



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

Fiscal Year 2023

New York City Employees' Retirement System

Table of Contents

I. Commitment and Accountability Statement by the Agency Head	3
II. Recognition and Accomplishments	4
III. Workforce Review and Analysis	5
IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2023	6
V. Recruitment.....	11
VI. Selection (Hiring and Promotion).....	15
VII. Training.....	19
VIII. Reasonable Accommodation	20
IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws 20	
X. Audits and Corrective Measures	23
XI. Agency Head Signature	24
Appendix A: Contact Information for Agency EEO Personnel.....	25
Appendix B: 2020 Climate Survey Action Plan.....	26

I. Commitment and Accountability Statement by the Agency Head

On behalf of the New York City Employees Retirement System (NYCERS), I hereby declare my commitment as the Agency Head to support and enforce the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, and agency partners, and members of the public served by our Agency.

I will strive to achieve the greatest possible diversity among our workforce, to create an inclusive culture of openness, tolerance, and cooperation in our workplaces, to promote equity in all its aspects, and to examine and eliminate the structural obstacles to equal treatment in the recruitment, selection, development, advancement, and retention of our diverse workforce reflective of our City's population.

I will involve my entire leadership team in our efforts to enhance and promote the values of equity, inclusion and respect for all. All executives, managers and supervisors in our agency will be responsible for ensuring a safe, equitable and inclusive work environment for all our employees, and for delivering equitable, fair and effective services to the public we serve.

I will hold the top leadership of our agency, as well as the EEO Officer, all EEO professionals, human resources professionals, legal professionals, managers and supervisors accountable for ensuring that the agency does not discriminate against employees or applicants for employment. We shall support the diversity, equity and inclusion initiatives at the agency by observing EEO mandates and working with dedication to attain agency goals in this area. All agency staff must be compliant with the City's EEO Policy and the implementation of this Diversity, Equity, and Inclusion and EEO Plan.

I will involve the EEO Officer in critical human resources decisions, including recruitment and selection strategies, workforce projections, succession planning, promotion of training/career development opportunities, and strategic planning.

We will report to DCAS on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders and laws prohibiting employment discrimination in New York City, and on the progress in implementing this Plan.

The Agency Principal EEO Officer, Craig Thornton, and the EEO Officers who provide support with EEO activities will serve as the primary resource for managers and supervisors by providing best practices and direction in addressing EEO issues. Their contact information will be prominently available to all employees.

During this Fiscal Year 2023, I will announce this Commitment Statement to our employees, to affirm the principles of diversity, inclusion, and equal employment opportunity, and to communicate our dedication to equity and all values that drive us toward this goal.

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:

1. NYCERS' EEO Officers have been to various EEO trainings including Sexual Harassment Prevention trainings to stay current with new developments in the field.
2. NYCERS recognizes the importance of supporting and celebrating employees with appreciation events such as: Virtual Moment of Silence in honor of Juneteenth, virtual get together for employees during the pandemic, Employee Recognition Service Awards, Town Hall Annual Values Awards.
3. The Agency acknowledges heritage or affinity months via Agency head messages.

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

- Diversity & EEO Awards
- Diversity and EEO Appreciation Events
- Public Notices
- Positive Comments in Performance Appraisals
- Other: Annual Values Awards- one of our Values is Respect: We embrace diversity and recognize that our differences strengthen us. Twenty seven employees were recognized with Values awards in 2021. Agency Value awards are usually given in December. Committee members are made up of past year award recipients and nominations for awards are submitted by peers.

III. Workforce Review and Analysis

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

Total Headcount: 495

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 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 _____

Other (___ specify)

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).

The agency reaches out to DCAS to serve as a resource in identifying strategies and best practices to address barriers to entry as well as to receive guidance concerning the interpretation of underutilization reports.

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

[State below the central goals of your strategy for FY 2023 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

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

❖ Workforce:

- NYCERS continues to expand its recruitment sources in order to continue to attract well-qualified candidates from diverse backgrounds. NYCERS now advertises “IT” employment opportunities in El Diario and advertises certain positions on the website Monster.com (which includes postings on diversity websites as part of Monster Diversity).

Additional steps NYCERS has taken:

- Using the quarterly workforce dashboard and identifying specific job groups where underutilization exists to guide recruitment efforts.
- Encourage agency employees to take promotional civil service examinations by sending e-mails with schedule of exams and posting schedules and exam announcements at the agency intranet
- Providing coaching, mentoring and cross training programs.
- Identify best practices to retain mature employees.
- Implement initiatives to improve the development and training of underrepresented employees.

❖ **Workplace:**

NYCERS will continue to expand its EEO-related outreach to ensure that all current employees and new employees are educated regarding their rights and responsibilities under the EEO Policy. Further, the agency renewed a contract for temporary employment with a MBWE owned employment agency.

NYCERS will increase efforts to have staff trained in the EEO policy, including increased training for managers and supervisors regarding their responsibilities as leaders in diversity and inclusion.

❖ **Community:**

Pension Outreach programs target reaching members from all boroughs and are inclusive of all members who are eligible. Closed captioning has been added to Pension Outreach Program video conferencing.

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

In FY 2022, a DEIB committee was formed and an expert consulting firm was hired to conduct surveys, focus groups and interviews. The DEIB Committee will review the findings and make recommendations for initiatives for FY 2023. This will be a long-term and ongoing initiative, targeting initiatives each fiscal year.

2. Planned Programs, Initiatives, Actions

(Please see above).

A. Workforce

The agency will address underutilization in FY 2023 by:

- Expanding internal and external applicant pools to address the underutilization through outreach strategies for broader recruitment.
- Launching outreach efforts to inform and encourage applications for the upcoming civil service examinations.
- Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts.
- The agency will implement the following strategies to address the impending retirement of employees and possible loss or gap in talent.

- ☒ Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service, especially for critical managerial positions.
- ☒ Encourage agency employees to take promotional civil service examinations.

The agency will implement the following initiatives to develop and retain employees:

- ☒ Institute coaching, mentoring and cross training programs. NYCERS has expanded the pool of coaches to better reflect the diversity of the workforce.
- ☒ Implement initiatives to improve the professional development of employees.
- ☒ Conduct assessments to ensure pay and promotions are equitable.

See above “Workforce”

- NYCERS Leadership Academy, sponsoring leaders for the LNY Coro Program

Additional Initiatives, Programs, or Comments:

NYCERS continues to identify best practices to retain employees and promote employee engagement by supporting Employee Resource Groups. NYCERS continues to support the Quality of Work Life Committee (QWL), which is staffed by NYCERS employees at all levels and host events that promote employee recognition and engagement. The QWL committee hosted our annual employee recognition awards in October 2020 & December 2021 which recognizes employees for their significant length of employment and commitment to NYCERS.

Additionally, during the pandemic, we formed an Employee Experience Committee to find ways we can better engage our valued staff. Value Awards are hosted annually.

QWL and municipal unions representatives conduct several initiatives at NYCERS to support moral at the agency annually. Employees appreciate these events . In addition to employees recognition events, QWL also spearheads a health drive where flu shots are administered, they arrange for speakers from MCU & Deferred compensation to visit NYCERS to provide in-site in various programs.

B. Workplace

The HR Division and Organizational Development and Training Division at NYCERS have been working on many fronts for the past few years to implement strategic workforce development. This program includes many elements such as (but not limited to): tracking and analysis of employment data (to determine why employees separate from the agency, where we get new employees from, and where we are successfully promoting from within); implementing a training protocol to provide easier access for training and development of staff; improving the performance evaluation process to

allow staff to set goals, share proudest moments, and facilitate conversations with employees and supervisors about performance to enable employees to get better feedback; working on a succession planning program at the agency.

NYCERS continues to analyze and modify our workforce development program to develop, provide upward mobility and retaining employees. Diversity, Equity, Inclusion and Belonging Initiative - NYCERS is initiating a new organization-wide effort to provide support to ensure that all employees are treated fairly and equitably, including identifying issues of racism, sexism or other inequities that may exist in the agency and assisting in finding creative solutions to address and correct these issues, as well as identifying practices that contribute to a diverse, inclusive and equitable environment.

We are proud of the diversity of our organization, but want to do more. Our goal is to create an environment where everyone—no matter their background—can succeed, feel a sense of belonging, and learn from one another. We know that diversity, equity, inclusion and belonging improve employee experience, helps us understand and serve our customers better, and makes us a stronger organization. With the strong support of our Executive Director and leadership team and the passion, commitment and dedication of our employees, we strive to be a leader in the retirement benefit administration industry where our culture represents our values.

NYCERS recognizes that a diverse, equitable, and inclusive workplace is crucial to our success. When we bring all values and perspectives to the table and give everyone a voice, we foster an inclusive environment for our employees, which empowers us to be more innovative for our customers.

These are on-going initiatives NYCERS plans on continuing and developing.

NYCERS includes the following EEO information in all managerial competencies, which are completed or updated when a new manager starts at NYCERS.

- EEO Compliance--Manager ensures staff is performing appropriate tasks within their titles.
- Manager ensures staff is effectively and efficiently utilized in their current positions to ensure optimal service delivery and that work accomplishments are met.
- Manager maintains a work environment free of discrimination and harassment by reinforcing policies in staff meetings, memos, and personal actions.

Additionally, NYCERS includes the following EEO information in all supervisor tasks and standards, which are completed or updated when a new supervisor starts at NYCERS.

- EEO Compliance--Ensures staff is performing appropriate tasks within their titles. Ensures staff is effectively and efficiently utilized in their current positions.

- Maintains a work environment free of discrimination by reinforcing policies in staff meetings.

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

List below the names of existing ERGs:

1. QWL

~~2.~~

~~3.~~

~~4.~~

~~5.~~

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

- Agency Diversity Council is in existence and active

- Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion

- Agency will inform employees of their rights and protections under the New York City EEO Policy

- Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

C. Community

NYCERS provides two customer service surveys on an ongoing basis. Callers are given the opportunity to provide their feedback, and members who come on site also complete a survey. This allows NYCERS to improve services, give members a voice, transparency and highlight employees who provided exemplary service.

Customers were satisfied with the safety protocols that NYCERS put into place when we reopened our facility for scheduled appointments. Customers asked for more appointments, and more appointments were released. Customers are very satisfied with the consultations that they receive. Customers indicated that they are not satisfied with the

difficulty getting through to the Call Center. A new Interactive Voice Response System will be implemented in three phases. This will enable customers who are interested in self-service to do so, while freeing up call center agents for customers who need more individualized attention. Additionally, the Board of Trustees approved 20 new resources for the Call Center, and we will hire and train those individuals and welcome them to the organization.

ACCESSIBILITY

- Update NYCERS letter template to improve accessibility/readability:
 - Incorporate Mayor’s Office for People with Disabilities (MOPD) font guidelines - sans serif font, at least 12 point
 - Simplified language
- Recording workforce events (Town Hall, Employee Recognition, etc.) and making the replay available afterwards to employees who may not have the opportunity to attend.
- NYCERS has obtained the services of Language Line Solutions to provide interpreting services for NYCERS members.

Additional Initiatives, Programs or Comments:

- As previously noted, NYCERS established a DEIB Steering Committee (Diversity, Equity, Inclusion and Belonging) - Twenty-one employees volunteered to participate. This diverse group of committee members along with other NYCERS employees participated in surveys and interviews with BCT partners to develop an integrated Assessment Report (Diversity, Equity, Inclusion and belonging report). For FY 2023, the plan recommendations will be reviewed.
- Continue to celebrate Diversity in Monday Messages and raise awareness about cultural/heritage celebrations
- Provide numerous channels for employees to provide feedback – Anonymous Ask Melanie, Values Survey, Legacy Replacement Project Organizational Readiness Survey, Change Champion programs, Agency Chief Restart Officer email.

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

The agency maintains and uses its own Applicant Interview Log for all recruitments. This form allows the agency to collect and maintain ethnicity, gender and disability information for all candidates who are interviewed for position at NYCERS. NYCERS also makes use of the NYCAPS eHire Applicant feature to help comply with Local Law 14.

Additional efforts:

- Direct resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment.
- Assess agency job postings to ensure appropriate diversity, inclusion, and equal opportunity employer messaging.
- Share job vacancy notices with the Mayor's Office for People with Disabilities and ACCES VR
- Post vacancies on NYC Careers.
- Use the NYCAPS eHire Applicant Interview Log to determine whether recruitment efforts and recruitment sources yield a diverse pool of qualified candidates.
- Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

Additional Strategies, Initiatives and Comments:

Utilize Inclusive Recruitment Guide Issued by the Office of Citywide Equity and Inclusion to develop strategic recruitment plans.

Our hiring process utilizes structured interviewing, including standardized interview questions and having more than one person on the hiring panel. Additionally, when a supervisor or manager is involved in a recruitment, he or she receives information from HR regarding the interview process and structured interviewing.

NYCERS' EEO Officers have attended both the structured interview and unconscious bias trainings offered by DCAS and going forward supervisors and managers who are involved in the hiring process will be encouraged to attend these trainings.

In keeping with NYCERS' values and commitment to diversity, the recruitment team attended two recent events sponsored by the Mayor's Office for People with Disabilities: The **Disability is Diversity Symposium: Workforce Inclusion and Beyond** in July in honor of the 32nd Anniversary of the Americans with Disabilities Act (ADA).

The recruitment team also participated in a virtual career fair in recognition of October as **National Disability Employment Awareness Month (NDEAM)**, where they represented NYCERS by highlighting the work we do and sharing that NYCERS is a great place to work!

NYCERS does partner with MOPD and DCAS OCR in the recruitment of potential employees.

B. Recruitment Sources

1. El Diario (for IT positions)
2. Monster.com (utilizes Monster Diversity Platforms)
3. Empire Vets Job Site
- 4.
- 5.

C. Internships/Fellowships

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		M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps			M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns			M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns			M __ F__ Non-Binary __ Other __ Unknown __
5. Leadership NY Coro Program	4	3 African American	M __2__ F__2__ Non-Binary __ Other __ Unknown __

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 0 [number] 55-a participants.
- There are 1 [number] participants who have been in the program less than 2 years.

- In the last fiscal year, a total of 0 [number] new applications for the program were received and 1 participants left the program due to [state reasons] resignation. .

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities and plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities in FY 2023. NYCERS works closely with Kadian Outar (CEI contact person) to identify and recruit 55-A candidates.

Based on the June 7, 2016, 55-a memorandum, issued by DCAS, the agency will carefully evaluate each request by longtime provisional employees for designation under §55-a to serve non-competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of Civil Service Law §65(3). In addition, the agency will reiterate to provisional staff that 55-a certification should not be used as a substitute for passing a civil service exam. The agency will encourage 55-a participants to take civil service examinations.

NYCERS sends all job postings to MOPD, which responds with resumes of potential candidates. NYCERS ensures these candidates are included in the interview process.

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

For FY 2023, if your agency is fiscally able to hire new employees and/or backfill open positions, please discuss the planned duties of the agency Career Counselor(s) with regard to advising employees of opportunities for promotion as well as overall career development.

In FY 2023, the agency's Career Counselor will perform the following tasks:

Dietra Williams, Associate Director of Human Resources, is NYCERS' Career Counselor. Dietra provides career information to staff and created a program called Career Corner, which gives tips on topics such as resume writing and interviewing. These tips have been emailed to all employees and are archived on the Career Corner page of the agency's intranet.

Arrange agency wide notification of promotional and transfer opportunities.

- Provide resources and support for job searches, resume preparation, and interviewing techniques.

B. New Hires and Promotions

Monitoring, review, and assessment of the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions.

- Human Resources continues to review the hiring and selection process to determine if improvements can be made.

In FY 2023, the agency will do the following:

- Assess the criteria for selecting/promoting persons for mid-level to high-level positions.
- Publicly post announcements for all positions, including senior level positions.
- Actively reach out to networks of underrepresented groups as part of its outreach.
- Compare the demographics of current employees to the placements.
- Ensure promotion justification is included in all promotion requests.
- Review and analyze the demographics race\ethnicity and gender for those who received the promotion\salary raises to ensure such practices are equitable.
- Review on a regular basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).

C. EEO Role in Hiring and Selection Process

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

PRE-SELECTION:

- Collaborate with the Director of Human Resources to ensure that an updated listing of sources for diverse applicants, including schools and professional organizations, is maintained.
- Assist the hiring manager if a reasonable accommodation is requested during the interview.
- Ensure all job postings include updated EEO Employer statement released in 2022.
- 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.

D. Layoffs

- 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

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.)	495	3/31/2023
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.)	495	3/31/2023
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	495	3/31/2023
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)		
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees All other employees		
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees All other employees		
7. Disability Awareness and Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)			
9. Other (specify)	Training as recommended by the DEIB Committee.		
10. Other (specify)			

VIII. Reasonable Accommodation

NYCERS follows the City Reasonable Accommodation Procedures and appeal process guidelines.

- 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 designee¹ : _____
- 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.

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

- The agency will 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.
- The agency will ensure that sexual harassment complaints are closed within 90 days.
- The agency will ensure that all other complaints are closed within 90 days.

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

- The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 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 leadership 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

- 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.]

Melanie Whinnery

Print Name of Agency Head

DocuSigned by:
Melanie Whinnery

Signature of Agency Head

Date 11/22/2022

Appendix A: Contact Information for Agency EEO Personnel

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Craig Thornton	cthornton@nycers.org	347 643-3430
2.	Agency Deputy EEO Officer [if appointed]	Melinda Brundidge-Watson	mbwatson@nycers.org	347 643-3422
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]			
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59			
5.	ADA Coordinator	Craig Thornton	cthornton@nycers.org	347 643-3430
6.	Disability Rights Coordinator	Craig Thornton	cthornton@nycers.org	347 643-3430
7.	Disability Services Facilitator	Craig Thornton	cthornton@nycers.org	347 643-3430
8.	55-a Coordinator	Dietra Williams	dwilliams@nycers.org	347 643-3469
9.	EEO Investigator(s)	Rhapsody Carrington Ahmad Zeb	rcarrington@nycers.org azeb@nycers.org	
10.	Career Counselor(s)	Dietra Williams Zharla Charles	dwilliams@nycers.org zcharles@nycers.org	347 643-3469 347 643-3654
11.	EEO Training Liaison(s)	Ellen Carton	ecarton@nycers.org	347 643-3545
12.	EEO Counselor(s)			

Appendix B: 2020 Climate Survey Action Plan

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

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

Based on the Climate Survey administered by DCAS, 96% of NYCERS employees reported familiarity with the EEO policies. Employees receive EEO training as part of the on boarding process and EEO policies are included in New Employee Orientation. This information is also included in the employee handbook, which all employees have access to. Additionally, the agency head sends EEO messages to employees at least twice a year.

- **Intended reach:** All employees have been provided access to NYCERS' portal, which includes access to all trainings. **All employees have access to computers.**
- **Who will be responsible for implementing the action?**
- Organizational Development & Training Division (ensures that training is assigned), Compliance Division (monitors training completion), Human Resources (responsible for on boarding of employees), Executive Director and Principal EEO Officer/EEO Officers.

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

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

NYCERS has 4 EEO officers that are available to assist employees. The identity of the EEO officers are included in the employee handbook and in the messages sent by the agency head at least twice a year. The Principal EEO officer also identifies the additional EEO officers during New Employee Orientation training. EEO was recently discussed at a Town Hall, which was in addition to the agency head messages and the training.

- **Intended reach:** All staff have access to computers.
- **Who will be responsible for implementing the action?**
All employees and consultants.

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:**

EEO policies, including the complaint and investigative process, EEO services & toll free hotline are posted throughout the agency in all common area bulletin boards. Employees also receive this information during orientation and the new hire

on boarding process. The process is also outlined in the employee handbook in addition to the bulletin boards. Information is reinforced in the agency head messages.

- **Intended reach**

All employees and consultants.

- **Who will be responsible for implementing the action?**

- The principle EEO officer discusses the EEO process during NEO training. ODT tracks agency EEO training and collaborates with DCAS to ensure all NYCERS employees can access the DCAS EEO Training Database.

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 policy and Commission of Human Rights Notice of Rights are posted throughout the agency. 97% of NYCERS employees have completed mandatory Sexual Harassment training.

- **Intended reach**

All employees and consultants.

- **Who will be responsible for implementing the action?**

Principal EEO Officer and Organizational Development and Training.

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:**

According to the survey, 93.8% of managers and supervisors reported they understood the reporting process. Since the survey, all new supervisors & managers have received EEO training.

NYCERS ensures the workforce is current and compliant with mandatory EEO and D&I trainings

- **Intended reach**

All employees and consultants.

- **Who will be responsible for implementing the action?**

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:**

According to the survey 95% of managers and supervisors reported they were aware of the EEO complaint process. NYCERS will continue to identify any employee who has not received training to ensure they are familiar with the complaint reporting policies. Add coverage of the EEO process in NYCERS' Leadership Academy (for supervisors and managers).

- **Intended reach** : All employees and consultants.
- **Who will be responsible for implementing the action?**

ODT tracks and ensure employees & consultants complete EEO & mandatory trainings. The goal is to have 100% compliance.