

FY 2021 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

AGENCY NAME: DEPARTMENT OF SOCIAL SERVICES (DSS) - HUMAN RESOURCES ADMINISTRATION (HRA) - DEPARTMENT OF HOMELESS SERVICES (DHS) (DSS-HRA-DHS)

1st Quarter (July -September), due November 6, 2020
 2nd Quarter (October - December), due January 29, 2021
 3rd Quarter (January -March), due April 30, 2021
 4th Quarter (April -June), due July 30, 2021

Prepared by:
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Name	Title	Email Address	Telephone No.
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Date Submitted: _____

FOR DCAS USE ONLY: *Date Received:*

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2021

[NOTE: These forms are cumulative. For Q2, Q3 and Q4, use previous quarter’s submission to update.]

1. Please save this file as ‘**XXXX Quarter X FY 2021 DEEO Quarterly Report. Part I**’ where ‘XXXX’ is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
2. Complete the “Diversity and EEO Training Summary” details in the attached Excel file. Under Section 10 (“Other”), include training classes co-organized or co-sponsored by your agency EEO and/or HR Office that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
3. Mark progress in check boxes in the column for the current quarter. NOTE: DELAYED = behind schedule; DEFERRED = put off until later when better resources become available.
4. Please save the Excel file as ‘**XXXX Quarter X FY 2021 DEEO Training Summary**’, where ‘XXXX’ is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

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

Distributed to all agency employees? Yes (Date): November 12, 2020 No
 By Email
 Posted on Agency Intranet
 Other

II. RECOGNITION AND ACCOMPLISHMENTS

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

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

* Please describe Diversity &EEO awards and/or appreciation events below:

- “Servicing Special Populations within Domestic Violence Residential Programs”. October 22, 2020.
- “Unity in Diversity.” December 11, 2020.

III. WORKFORCE REVIEW AND ANALYSIS

1. Agency headcount as of last day of quarter:

Q1 (9/30/2020): 14,496: HRA/DSS (12,398) +DHS (2,098)

Q2 (12/31/2020): 14,345: HRA/DSS (12,278) +DHS (2,067)

Q3 (3/31/2021): _____

Q4 (6/30/2021): _____

2. Did Agency remind employees to update self-ID information regarding race/ethnicity, gender, and veteran status?

Yes (Date): 12/14/20 No

3. Did Agency conduct a review of the dashboard sent to the EEO Officer which contains: demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis?

Yes (Dates): _____ October 27, 2020 _____

This review was	<input type="checkbox"/> Human Resources	<input checked="" type="checkbox"/> Human Resources	<input type="checkbox"/> Human Resources	<input type="checkbox"/>
Human Resources				
conducted with:	<input type="checkbox"/> Agency Head	<input type="checkbox"/> Agency Head	<input type="checkbox"/> Agency Head	<input type="checkbox"/> Agency Head
	<input type="checkbox"/> General Counsel	<input checked="" type="checkbox"/> General Counsel	<input type="checkbox"/> General Counsel	<input type="checkbox"/> General Counsel
	<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____
	<input checked="" type="checkbox"/> Not conducted	<input type="checkbox"/> Not conducted	<input type="checkbox"/> Not conducted	<input type="checkbox"/> Not conducted

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2021

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2021 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

A. WORKFORCE:

Please list the Workforce Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. ○ Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
With the goal of promoting diversity in our workforce, there is a committee that meets monthly regarding recruitment of people with disabilities. It is comprised of members from the Office of Disability Affairs, including the Coordinator of the Partnership for Inclusive Internships (PII); various departments within Human Capital Management, including the 55a Coordinator; the EEO Office; and We CARE, an HRA program that provides vocational rehabilitation to 3000 people with disabilities in New York City at any given time and serves approximately 5,000 people each year.	The committee will meet monthly to discuss both the Partnership for Inclusive Internship, recruitment of People with Disabilities (PWD’s), and the 55a process. The committee developed and streamlined the 55a process and held several meetings to review it. All parties agreed with the workflow and path moving forward. Though deferred in Q2, the meetings are commencing in Q3.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.					
HRA/DSS/DHS has scheduled quarterly meetings with EEO, Human Capital Management and the Office of Legal Affairs to discuss DCAS CEEDS reports. Here are the underutilization job groups for HRA/DSS/DHS:					

Underutilization of Women and Minorities in HRA Workforce

Job Group	Female	Black	Hispanic	Asian
BUILDING SERVICES	-10			-5
CRAFT(SPERSONS)	-5	-7		
LABORERS	-5			
Grand Total	-20	-7	0	-5

Underutilization of Women and Minorities in DHS Workforce

Job Group	Female	Black	Hispanic	Asian
BUILDING SERVICES			-13	
CRAFT(SPERSONS)	-6			
LABORERS	-5			
MANAGERS				-11
PARAPROFESSIONAL OCCUPATIONS				-40
Grand Total	-11	0	-13	-51

B. WORKPLACE:

Please list the Workplace Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> that you set/declared in your FY 2021 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. ○ Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work and to maintain focus on retaining talent across all levels.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Each year, the DSS Office of Disability Affairs curates presentations in each borough in honor of the Americans with Disabilities Act.	This year, due to the pandemic, we hosted one virtual event: The Changing Landscape of Accessibility: How to Be Inclusive in our Digital World & Staff Disability Service Awards, attended by over 100 employees.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	DSS-HRA-DHS continues to encourage Employee Resource Groups and facilitates and promotes events that highlight our diverse workforce; however, there were no in-person events held in Q1 due to the pandemic.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please specify any other EEO-related activities during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activities occurred.					

None

C. COMMUNITY:

Please list the Community Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> that you set/declared in your FY 2021 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the Community Goal(s) set/declared in your plan. ○ Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
The Agency continues to identify best practices for establishing a brand of inclusive customer service.	<p>The DSS Office of Communication and Marketing (OCM) continues to ensure that the Agency’s message regarding information about our services, new programs and policies, and Access HRA is expanded to a broader and more diverse group of potential clients. DSS is increasing its presence in ethnic media by disseminating information about DSS news and initiatives and by allocating advertising dollars towards these outlets for our public information campaigns.</p> <p>DSS seeks to use neighborhood advertising in local stores, community and ethnic newspapers, and social media platforms to</p>	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

increase Agency communication with non-English speaking communities.

During Q1, we initiated conversations to launch a public information campaign promoting Access HRA to the general public, targeting seniors, single mothers and people with disabilities. Those initiatives were paused to respond to other Agency priorities due to the COVID-19 emergency. During this period, our team continued to focus on responding to the emerging agency needs by disseminating program information widely and ensuring that our messaging was available in all required languages, keeping ethnic and community media as our targeted outlets.

We are also working with the NYC Public Engagement Unit (PEU) on another public information campaign educating the public about the availability of legal services for tenants at risk of eviction. This campaign is scheduled to launch in March 2021. A considerable amount of the advertising budget will be allocated to ethnic and community media as well as local businesses in minority neighborhoods.

During Q 3, we are scheduled to launch our public information campaign on Access HRA (Skip the Trip II) in February 2020. For this campaign we are working closely with the Mayor’s Office for People with Disabilities

	<p>(MOPD) to ensure that our campaign fully complies with accessibility requirements.</p>				
<p>Identify best practices for establishing a brand of inclusive customer service.</p>	<p>Through collaboration with the Mayor’s Office for People with Disabilities (MOPD), the Agency’s Office of Constituent Services (OCS) spearheaded a new video phone system technology that provides members of the deaf and hard-of-hearing communities with a direct American Sign Language (ASL) agent who communicates in ASL and addresses questions and concerns about Agency services and benefits. OCS will continue to provide this support for our call center clients during FY’2021.</p> <p>During Q1 & Q2, 95% of OCS was set up to fully perform its duties remotely. 5% reported to the office, and still are, due to personal hardships.</p> <p>OCS provided video sign language interpretation for up to 8 callers per day during this time.</p> <p>In Q2, DSS sent a mailer promoting DSS’ ASL Direct service to 234 clients known to HRA as having ASL as their primary language. This outreach effort doubled ASL Direct call volume, up to 120-160 calls a month. Clients shared that it was “a relief” to know about ASL Direct and that it was the “perfect time” to have been connected</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	to this kind of help.				
<p>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.</p>	<p>During the Q1 & Q2, the Office of Citywide Health insurance Access (OCHIA) staff engaged in several educational sessions, presentations, and meetings and released a new newsletter.</p> <p>In July, OCHIA, in partnership with the Department of Health and Human Services (DOHMH), conducted health insurance refresher sessions for the staff of the Public Engagement Unit (PEU). OCHIA also conducted two webinars for City’s Workforce 1 Career Centers in contract with the Department of Small Business Services (DSBS) and held two partnership meetings with FE-ABD partners.</p> <p>In August, OCHIA partnered with the Community Partnership Engagement (CPE) Unit of DOHMH to conduct an event entitled “A COVID-19 Tailored & Collaborative Approach for NYC Arab Communities.” In this year’s Harlem Week, OCHIA also participated in a forum for small businesses, entitled, “GOOD4BUSINESS--Pivoting the Pandemic—State of Black Business Community Conversation.” Additionally, OCHIA, in partnership with the Office of External Affairs’ Eligibility Information</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	<p>Services, hosted a Disabled, Aged, and Blind Medicaid virtual presentation for health care providers, senior and disability advocates, and City and State agencies. OCHIA conducted a series of instructional sessions during August and September for school nurses working in NYC's public schools in the Fall.</p> <p>In September, OCHIA released its first newsletter as a new outreach tool for NYC seniors and local organizations.</p> <p>In October and November, OCHIA, in partnership with HRA Eligibility Information Services (EIS) conducted a virtual presentation for 236 providers, advocates and City and State agency staff about Medicaid for New Yorkers who are disabled, aged (65+) and visually impaired. Including a presentation partners featuring a presentation by staff of Older Adult Technology Services about their training and services for seniors. OCHIA conducted a virtual focus group with students from Baruch College to test the effectiveness of its preliminary brochure, designed to help college students navigate the use of their insurance coverage. OCHIA also conducted a virtual health insurance education session for Brooklyn College students and provided consultation to representatives of Planned Parenthood Empire State Acts about a pending bill about Medicaid coverage for pregnant.</p>				
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In November OCHIA conducted two small business health insurance webinars for the clients of the Upper Manhattan and Washington Heights Business Solution Centers administered by the Department of Small Business Services (DSBS). OCHIA, in partnership with DSBS staff, participated in a planning meeting with iHeart Media representatives to discuss collaboration on their new initiative, Building Black Biz. OCHIA supplied health insurance content for the newly launched Building Black Biz website in December and will participate in Community Affairs programs on iHeart stations about health insurance options in January 2021. OCHIA began its collaboration with the DSS Office of Communication and Marketing to design and develop a digital companion piece to the preliminary brochure for CUNY student noted above.

In December, OCHIA conducted a health insurance education session for school nurses newly hired by the Office of School Health. OCHIA also met with representatives of CUNY’s Central Administration for Health Services to discuss and plan for development of a modular digital health insurance course to be hosted on CUNY’s digital platform for all students. OCHIA is developing an outline for the relevant course modules on health care and coverage and the full

	content will be submitted in late January 2021.				
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Please specify any other Community-directed activities during the quarter (e.g., meetings, educational and cultural programs, promotion of agency services, community fairs, etc.) and describe briefly the activities, including the dates when the activities occurred.

None.

<p>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</p>	<p>Through the Office of Intergovernmental and Legislative Affairs, the Legislative Affairs team worked to develop, negotiate, advocate, and communicate about and in favor of legislation and policies that reduce barriers to social services and uplift and empower racially, ethnically, and gender diverse New Yorkers, including many who have historically faced discrimination and oppression.</p> <p>The Legislative Affairs Team:</p> <ul style="list-style-type: none"> Submitted comments on behalf of the City of New York in opposition to rules proposed by federal agencies that disproportionately impacted low income, People of Color (POC), and LGBTQI+ New Yorkers. Proposed and advocated for State legislation to increase community accessibility to essential public assistance programs such as the Supplemental Nutrition Assistance 	<p><input type="checkbox"/> Planned</p> <p><input type="checkbox"/> Not started</p> <p><input checked="" type="checkbox"/> Ongoing</p> <p><input type="checkbox"/> Delayed</p> <p><input type="checkbox"/> Deferred</p> <p><input type="checkbox"/> Ongoing</p> <p><input type="checkbox"/> Completed</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
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	<p>Program (SNAP), Cash Assistance (CA), rental assistance and emergency shelters.</p> <ul style="list-style-type: none"> • Advocated for State and Federal relief for low-income New Yorkers due to impacts of COVID-19. <ul style="list-style-type: none"> ○ Submitted testimonies from HRA and DHS leadership on the impact of COVID-19 on our clients and services. ○ Through weekly calls and detailed communications, provided essential updates to community organizations and elected officials on COVID related changes within the Agency. 				
<p>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</p>	<p>Within the Office of Intergovernmental and Legislative Affairs, the Government and Community Affairs team completed the following activities during Q1 and Q2:</p> <ul style="list-style-type: none"> • Attended 12 Community Advisory Boards, 7 meetings with Business Improvement Districts (BIDS), 6 meetings with local residents and public officials about our de-densification efforts around COVID, 8 meetings with NYPD, and 41 meetings with local Community Boards. • Attended 4 community meetings 	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	<p>regarding the siting of new DHS permanent locations, as well as 7 meetings regarding DHS street outreach work.</p> <ul style="list-style-type: none"> • Along with community-based organizations, attended 6 meetings concerning DHS shelters. 				
<p>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</p>	<p>In FY 2021, DSS Community Outreach:</p> <ul style="list-style-type: none"> • Provided training on the ACCESS HRA Provider Portal to providers and advocates. All trainings in Q1 and Q2 were conducted virtually. <ul style="list-style-type: none"> ○ Q1: 648 ○ Q2: 334 • Recruited and on-boarded new community-based organizations for the first time in the ACCESS HRA Provider Portal. <ul style="list-style-type: none"> ○ Q1: 24 ○ Q2: 11 • Participated in community forums to provide information and resources on HRA benefits and services. <ul style="list-style-type: none"> ○ Q1: 4 ○ Q2: 3 • Facilitated socially distant, in-person rental assistance enrollment events 	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	<p>at NYCHA developments to support community access to benefits.</p> <ul style="list-style-type: none"> ○ Q1: 15 ○ Q2: 15 <ul style="list-style-type: none"> ● Facilitated virtual enrollment event over Zoom to assist NYCHA residents with applications for restaurant allowances, SNAP, and emergency rental assistance. <ul style="list-style-type: none"> ○ Q1: n/a ○ Q2: 1 				
<p>Identify best practices for establishing a brand of inclusive customer service.</p>	<ul style="list-style-type: none"> ● Ensured that Agency websites (nyc.gov/HRA and nyc.gov/DHS) include up-to-date multi-lingual information and fully reflect the Agency’s commitment to serving Limited English Proficient (LEP) communities. ● Ensured that spoken language and sign language interpretation services were available for public events during the COVID-19 pandemic. ● Maintained appropriate contracts to provide professional, high-quality interpretation and translations services, including telephonic interpretation, on-site interpretation, sign language 	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	<p>interpretation, and the provision of alternative format documents and the translation of written documents. Continuously monitored these contracts to ensure service quality and universal availability.</p>				
<p>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.</p>	<ul style="list-style-type: none"> • Participated in one (1) webinar designed to promote access to HRA eviction prevention services for LGBTQI individuals and organizations. • Developed new LGBTQI training curriculum for DHS shelter providers. <p>Q2: Delivered LGBTQI Training Curriculum in partnership with the Mayor’s Office to End Gender-Based Violence to approximately 200 people over 18 total webinar sessions (each cohort received two webinars)</p> <p>· Q2: Held LGBTQI Advocate’s Meeting via web meeting on October 8, 2020, attended virtually by more than 50 individuals and organizations.</p> <p>· Q2: Presentation by National Innovation Service to DHS leadership of findings from research conducted with transgender and gender non-conforming clients as well as</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	<p>service providers in order to assess areas of opportunity for community engagement and collaboration</p> <ul style="list-style-type: none"> · Q2: DHS brought online 5 beds in an employment shelter & associated de-densification site specifically for TGNC people as a pilot program 				
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V. RECRUITMENT

A. RECRUITMENT EFFORTS

Please list Recruitment Strategies and Initiatives that you set/declared in your FY 2021 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):	Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
<p>DSS’s Office of Human Capital Management (HCM), the Office of Disabilities Affairs (ODA) and HRA’s We CARE program collaborate extensively with the PII program. Furthermore, they communicate regularly with Maureen Anderson’s team at Acces-VR. The team meets with Acces-VR counselors in each borough. Acces-VR has identified key contacts in each borough to streamline 55-a packet processing for clients of We CARE and the PII program.</p>	<p>The Partnership for Inclusive Internships (PII) hosted a webinar series for interns and partner organizations. These webinars focused on working in City government. Speakers included Alex Elegudin, formerly of the Metropolitan Transit Authority (MTA) and a recently appointed member of the Governor’s Executive Chamber, Andrew Lange of the NYC Department of Housing Preservation & Development (HPD), Christopher Noel of the NYC Department of Parks and Recreation, Sarah Cobb of the NYC Department of Cultural Affairs, and Sui Cheng of the Department of Citywide Administrative Services (DCAS). The goal of these webinars was to provide information on a variety of city agencies, thereby giving our interns and partner organizations a better understanding of the vast array of work that</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	government work entails, and how to take steps forward towards a career in City government. Each webinar incorporated information on specific vocational skills for the interns to work on and career resources in lieu of in-person internship opportunities.				
Ensure that all HRA and DHS positions are posted and visible in Employee Self Service (ESS) for all for all City employees.	The agency used ESS to as a recruitment tool to identify qualified candidates from a diverse population within our agency and other agencies.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Post HRA and DHS positions that are eligible for external applicants on www.nyc.gov/careers so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency.	HCM continues to post HRA and DHS positions on www.nyc.gov/careers so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2021:
 [NOTE: Please update this table every quarter]

Type of Internship\Fellowship	Total	Race/Ethnicity* [#s] * Use self-ID data	Gender* [#s] [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data
1. Urban Fellows	3	Black: 2; Unidentified: 1	M __ F 3 N-B __ O __ U __
2. Public Service Corps	10	Asian: 4; Black: 3; Hispanic: 3	M 3 F 7 N-B __ O __ U __
3. Summer College Interns			M __ F __ N-B __ O __ U __
4. Summer Graduate Interns			M __ F __ N-B __ O __ U __
5. The Partnership for Inclusive Internships (for people with Disabilities)	13	Caucasian: 4; Asian: 3; Black: 3 Hispanic: 3	M 7 F 6 N-B __ O __ U __
6. Other (College Credit)	2	Hispanic: 2	F _2_
<i>Additional Comments:</i>			

C. 55-A PROGRAM

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

Currently, there are 55 [number] 55-a participants.

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

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

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

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

The 55-a Coordinator has achieved the following goals:

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

2. _____

3. _____

VI. SELECTION (HIRING AND PROMOTION)

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

Please list additional Selection Strategies and Initiatives that you set/declared in your FY 2021 Diversity and EEO Plan (<i>include use of structured interviews, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data</i>):	Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan:	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Career Counseling: advise employees of opportunities for promotion and career development; notify of promotion/transfer opportunities	Upon request, staff can schedule an individual appointment with a career developer to review/revise resumes and cover letters, as well as participate in mock interviews. The Office of Workforce Development also collaborates with the Latino Heritage Committee and program managers, upon request, to offer career development workshops.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Review the methods by which candidates are selected for promotion or to fill vacancies (new hires), especially for mid and high-level discretionary positions.	We ensure that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for M1 and above positions.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>Review the methods by which candidates are selected for promotion or to fill vacancies (new hires) through civil service lists.</p>	<p>We continue to hire employees via civil service lists for new hire and promotional opportunities, to ensure provisional reduction and civil service list movement.</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Describe the role of the Agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment)</p>	<p>EEO representatives assist with panel interviews for all promotional opportunities for M1 and above positions</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Analyze the impact of layoffs or terminations on racial, gender, and age groups</p>	<p>The agency will use the DCAS Layoff Procedure as guidance should there be any layoffs, terminations, and/or demotions due to legitimate business/operational reasons in FY 2021.</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

Other: Selection Strategies and Initiatives.	The Agency will ensure that we review title specifications, job descriptions, job postings, interview procedures, and selection methods for all positions filled through both civil service lists and discretionary hiring to ensure equal employment opportunity for each selection. Additionally, we will continue to use structured interviewing techniques and protocols for all managerial positions.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
During Q1, Agency activities included the following:	# of Vacancies # of New Hires # of New Promotions	<u>1424</u> <u>11</u> <u>10</u>	<u>1441</u> <u>16</u> <u>15</u>	# _____ # _____ # _____ # _____	# _____ # _____ # _____

VII. TRAINING

Please provide your training information in Part II of the report “DIVERSITY AND EEO TRAINING SUMMARY” (in MS Excel).

VIII. REASONABLE ACCOMMODATION

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging onto your CICS Account at: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

IX. COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND LOCAL LAWS

A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION

Please provide E.O. 16 Training Information in Part II of the report “DIVERSITY AND EEO TRAINING SUMMARY” (in MS Excel).

B. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

Please provide Sexual Harassment Prevention Training Information in Part II of the report “DIVERSITY AND EEO TRAINING SUMMARY” (in MS Excel).

C. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

<p><input checked="" type="checkbox"/> The Agency has entered the sexual harassment complaint data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.</p> <p>Q1 <input checked="" type="checkbox"/> Q2 <input checked="" type="checkbox"/> Q3 <input type="checkbox"/> Q4 <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> The Agency has entered all types of complaints in the DCAS Citywide Complaint Tracking System and updates the information as they occur.</p> <p><input checked="" type="checkbox"/> The Agency ensures that complaints are closed within 90 days. <i>The EEO Office makes every effort to ensure that complaints are closed within 90 days. However, when this is not practicable based on the high volume of EEO complaints received, the EEO Office notifies the complainant and respondent when the investigation exceeds 90 days.</i></p>
<p>Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: https://mspwwa-dcslnx01.csc.nycnet/Login.aspx</p>

D. LOCAL LAW 101: CLIMATE SURVEY

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

<p><i>Describe any follow-up measures taken to address the results of the climate survey:</i></p>

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

X. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies to your agency.

- The Agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- The Agency is involved in an audit; (please specify who is conducting the audit): _____.
- The Agency has attached the audit recommendations by NYC EEPC or the other auditing agency.
- The Agency has submitted or will submit to OCEI an amendment letter that shall amend the agency plan for FY 2021.

APPENDIX: [HRA/DSS/DHS] EEO PERSONNEL DETAILS

EEO PERSONNEL FOR 1ST QUARTER, FISCAL YEAR 2021

A. PERSONNEL CHANGES

Personnel Changes this Quarter: <input type="checkbox"/> No Changes		Number of Additions: 0	Number of Deletions: 1
Employee's Name & Title	Keith Gilmore EEO Counselor		
Nature of change	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination 11/30/2020	Start Date or Termination Date:	Start Date or Termination Date:
NOTE: Please attach CV/Resume of new staff to this report			
For New EEO Professionals:			
Name & Title			
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Proportion of Time Spent on EEO Duties	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
Completed Trainings:			
EEO Awareness:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Diversity & Inclusion:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
LGBTQ: The Power of Inclusion:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Sexual Harassment Prevention:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Unconscious Bias:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training Source(s):	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other

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

DIVERSITY AND EEO STAFFING IN [HRA/DSS/DHS] AS OF QUARTER 1 FY 2021 *

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<u>Chief People, Equity and Inclusion Officer (Interim) and Executive Deputy Commissioner</u>	<u>Mark Neal</u>	<u>Assistant Deputy Administrator HRA</u>	<u>50%</u>	<u>nealma@dss.nyc.gov</u>	<u>929.221.6658</u>
<u>EEO Officer/Directors</u>	<u>Stephanie Grant Athina McBean</u>	<u>Director of Equal Employment Opportunity; Contract Compliance (DOSS) M-III</u>	<u>100%</u>	<u>grantst@dss.nyc.gov mcbeana@dss.nyc.gov</u>	<u>646.208.6406 212.607.6091</u>
<u>Deputy EEO Officers</u>	<u>Jason Hryckowian Monique Quinones-Jackson</u>	<u>Admin. Staff Analyst Admin Staff Analyst</u>	<u>100% 100%</u>	<u>hryckowians@dss.nyc.gov quinonesmo@dss.nyc.gov</u>	<u>646.946.9639 212.361.8385</u>
<u>ADA Coordinators</u>	<u>Milagros Cordero Rae Davis</u>	<u>Community Coordinator PAA III</u>	<u>100% 100%</u>	<u>corderom@dss.nyc.gov davisr@dss.nyc.gov</u>	<u>929.221.5140 212.361.7493</u>

Disability Services Facilitator	Jennifer Shaoul – for HRA Elizabeth Iannone – for DHS	Administrative Staff Analyst Community Coordinator	<u>20</u> <u>5</u>	shaoulj@dss.nyc.gov iannonee@dss.nyc.gov	929-221-7281 929-221-6677
5-a Coordinator	<u>Mercedes Jaramillo</u>	Strategic Initiative Specialist	<u>5%</u>	<u>jaramillom@dss.nyc.gov</u>	<u>929.221.5460</u>
Career Counselor	<u>Sharon James</u>	Administrative Staff Analyst III	<u>5%</u>	<u>jamessh@dss.nyc.gov</u>	<u>929.221.5574</u>
EEO Counselor\ Investigator	<u>Patty Baez</u>	<u>Investigator (DISCP) III</u>	<u>100%</u>	<u>baezp@dss.nyc.gov</u>	<u>929.221.5143</u>
EEO Counselor\ Investigator	<u>Dennis Whinfield</u>	<u>Associate Staff Analyst</u>	<u>100%</u>	<u>whinfieldd@dss.nyc.gov</u>	<u>929.221.5144</u>
EEO Associate/Office Managers	<u>Claudette Adams</u>	<u>Community Coordinator</u>	<u>100%</u>	<u>adamscl@dss.nyc.gov</u>	<u>212.361.0609</u> <u>929.221.5078</u>
	<u>Cindy Lyons</u>	<u>PAA III</u>	<u>100%</u>	<u>lyonsc@dss.nyc.gov</u>	

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