

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

## **Fiscal Year 2023**



Human Resources  
Administration

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Department of  
Homeless Services

**Department of  
Social Services**

## Table of Contents

I. Commitment and Accountability Statement by the Agency Head .....	3
II. Recognition and Accomplishments .....	4
III. Workforce Review and Analysis .....	8
IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2023 .....	9
V. Recruitment.....	15
VI. Selection (Hiring and Promotion).....	18
VII. Training.....	21
VIII. Reasonable Accommodation .....	22
IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws 23	
X. Audits and Corrective Measures.....	25
XI. Agency Head Signature .....	26
Appendix A: Contact Information for Agency EEO Personnel.....	27
Appendix B: 2020 Climate Survey Action Plan.....	28

## **I. Commitment and Accountability Statement by the Agency Head**

The policies and procedures set forth in the New York City Equal Employment Opportunity Policy is the "EEO" Policy of the Department of Social Services (DSS), the Human Resources Administration (HRA) and the Department of Homeless Services (DHS) of the City of New York.

This EEO policy is consistent with the federal, state, and local laws that prohibit employment discrimination, harassment, including sexual harassment, and retaliation in employment decisions.

Our mission is to meet clients where they are. Understanding that people are the core of our agencies and their unique qualities, skills, and knowledge significantly contribute to the quality of our programs and services, DSS is committed to creating and developing a diverse and inclusive workforce reflecting the diversity of our city. DSS enhances the quality of life for all New Yorkers by providing temporary help to eligible individuals and families with social service and economic needs in order to assist them in leading independent lives. These goals are accomplished through the effective administration of a broad range of social welfare programs and services. We believe that the diversity of our community is a fundamental strength of our city. Our mission is best fulfilled when we embrace diversity, inclusion, and respect for all human beings as a value and a practice, which are core values of our city. We maintain that achieving diversity requires an enduring commitment to inclusion that must find full expression in our organizational culture, values, norms and behaviors. Throughout our work, we will support diversity in all of its forms. Leading by example, we aspire to make diversity a core and abiding strength of our agencies.

DSS is firmly committed to promoting a diverse workforce and maintaining fair employment practices for its employees and applicants and ensuring that employment decisions are made on the basis of merit, fitness and equality of opportunity without regard to an individual's membership in any of the EEO protected categories. DSS does not tolerate retaliation against individuals for filing an EEO complaint, assisting in an EEO investigation, opposing discrimination or harassment and/or requesting a reasonable accommodation.

The EEO Office serves as our EEO complaint and investigation division, where employees, clients and applicants can obtain confidential and impartial assistance in addressing potential EEO issues. Employees and applicants may also request

assistance requesting reasonable accommodations. Any employees found to be engaging in discriminatory behavior or practices will be subject to disciplinary action.

As Commissioner, I fully support the EEO Office's efforts to ensure that equal employment opportunities are available to all of our employees, applicants, temporary employees, employment program participants and the client population we serve. The EEO Office conducts mandated training to inform employees of their rights and responsibilities pursuant to the law. All program heads, managers, supervisors, and line employees will be accountable for adherence to our EEO policy manual, as well as for creating and maintaining a work environment that is free from discrimination and encourages mutual respect and acceptance of differences within our ranks. Affirming and learning from our diversity only strengthens our Agencies by enhancing our ability to work together as a united workforce.

The implementation of the City's EEO Policy is one of our highest priorities and has my full commitment and support. I encourage you to avail yourselves of the information provided in the EEO Policy, Sexual Harassment Policy, and Reasonable Accommodation Policy. Please use this material and our EEO Office as a resource to evaluate not only your behavior and that of others, but also to ensure that your conduct is always respectful and professional.

- This statement is the same as last year.
- This statement will be disseminated to all employees in the agency.

## II. Recognition and Accomplishments

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

- **Equity, Inclusion, and Belonging Survey -October 2021**

The purpose of the survey was to give the agency leadership an understanding of whether employees feel a sense of belonging at DSS-HRA-DHS. The data collected from the survey was used to help develop initiatives, and actions within our equity and inclusion focus areas. The survey was issued on October 25, 2021, and closed on November 19, 2021, with a participation rate of 23 percent.

The surveys are very different, the Equity, Inclusion, and Belonging survey is recent, its from the perspective of most employees being in the workplace. The climate survey focused on what staff know. It was also more EEO focus. The Equity, Inclusion, and Belonging survey focuses on diversity and employee's sense of belonging. It also focused on employees being their authentic selves in the workplace. The purpose of the Equity

Inclusion and Belonging Survey is to get a sense of whether staff feel a sense of belonging in the workplace. We are looking to find out whether our employees feel that their differences are welcomed and valued.

- **10-Day Equity & Inclusion Challenge -November 2021**

The Equity & Inclusion challenge was created to help staff work on creating effective habits and an awareness around equity and inclusion. Just under 200 employees participated in the challenge. The challenge was to spend a few minutes each day learning and getting a better understanding of the equity issues we face daily. Each (work) day for 10-days the Office of Equity and Inclusion ("OEI") provided links to articles, videos, and discussion questions for participants to think about or discuss with other participants. There were reflection sessions at the end of each week to discuss the resources shared for the week.

Below are the themes for the November Equity & Inclusion Challenge

- Day 1 Disability and Inclusion
- Day 2 Let's Talk about Race and Gender Biases
- Day 3 Religion at Work
- Day 4 Understanding Race, Ethnicity, Nationality
- Day 5 Identity and Respect
- Day 6 Asian Americans and Race
- Day 7 Being Mindful of What We Say
- Day 8 Race and Mental Health
- Day 8 (Part 2) Equity and Homelessness
- Day 9 LGBTQBT Movement and Intersectionality
- Day 10 Inclusion/Privilege

- **Monthly diversity resource list- January 2022 – on-going**

January 2022 The Office of Equity and Inclusion ("OEI") began issuing a monthly resource list that provides staff with resources and ways to recognize and celebrate diversity holidays and observances.

- **5-day Equity & Inclusion challenge for AAPI Heritage month-May 2022**

In May 2022 OEI issued a 5-day equity and inclusion challenge in honor of AAPI Heritage month. The challenge was to spend a few minutes each day learning and getting a better understanding of the equity issues that individuals in the AAPI community face daily.

**Asian American Pacific Islander Heritage Month Event Hosted by: DSS-HRA-DHS AAPI Heritage Committee- May 2022**

The AAPI Heritage Committee hosted two panel discussions. The first session was a discussion of responses to anti-AAPI hate incidents and anti-AAPI rhetoric. The second panel discussion focused on Resources for AAPI community and allyship.

**Caribbean American Heritage Month event- June 2022**

In June 2022, the DSS-HRA-DHS the Caribbean American Heritage Committee hosted Our Shared History...Our Shared Future, an event celebrating National Caribbean-

American Heritage Month. The event included a keynote address from Hon. Sylvia Hinds-Radix, Corporation Counsel of the City of New York. The event also included spoken word, singing, and dance performances.

**Juneteenth Celebration- June 2022**

Also in June 2022, the DSS-HRA-DHS African American Heritage Committee hosted “*Celebrating the Excellence of Black Culture and Freedom*”. The event included the showing of the video “Why all Americans Should Celebrate Juneteenth”. There were also musical, dance, and storytelling performances.

- **Panel discussion and presentation on microaggressions in the workplace-June 2022**

- **Pride Month Panel-June 2022**

In June the LGBTQIA Office and the agency’s Rainbow committee hosted a panel discussion in celebration of pride month. The panel discussion included LGBTQ experts who are fighting the good fight to protect the rights of K-12 students and LGBTQ Americans, and to learn more about what you can do to join in this fight.

- **ADA Celebration Panel- July 2022**

The Office of Disability hosted a virtual event in recognition of the 32<sup>nd</sup> anniversary of the Americans with Disability Act (ADA). The event included a screening of *Signing Black in America* and a guest speaker from the Mayor’s Office for People with Disabilities.

- **Diversity & Inclusion Book Club -June-August 2022**

OEI In collaboration with the McMILLAN Library/ Office of Research & Policy Innovation launched the Diversity & Inclusion book club. The purpose of the book club is to create community across agency program areas which will create a culture of comfort, teamwork and camaraderie. Employees will learn new concepts and new ways of doing activities that they can apply in their workplace. The book club will give employees the opportunity to step up and practice leadership roles such as leading a group discussion or presenting an overview of a chapter. This book club will help our agency become a learning organization in which people continuously grow and develop.

- **Racial Equity tool kit -July 2022**

In July 2022, OEI issued a racial equity toolkit. 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.

**DEI Summer Workshops- OEI worked with Work Well to provide a summer series of diversity workshops listed below:**

**June  
Safe Spaces**

This session was an interactive practice to understand the LGBTQ+ community and how to be more welcoming in the workplace.

**LEARNING OBJECTIVES:**

- Increase cultural competency around working with LGBTQ+ colleagues.
- Become more aware to issues that people in the LGBTQ+ community face.

- Increase awareness about communicating with colleagues and clients about SOGIE to create a more inclusive space.

## **July**

### **Implicit Bias UNDERSTANDING AND MINIMIZING IMPLICIT BIAS**

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.

## **August**

### **Responding to Racism**

This session introduced foundational concepts of implicit bias, where they come from, and how they impact us.

#### **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.

### III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2022

**Total Headcount: 12,604**

The Office of Equity & Inclusion will work with the Executive Director HR Customer Care Solutions to create a self ID campaign for FY23.

The 9% decrease in the agencywide headcount has not impacted DEI and EEO actions and initiatives. Staff are very much active in EEO/DEI programming. Underutilization has not been affected.

1. In FY 2023, 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 2023, the agency will inform and remind employees of the option to add preferred name in ESS.
  
2. The EEO Office conducts a quarterly meeting with the Deputy Commissioner of HR Services, OEI, and the Office of Labor Relations to discuss the CEEDs data and ways that we can address underutilization. The Chief Diversity Officer is a direct report to the Commissioner. The CEEDs data analysis and strategies to address underutilization are shared with the Commissioner.
  - 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.

**Agency Head**

Quarterly  Semi-Annually  Annually  Other \_\_\_\_\_

**Human Resources**

Quarterly  Semi-Annually  Annually  Other \_\_\_\_\_

**General Counsel**



Quarterly  Semi-Annually  Annually  Other \_\_\_\_\_

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

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

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

#### **❖ Workforce:**

- During the second quarter of FY 23, OEI in collaboration with the Office of Human Resources Solutions (“HRS”) will roll out a Diversity Recruitment Guide which will include.
  - 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
- 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 employees 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.
- The Office of Disability Affairs will continue to increase participation and employment of individuals with disabilities in the workforce, by leveraging the grant-funded Partnership for Inclusive Internships (PII) program to create at least 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 January 2023 through other funding sources.

#### **❖ Workplace:**

- The Office of Equity & Inclusion will continue to work with the Diversity Council in the following areas.
  - Recruitment and Onboarding- Facilitating and providing advice and feedback on the hiring and promotion of diverse staff.

- Employee Programs- Ensuring employee programs educate and promote inclusion of diverse cultures and groups in all aspects of the agency.
  - Professional Development- Ensuring professional development opportunities are made available to all staff
- **Reverse Mentoring Program**
    - OEI will be working with the Office of Policies, Procedures and Training/Office of Work force Development (“OPPT”) to create a reverse mentoring program. This mentoring program will allow all employees to build beneficial relationships with leadership across the agency. Mentees will get hands-on experience and knowledge from line employees about the work they are doing. Both the mentors and the mentees will get to view the agency from a more inclusive lens. The program will allow leadership to collaborate with employees at different levels and skillsets. It will allow employees who are not in a leadership role the visibility to share their ideas and some of their workplace experiences.
  - The DSS Office of Disability Affairs will continue to curate presentation(s) for staff in honor of the Americans with Disabilities Act and will continue to collaborate with other DSS Departments to establish a Lunch & Learn program regarding disability issues.

❖ **DEI Trainings**

- OEI in partnership with OPPT is in the process of developing DEI trainings, with the goal of helping staff members become more culturally competent, empathetic, and self-aware. DEI training is crucial to building a safe and equitable workspace for all employees.
- The EEO Office will be providing targeted trainings for both managerial/supervisory and line staff including:
  - The reasonable accommodations process for managers
  - EEO for Managers
  - The EEO Complaint Process
  - Understanding the protected categories

The EEO office is also working on a desk guide for managers and supervisors.

❖ **Community:**

- DSS will continue to train all levels of staff in the Anti-Bias Trauma Informed Training. This curriculum is designed to education of DSS-HRA-DHS staff and vendors on the use of trauma-informed, racial equity, and anti-bias practices in service delivery.

- 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 and provide continuous training to DHS DSS-HRA-DHS staff on the use of ASL Direct and other services for clients who are deaf and hard of hearing.
- DSS is increasing access for people who are low vision by developing outreach materials in Large Print.
- DSS Office of Disability Affairs hosts a quarterly Disability Advisory Panel, engaging advocates and people with disabilities from across the spectrum.
- DSS Office of LGBTQI Affairs hosts a quarterly LGBTQI Work Group meeting engaging advocates and clients in discussion around LGBTQI access and supports.
- DSS Office of Refugee and Immigrant Affairs (ORIA) meets regularly with the Immigrant Affairs workgroup to discuss issues of language access and immigrant benefits eligibility with select advocates and CBOs.

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

For FY23 OEI will conduct a follow-up to the Equity, Inclusion & Belonging survey that was conducted in FY22. The purpose of the follow-up survey is to get a sense of the level of engagement within the agency since the launch of initiatives in response to the first survey. The purpose of the Equity Inclusion and Belonging Survey is to get a sense of whether staff feel a sense of belonging in the workplace. We are looking to find out whether our employee feel that their differences are welcomed and valued.

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- OEI will conduct workshops to address the following:
  - Responding to Racism
  - Religious Microaggressions
  - Ageism in the workplace
  - Follow-up to the racial equity toolkit.
  - Understanding and addressing privilege
- OEI will be onboarding 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 which will include the development of a gender equity toolkit.
- OEI will be hosting a 3-day Equity & Inclusion challenge in honor of Women's Equality Day

**2. Planned Programs, Initiatives, Actions**

The Office of Equity & Inclusion will continue providing programming and educational opportunities that focus on ways to create awareness of the EEO Office, educational opportunities and programming around diversity issues the equity, developing the follow-up to the equity inclusion, and belonging survey, and collaborating with the Disability Affairs LGBTQIA and ORIA Offices to provide additional DEI programming.

## **A. Workforce**

OEI is working with Human Resources Solutions (HRS) to roll out a diversity recruitment strategy aimed at defining recruitment goals and develop action plans to address underutilization. The recruitment strategy will include an assessment of hiring needs, a blind resume selection process, a plan to assess existing recruitment sources and identify new diverse recruitment sources and conducting outreach to various organizations for underutilized positions.

OEI & EEO will work with HRS to ensure that career fair and job postings are shared across diverse platforms such as LinkedIn and professional organizations. OEI will also continue to share the civil service exam schedule with organizations such as the Professional Women in Construction, Women's Builders Council, and Nontraditional Employment for Women to address underutilization.

The EEO Office will also continue to lead quarterly meetings with our partners in HRS, Legal Affairs, Labor Relations and OEI to discuss the analyze CEEDs data, review of the quarterly dashboards, and sharing ideas on how to address underutilization.

The DSS Office of Disability Affairs, along with OPPT, will continue to offer Introduction to Disabilities training for all new staff as well as on-going training for DHS and DHS Provider Agency staff to improve their competency for working with people with disabilities.

The Office of LGBTQI Affairs, along with OPPT, will continue to offer Introduction to LGBTQI Affairs training to all new staff.

ORIA will continue to offer yearly refresher trainings on language access and immigrant eligibility to applicable staff across the agency.

The agency is currently developing a Training Academy and Customer Service Initiatives to provide public facing staff with tools and resources to help provide culturally competent service with care and compassion.

## **B. Workplace**

Employees are encouraged to include their pronouns in the signature line of emails. The agency created and distributed an informational document that explains the use of gender pronouns and emphasizes the importance of using the correct pronouns. The agency will continue to share this document and encourage all staff to include their preferred pronouns in their e-mail signature lines.

OEI will continue to support the various heritage and employee resource as they provide programming and educational opportunities for staff.

As previously mentioned, OEI will be conducting a follow-up Equity, Inclusion and Belonging survey in order to measure the successes of the programming launched in response to the initial survey launched in October 2021. The agency will use the results of this survey to further inform programming, educational and development opportunities for agency staff.

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

List below the names of existing ERGs:

- African American Heritage Committee (AAHC)
- African Heritage Club
- Asian-American Pacific Islander Heritage
- Caribbean Heritage
- Irish Heritage
- Latino Heritage
- LGBTQI – RAINBOW
- Russian Culture
- Women's History

- Agency will create a Diversity Council to leverage equity and inclusion programs

- Agency Diversity Council is in existence and active

The Diversity Council shall consist of 12 general members and 3 co-chairs.

- a. Facilitate and provide advice and feedback on the hiring and promotion of diverse staff;
- b. Ensure employee programs educate and promote inclusion of diverse cultures and groups;
- c. Ensure professional development opportunities are made available to all staff; and
- d. Advise on contracting with client-serving vendors and promote diversity amongst vendors' staff to reflect the diversity of the communities that they serve.

- 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

**Agencywide:** As part of the efforts to serve New Yorkers with care and compassion, it is vital that we take a fresh look at all decades-old policies and practices which may not be effectively

serving our vulnerable communities today -- this includes clearly communicating and creating awareness about the dedicated resources that are available to New Yorkers in need. To that end, the agency is renaming Job Centers as Benefits Access Centers (BAC) to more accurately reflect the services offered at these sites for our clients. The new name reflects the range of services that are available at the centers and online.

The **Office of LGBTQI Affairs** under the Office Advocacy will continue to identify and address the unique needs of LGBTQI communities.

The goals of DSS LGBTQI Affairs work are as follows:

- Increase awareness and visibility of LGBTQI issues across the organization
- Identify specific obstacles to access and participation for LGBTQI clients in DSS-HRA-DHS programs and services, and work with program staff to implement solutions
- Serve as liaison with community-based organizations to increase collaboration regarding LGBTQI issues at DSS-HRA-DHS
- Assist program participants with concerns or complaints related to accessing DSS-HRA-DHS programs

**Minority and Women Owned Business Enterprise Initiative (MWBE):** DSS designated a Chief Diversity Officer (CDO) pursuant to Executive Order 59 and a new MWBE officer. The CDO and the MWBE officer, in collaborations with the Agency Chief Contacting Officer (ACCO) will focus on developing relationships with MWBE's to increase their participation in the agency procurement process consistent with the plans being developed for FY23. Some of the plans for the MWBE office will be establishing a recurring annual event and utilizing virtual matchmaking and networking events to make procurement-driven connections. Also develop smaller, focused matchmaking events and working sessions. First smaller scale event with DHS Human Service Providers held on May 25, 2022.

DSS' Office of Community Outreach will meet, on a monthly basis, with a diverse group of community-based organizations and client advocates and continue to offer trainings around the use of ACCESS HRA, in addition to providing a weekly newsletter, and a public benefits digital platform, to external stakeholders. The work of the Office of Community Outreach is structured 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 in order to be responsive to the needs of underserved communities in a manner that is relevant to them.

The DSS Office of External Affairs continues to work to ensure that all New Yorkers have access to information about HRA and DHS services

In FY 2023, the agency will:

- Continue or plan to promote diversity and EEO community outreach in providing government services
- Promote participation with minority and women owned business enterprises (MWBEs)
- Conduct a customer satisfaction survey

- ☒ Expand language services for the public

## V. Recruitment

### A. Recruitment Efforts

OEI in collaboration with HRS are developing strategies to retain a diverse workforce, including the following:

- Continuing to increase participation and employment of individuals with disabilities in the workforce, by continuing to leverage the grant-funded Partnership for Inclusive Internships (PII) to create more internship opportunities for people with disabilities.
- OEI and HRS will work with the Diversity Council to develop inclusive recruitment and onboarding practices and facilitate and provide advice and feedback on the hiring and promotion of diverse staff.
- OEI works with HRS to develop an onboarding survey to gain feedback on the agency's onboarding process and identify areas for improvement.
- The agency provides monthly structured interview and unconscious bias training for hiring managers.

### B. Recruitment Sources

The agency is working to address underutilization by utilizing recruitment sources outside of the ones traditionally used by HRS. The agency has also incorporated the structured interviewing and unconscious bias training into our curriculum for staff development to reduce any bias associated with the hiring process.

OEI created a recruitment guide for hiring managers and HRS to use as a resource to expand their reach to a more diverse applicant pool. Human Resources has a community and ethnic media outlet directory.

- a. The agency has also shared job postings with the below organizations.
  - [Contact Us - Indo-Caribbean Alliance, Inc. \(indocaribbean.org\)](http://indocaribbean.org)
  - [Contact Us | Asian Americans for Equality \(aafe.org\)](http://aafe.org)
  - [Staff — Laal \(laalnyc.org\)](http://laalnyc.org)
  - LGBT+
  - [Pink Jobs – LGBT+ Friendly, Equal Opportunity Jobs and Candidates \(pink-jobs.com\)](http://pink-jobs.com)
  - Alumni Associations  
HBCU Alumni Associations
  - The NYU Black Alumni Network
  - Black Alumni Council

- Asian American Cultural Center (Rutgers)
- National Society of Black Engineers (NSBE)
- Woman’s Builders Council
- Arab Astoria
- The West Indian
- Idealist.org
- latinoshighered.com

The agency currently has underutilization in the following areas:

**DHS:**

- Building Services-Hispanic
- Craft-Females
- Laborers-Female
- Paraprofessionals Occupations-Asians

**HRA:**

- Building Services-Female
- Craft-Female-Black
- Laborers-Female

### C. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2022 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2023. 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 2022:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	2	White:1 Unidentified/Mixed:1	Male:1 Female:1



2. Public Service Corps	29	Asian : 10 Black : 2 Hispanic: 6 White: 8 Unidentified/Mixed: 3	Male: 13 Female:15 Unknown: 1
3. Summer College Interns	24	Asian: 3 Black:1 Hispanic:3 White: 11 Unidentified/Mixed:6	Male: 6 Female:18
4. Summer Graduate Interns	0		Male: __ Female: __ Non-Binary __ Other __ Unknown __
5. Other (College Credit; CUNY Research Foundation), AmeriCorps, Partnership for Inclusive Internships (PII) / Disabilities, Highschool	75	Asian: 36 Black: 8 Hispanic: 9 White: 16 Unidentified:6	Male: 35 Female: 37 Unknown: 3

Fiscal Year 2022 total Interns: 130

### D. 55-a Program

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

- Presently, the agency employs **46** [number] 55-a participants.
- There are **2** participants who have been in the program less than 2 years.
- In the last fiscal year, a total of **3** [number] new applications for the program were received and **4** participants left the program due to [state reasons] **resignation** and **4** due to retirement.

OEI will work with the 55-a coordinators to conduct 55-a information sessions for employees to learn more about 55-a program. The first session will be held during the second quarter of FY 23

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

## VI. Selection (Hiring and Promotion)

### A. Career Counselors

The agency has a career developer that provides the following services upon request:

- *Review the specific reason for seeking career assistance*
- *Review and provide feedback on resumes and cover letters*
- *Conduct skills assessments to determine/confirm best career path*
- *Share relevant job postings and review qualifications, as well as relevant training offerings to build knowledge, skills, and abilities*
- *Conduct mock interviews in preparation for scheduled interviews*

The Career Developer works in the Office of Policy Procedures and Training/Office of Workforce Development. The office provides professional development opportunities through the DSS Learning Academy. OPPT sends agency wide e-mails to notify staff of the various training opportunities that are offered. HRS also sends agency wide emails to notify staff of upcoming civil service exam filings.

The Asian American Pacific Islander Heritage committee hosted an event with DCAS as the guest speakers (**Civil Service 101 Workshop**). This was a great opportunity for staff to learn the basics of civil service and provided participants with tips and advice on how to navigate and thrive in a civil service system.

### New Hires and Promotions

HRS and OEI will continue to do the following:

- Identify job groups and protected groups experiencing underutilization
- Maintain a list of recruitment sources for each position
- Enhance current resources by identifying relevant professional a community organizations or media outlets serving the under serving the protected groups
- Require hiring managers to complete a disposition logs.

### C. EEO Role in Hiring and Selection Process

The agency's EEO Office sit in on interview panels and review interview questions from the hiring manager.

In FY 2023, the agency EEO Officer will do the following:

- Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.

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

#### **D. Layoffs**

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age?

- 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 2023.
- The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.

- ☒ The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

## VII. Training

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

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 1 must be completed by March 31, 2023.)	6,000	Continuing through FY23
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 1 must be completed by March 31, 2023.)	6,000	Continuing through FY23
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	6,000	Before the end of FY23
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	6,000	By end of cycle
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees  All other employees	We intend to utilize DCAS's Power of Inclusion Training to reach staff members in FY23 but target numbers are to be determined.	Continuing through FY 23
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees  All other employees	We intend to utilize DCAS's Power of Inclusion Training to reach staff members in FY23 but target	Continuing through FY 23

		numbers are to be determined.	
7. Disability Awareness and Etiquette	Employee Orientation Front-line employees	1200-2400	Before the end of FY23
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Hiring Managers	200	Before the end of FY23
9. LGBTQI Orientation Training	All New Employees	1200-2400	Continuing through FY23

## VIII. Reasonable Accommodation

The reasonable accommodation policy is posted on the intranet. The Disability Rights Coordinator and ADA coordinator contact information is posted on the intranet. This information is also shared during new employee orientation.

Describe your agency's practices for analyzing statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

- Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- The agency follows the City's Reasonable Accommodation Procedure.
- The agency grants or denies request 30 days after submission or as soon as possible.
- The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- If the review and decision on appeal is not done by the Agency Head.

Provide the name and title of the designee<sup>1</sup> :

Appeals are reviewed by a panel made up of senior leader from DSS/HRS/DHS

- **Matt Brune**- Chief Operating Officer. The Chief Operating Officer reports directly to the commissioner.
- **Robert Brandt**- Director of Client reasonable accommodations and Substance Use Policy, Planning, and Monitoring
- **Alex Gutkovitch**- Office of Program Development and Implementation

The designee reports directly to the Agency Head.

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

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

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

- The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- The agency will train all current employees on Sexual Harassment Prevention (Cycle 5 – September 1, 2022 – August 31, 2023) 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**

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<sup>1</sup> 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 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 1: April 1, 2021 – March 31, 2023) as indicated in the Section VII Training above.

#### **D. Executive Order 16: Training on Transgender Diversity and Inclusion**

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public.

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

All 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.

#### **E. Local Law 101 (2018): Climate Survey**

The agency, in collaboration with DCAS, has conducted a climate survey in 2020 and:

Analyzed the 2020 Climate Survey data provided by DCAS.

Will review or has reviewed the results of the survey with agency head and senior leadership.

Developed an action plan in consultation with agency head and senior outlining the initiatives and actions that will be adopted by the agency in response to the 2020 Workplace Climate Survey data.



## X. Audits and Corrective Measures

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

- The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- The agency is currently being audited or preparing responses to an audit conducted by the EEPC or \_\_\_\_\_ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2023 to include and implement EEPC recommendations that will be implemented during the fiscal year.
- The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] \_\_\_\_\_. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- Within the last two years the agency was involved in an audit conducted by the EEPC or \_\_\_\_\_ [another governmental agency – please specify] specific to our EEO practices.
- The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

## XI. Agency Head Signature

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

GARY P. JENKINS  
\_\_\_\_\_  
Print Name of Agency Head

  
\_\_\_\_\_  
Signature of Agency Head

12/6/22  
\_\_\_\_\_  
Date

## Appendix A: Contact Information for Agency EEO Personnel

	<b>Title/Function</b>	<b>Name</b>	<b>Email</b>	<b>Telephone</b>
1.	<b>Agency EEO Officer</b>	Athina McBean	<a href="mailto:eeounit@hra.nyc.gov">eeounit@hra.nyc.gov</a>	(929) 221-7254
2.	<b>Agency Deputy EEO Officer</b>	N/A		
3.	<b>Agency (Chief) Diversity &amp; Inclusion Officer</b>	Karen St. Hilaire	<a href="mailto:St.Hilairek@dss.nyc.gov">St.Hilairek@dss.nyc.gov</a>	929-221-5277
4.	<b>Chief Diversity Officer/Chief MWBE Officer per E.O. 59</b>	Karen St. Hilaire	<a href="mailto:St.Hilairek@dss.nyc.gov">St.Hilairek@dss.nyc.gov</a>	929-221-5277
5.	<b>Deputy Diversity Officer/ MWBE Officer</b>	Raymond Medina	<a href="mailto:medinaray@dss.nyc.gov">medinaray@dss.nyc.gov</a>	929-221-5290
6.	<b>ADA Coordinator</b>	Rae Davis	<a href="mailto:davisr@dss.nyc.gov">davisr@dss.nyc.gov</a>	212-361-7493
7.	<b>Disability Rights Coordinator</b>	Rae Davis	<a href="mailto:davisr@dss.nyc.gov">davisr@dss.nyc.gov</a>	212-361-7493
8.	<b>Disability Services Facilitator</b>	Siu Cheng (DHS) Jennifer Shaoul	<a href="mailto:disabilityaffairs@dss.nyc.gov">disabilityaffairs@dss.nyc.gov</a>	929-221-7281
9.	<b>55-a Coordinator</b>	Mercedes Jaramillo	<a href="mailto:jaramillom@dss.nyc.gov">jaramillom@dss.nyc.gov</a>	929-221-5460
10	<b>EEO Investigator(s)</b>	N/A		
11	<b>Career Counselor(s)</b>	Terrance Stroud	<a href="mailto:WorkforceTrainingOperations@dss.nyc.gov">WorkforceTrainingOperations@dss.nyc.gov</a>	9292216808
12	<b>EEO Training Liaison(s)</b>	Terrance Stroud	<a href="mailto:WorkforceTrainingOperations@dss.nyc.gov">WorkforceTrainingOperations@dss.nyc.gov</a>	9292216808
13	<b>EEO Counselor(s)</b>	Patty Baez	<a href="mailto:baezp@dss.nyc.gov">baezp@dss.nyc.gov</a>	(929) 221-5143

## Appendix B: 2020 Climate Survey Action Plan

[Please provide a detailed description your agencies plan to address the target areas and objectives identified by DCAS. For each target area and objectives, include the planned actions, initiatives, programs or policies, the intended reach, and the office responsible for implementation. More than one initiative is encouraged to address a target area and objective.]

### 1. Target area and objective: Increase employees' familiarity with the EEO Policy.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]
  - In April 2022, Commissioner Jenkins issued the annual EEO Commitment statement via email. The email also contained the contact information for the EEO Office. The Agency will send periodic emails to remind staff that the agency's and the Citywide EEO policy is available on the intranet site. In addition, the EEO Office will conduct trainings to help familiarize employee's with the EEO policy.
  
- **Intended reach:** All staff, including, senior executives, managers, interns, consultants, etc.
  
- **Who will be responsible for implementing the action?** The Equity & Inclusion and EEO Offices.

### 2. Target area and objective: Improve the EEO Office's visibility to the workforce.

- **Planned actions, initiatives, programs, or policies:**
  - 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
  
- **Intended reach** All employees.
  
- **Who will be responsible for implementing the action?** EEO Office

**3. Target area and objective: 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.**

➤ **Planned actions, initiatives, programs, or policies:**

- The DCAS Complaint procedure is posted on the intranet page, and it is distributed to employees during new employee orientation. The EEO Office will also provide trainings to employees on the complaint and investigation process.

➤ **Intended reach** All employees.

➤ **Who will be responsible for implementing the action?** EEO Office

**4. Target area and objective: Increase employees' understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.**

➤ **Planned actions, initiatives, programs, or policies:**

- 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. The EEO Office will also provide trainings on these topics.

➤ **Intended reach** All employees.

➤ **Who will be responsible for implementing the action?** EEO Office

**5. Target area and objective: 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.**

➤ **Planned actions, initiatives, programs, or policies:**

- 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.

➤ **Intended reach** Managers and Supervisor

➤ **Who will be responsible for implementing the action?** EEO Office

6. **Target area and objective: Improve managers' and supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.**

➤ **Planned actions, initiatives, programs, or policies:**

- 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

➤ **Intended reach** Managers and Supervisors

➤ **Who will be responsible for implementing the action?** EEO Office