

To further encourage the recruitment and hiring of 55-a candidates, the recruitment team promotes the Partnership for Inclusive Internships (PII) program, creating a pipeline of candidates already connected to ACCES-VR or the NYSCB, the two state agencies that certify candidates for the 55-a program.

- ☐ Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.
- ☐ Agency does not use the 55-a Program and has no participating employees.

VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared jointly by Agency HR and DEI-EEO. HR must describe the activities and plans of Agency Career Counselors in A) below. EEO must respond to questions in C) below.

A. Career Counselors

[Describe the plans of the agency Career Counselor(s) to promote advancement and transfers within the agency, advise employees of opportunities for promotion, availability of civil service exams, and provide resources to help employees grow and develop future careers.]

DCWP's career counselor plays a pivotal role in agency recruitment and retention through a range of initiatives:

- **Personalized Guidance:** Offering tailored support to employees and job seekers across diverse backgrounds, our counselor assists employees in navigating career paths, developing skills, and overcoming obstacles. This ensures access to customized advice and resources for success, promoted through monthly Job Vacancy Announcements, the DCWP Recruitment Newsletter, and agencywide Civil Service Newsletter emails.
- **Career Counseling Sessions:** Employees can schedule appointments during work hours for personalized career path advice, targeted information, and valuable resources aimed at promoting internal growth and advancement.
- **Resume Support:** Providing feedback and tips to enhance resumes, empowering employees to effectively showcase their skills and pursue career opportunities both within and outside the agency.
- **Encouraging Skill Development:** DCWP offers full-time employees LinkedIn Learning licenses, facilitating access to professional development courses, certifications, and specialized training aligned with career goals.
- **Civil Service Exam Guidance:** Ensuring comprehensive support for civil service exams, including exam schedules, and application procedures, to prepare employees for career advancement opportunities.
- **Recognition of Internal Talent:** DCWP acknowledges and values internal talent through formal recognition and certificates awarded to outstanding employees, cultivating a culture that rewards exceptional performance and commitment to professional growth.

These initiatives collectively cultivate a dynamic and supportive environment where employees are encouraged to pursue and achieve career advancement within DCWP, contributing to their long-term professional development and the agency's overall success.

B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

The agency is currently conducting a comprehensive review and assessment of its new hire and promotional procedures, with a specific focus on mid- and high-level discretionary positions.

The following actions will continue to be executed:

- **Internal Job Postings:** Regularly promoting job vacancies internally to enable current employees to apply for roles aligned with their career aspirations and skill sets.
- **Enforcement of Vacancy Posting Policies and Protocols:** Reviewing and potentially revising vacancy posting protocols to ensure transparency and equal access to job opportunities for all qualified candidates.
- **Procedures for Interviewing Applicants:** Implementing structured interview formats and evaluation criteria to ensure consistency and fairness in the evaluation process, with supporting documents required within PAMS for candidate submissions.
- **Training of Hiring Managers:** Conducting training sessions for hiring managers on fair hiring practices, unconscious bias mitigation, and effective interviewing techniques to enhance the quality and equity of candidate assessments.
- **Hiring Manager Bi-Weekly Check-In Meetings:** Holding bi-weekly meetings between the Recruitment unit and hiring managers to discuss recruitment needs and promotional plans, gathering insights and feedback on existing procedures.
- **Role of the EEO Officer:** Clarifying and reinforcing the role of the Equal Employment Opportunity (EEO) Officer in overseeing selection and promotion actions, ensuring adherence to EEO laws and regulations.
- **Transparent Promotion Processes:** Ensuring transparency in promotion processes by clearly communicating criteria, qualifications, and expectations for advancement opportunities to hiring managers.
- **Supportive Transfer Policies:** DCWP plans to establish policies and procedures for intra-agency transfers, with the goal of facilitating employees' exploration of different roles and departments while leveraging their existing skills and knowledge. DCWP currently promotes its vacancies for employees to apply to any vacancy they are interested in.

These actions are aimed at enhancing the fairness, transparency, and efficiency of the agency's recruitment and promotion processes, fostering a workplace environment that promotes diversity, equity, and inclusion.

C. EEO Role in Hiring and Selection Process

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

In FY 2025, the agency EEO Officer will do the following:

- ☐ Ensure that all vacancy announcements include the revised NYC EEO Anti-Discrimination Statement.
- ☐ Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- ☐ Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
- ☐ Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- ☐ In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- ☒ Assist the hiring manager if a reasonable accommodation is requested for an interview.
- ☒ Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- ☐ Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log and/or SmartRecruiter reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- ☐ Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- ☐ Other: _____

D. Layoffs

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age? *[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.]*

- ☒ The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 2025.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, ethnic, gender, age groups, and people with disabilities.

- ☒ Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- ☒ The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

[Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.]

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	All staff	January 2025
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	As requested	January 2025
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	All staff	9/01/2023-8/31-2024
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	As requested	9/01/2023-8/31-2024
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	All staff 413 employees were trained by March 31, 2024.	March 2024

6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	As requested	March 2024
7. Disability Awareness and Etiquette	All employees	All staff	December 2024
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Managers, Supervisors, and Front-line employees	As requested	December 2024
9. Other (specify)			
10. Other (specify)			

VIII. Reasonable Accommodation

[Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.]

The EEO Officer investigates all EEO complaints and handles all the reasonable accommodation requests, external and internal, in a timely manner. Reasonable Accommodation Request Appeals are handled by the First Deputy Commissioner, Kenny Minaya. The EEO Officer ensures the confidentiality of all EEO complaints, medical information, and sensitive data related to reasonable accommodation requests. Employees can appeal the denial of a reasonable accommodation request within 10 days of their receipt of the decision. The appeal is decided within 15 business days of the receipt of an appeal.

- ☒ Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- ☒ Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency implemented the modifications of Reasonable Accommodation Procedure announced in May 2024.
- ☒ The agency initiates the cooperative dialogue within 10 days from the request for Reasonable Accommodation.
- ☒ The agency grants or denies request within 15 days after from the conclusion of cooperative dialogue.
- ☒ When necessary, in certain time-sensitive circumstances the agency conducts an expedited review and grants or denies request in less than 15 days.
- ☒ The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- ☒ If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ : Kenny Minaya, First Deputy Commissioner
- ☒ The designee reports directly to the Agency Head.

¹ EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency's General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.

- ☒ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

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

A. Local Law 92 (2018): Annual Sexual Harassment Prevention training

- ☒ The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- ☒ The agency will train all current employees on Sexual Harassment Prevention (Cycle 7 – September 1, 2024 – August 31, 2025) as indicated in the Section VII Training above.

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

- ☒ The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- ☒ The agency will input sexual harassment complaint data, as well as all other types of complaints, on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

C. Local Law 121 (2020): Age Discrimination Training

- ☒ The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- ☒ The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 2: April 1, 2023 – March 31, 2025) as indicated in the Section VII Training above.

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

- ☒ Employees have access to gender appropriate bathrooms and lactation rooms.
- ☒ Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2024.

- ☐ Reassignment

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

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2025

- ☒ List of diversity and inclusion training for FY 2025 is included in section VII of this annual plan.

F. Local Law 27 (2023): Workforce Information Report for FY 2024

- ☒ The agency will submit the mandated annual report with workforce information to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission by September 30, 2024.

G. Local Law 28 of (2023): Diverse Recruitment and Retention in City Government

Under LL 28 (2023), agencies must provide information about agency-specific training programs that are required for, or relevant to, an applicant's appointment to a position based on an open-competitive or promotional civil service examination. Additionally, agencies must provide information on expenditures related to recruiting candidates for open competitive and promotional civil service examinations, a list of recruiting events to promote open-competitive civil service examination and a list of any preparatory materials developed for applicants or potential applicants for open-competitive and promotional civil service examinations.

- ☒ The agency submitted all information required by LL 28 for FY 2024 using the form and templates provided.

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

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 5 runs from April 1, 2024, to March 31, 2026.

- ☒ The agency plans to train all new employees within 30 days of start date.
- ☒ All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.

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

X. Audits and Corrective Measures

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

- ☐ The agency is NOT involved in an audit conducted by NYC EEPD or another governmental agency specific to our EEO practices.
- ☐ The agency is currently being audited or preparing responses to an audit conducted by the EEPD or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPD, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 to include and implement EEPD recommendations that will be implemented during the fiscal year.
- ☐ The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] _____. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- ☒ Within the last two years the agency was involved in an audit conducted by the EEPD or _____ [another governmental agency – please specify] specific to our EEO practices.
- ☐ The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- ☒ The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

Vilda Vera Mayuga
Print Name of Agency Head


Signature of Agency Head

02/10/2025
Date

Appendix A: Contact Information for Agency EEO Personnel and Career Counselors *

Agency EEO Office mailing address:

42 Broadway 5th Floor
New York, NY 10004

[Please provide contact information (name, title, e-mail, telephone number and **full office address** if different from the main address above, for the following EEO and HR roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed. **NOTE:** Include staff performing any of EEO or HR-related roles in this listing even if they work in another part of the agency and not in the Office of DEI-EEO.]

*To prevent potential conflicts, the Career Counselor should not be within the EEO Office]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Sherie Wallace	SWallace@dcwp.nyc.gov	212-436-0250
5.	ADA Coordinator	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
6.	Disability Rights Coordinator	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
7.	Disability Services Facilitator	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
8.	55-a Coordinator	Cynthia Medina	CMedina@dcwp.nyc.gov	212-436-0439
9.	EEO Investigator(s)			
10.	EEO Counselor(s)	Amy Vera	Avera@dcwp.nyc.gov	212-968-6731

11.	EEO Training Liaison(s)			
12.	Career Counselor(s)	Margaret Mateo	MMateo@dcwp.nyc.gov	212-436-0338
13.	Other (specify)			