

**FY 2022 AGENCY QUARTERLY DIVERSITY AND EEO REPORT**

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

☐ 1<sup>st</sup> Quarter (July -September), due October 29, 2021

☐ 2<sup>nd</sup> Quarter (October - December), due January 31, 2022

☒ 3<sup>rd</sup> Quarter (January -March), due April 29, 2022

☐ 4<sup>th</sup> Quarter (April -June), due July 29, 2022

**Prepared by:**

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**Date Submitted: 04/29/2022**

**FOR DCAS USE ONLY:**

**Date Received:**

**INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2022**

**[NOTE: These forms are cumulative and intended to retain information for the entire FY 2022.**

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

1. Please save this file as '**XXXX Quarter X FY 2022 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 Part II - Training Summary [see the attached Excel file]. Under Section 10 ("Other Diversity/EEO Related"), include training classes co-organized or co-sponsored by your agency EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
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 2022 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, On (Date): \_\_\_\_\_ ☒ No  
☐ By e-mail  
☐ Posted on agency intranet  
☐ Other \_\_\_\_\_

**II. RECOGNITION AND ACCOMPLISHMENTS**

The agency recognized employees, supervisors, managers, and units demonstrating superior accomplishment in diversity 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 D&EEO Awards and/or Appreciation Events below:

### III. WORKFORCE REVIEW AND ANALYSIS

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

Q1 (9/30/2021): 13,578: HRA/DSS (11,596) + DHS (1,982)

Q3 (3/31/2022): 12,873: HRA/DSS (10,990)+ DHS (1,883)

Q2 (12/31/2021): 13,109: HRA/DSS (11,219) + DHS (1,890)

Q4 (6/30/2022): \_\_\_\_\_

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

☒ Yes , On (Date): 9/15/2021

☐ Yes , again on (Date): \_\_\_\_\_

☐ No

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

☐ Agency's intranet site

☐ Newsletters and internal Agency Publications

☐ On-boarding of new employees

3. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

☒ Yes , On (Dates):

Q1 Review Date: August 5, 2021 Q2 Review Date: N/A Q3 Review date: March15, 2022 Q4 Review date: \_\_\_\_\_

The review was conducted with:

☒ Human Resources

☐ Agency Head

☒ General Counsel

☒ Other Equity & Inclusion

☐ Not conducted

☐ Human Resources

☐ Agency Head

☐ General Counsel

☐ Other \_\_\_\_\_

☒ Not conducted

☒ Human Resources

☐ Agency Head

☒ General Counsel

☒ Other Equity & Inclusion

☐ Not conducted

☐ Human Resources

☐ Agency Head

☐ General Counsel

☐ Other \_\_\_\_\_

☐ Not conducted



#### IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2022

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2022 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

##### A. WORKFORCE:

Please list the <b>Workforce Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 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 <b>Workforce Goal(s)</b> set/declared in your plan. <ul style="list-style-type: none"> <li>• Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.</li> </ul>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
To increase participation and employment of individuals with disabilities in the workforce, DSS will leverage year 3 of the grant-funded Partnership for Inclusive Internships (PII) to create 30 more internship opportunities in FY 22 for people with disabilities, while also applying for a Bridge Year to continue and expand the PII Program.	<p>The PII Program is in its 3<sup>rd</sup> year and has provided over 90 internship opportunities to people with disabilities. DSS is in the process of negotiating a Bridge Year 4. In Q 1, 5 interns were hired as temporary employees and one PII intern that had been hired as a temporary employee was hired as a full-time employee.</p> <p>In Q2, 1 PII intern was hired by the Agency. We submitted a proposal to The Taft Foundation for a bridge year, continuing the PII program within DSS and extending it to other City Agencies. This proposal was approved and will</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 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"/>

	<p>begin in January 2022. We have written a manual entitled “Disability-Inclusive Internships: A How-To Guide for Local Governments” which will be published and shared in Q3.</p> <p>In Q3,</p> <ul style="list-style-type: none"> <li>• We began expanding the PII Program to other City Agencies through discussions with the MTA, the Parks Department and DOT.</li> <li>• We also began sharing the <i>How-To Guide for Local Governments</i> widely.</li> <li>• 5 interns were hired by the City in Q3</li> </ul>				
<p>In October 2021, the Office of Equity &amp; Inclusion (OEI) issued an Equity, Inclusion and Belonging Survey. A total of 2,986 employees responded to the survey (23 percent of all active staff).</p>	<p>The purpose of the survey was to give the agency leadership an understanding of whether employees feel a sense of belonging at DSS-HRA-DHS. Belonging in the workplace is a sense of support and feeling valued through inclusion, acceptance and positive connections. Having a sense of belonging in the workplace is important because it helps create better employee engagement. When employees feel engaged at work it increases business outcomes such as productivity and retention in a positive way. The data collected from the survey will be used to help develop initiatives,</p>	<input checked="" type="checkbox"/> Planned <input type="checkbox"/> Not started <input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

	and actions within our equity and inclusion focus areas.				
In November 2021, OEI hosted a 10-day Equity and Inclusion challenge. The Equity & Inclusion challenge was created to help staff work on creating effective habits and an awareness around equity and inclusion. Just under 200 staff members participated in the challenge.	The challenge was to spend a few minutes each day learning and getting a better understanding of the equity issues we face daily. Each (work) day for 10-days the Office of Equity and inclusion provided links to articles, videos, and discussion questions for participants to think about or discuss with other participants. There were reflection sessions at the end of each week to discuss the resources shared for the week. OEI will be collaborating with The Offices of LGBTQIA Affairs, Refugee & Immigrant Affairs, and Disability Affairs to create more specific challenges.	<input checked="" type="checkbox"/> Planned <input type="checkbox"/> Not started <input 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 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 checked="" 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.					
<p>HRA/DSS/DHS has scheduled quarterly meetings with EEO, Human Resource Solutions and the Office of Legal Affairs to discuss DCAS CEEDS reports. Here are the underutilization job groups for HRA/DSS/DHS:</p>					



**Underutilization of Women and Minorities in HRA Workforce**

Job Group	Female	Black	Hispanic	Asian
<a href="#">BUILDING SERVICES</a>	-12			
<a href="#">CRAFT(SPERSONS)</a>	-4	-7		
<a href="#">LABORERS</a>	-4			
Grand Total	-20	-7	0	0

**Underutilization of Women and Minorities in DHS Workforce**

Job Group	Female	Black	Hispanic	Asian
<a href="#">BUILDING SERVICES</a>			-13	
<a href="#">CRAFT(SPERSONS)</a>	-6			
<a href="#">LABORERS</a>	-4			
<a href="#">MANAGERS</a>				-10
<a href="#">PARAPROFESSIONAL OCCUPATIONS</a>			-37	-37
Grand Total	-10	0	-13	-47

**B. WORKPLACE:**

Please list the <b>Workplace Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 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 <b>Workplace Goal(s)</b> set/declared in your plan. • Include steps that were taken or considered to create inclusive work environment which 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
[Gender Equity] Gender Pronoun Training: Our agency has many staff and community members who are transgender, gender non-conforming, non-binary and intersex. One of the areas where all of us can use continued practice and improvement is with gender pronouns. We are offering staff a mini-course on pronoun use, with the aim to reach approximately 250 people by the end of the second quarter of FY22, and will continue to offer this curriculum	Conducted six sessions of the Gender Pronoun Training for HASA staff. Met initial goal, but more sessions will likely be offered.	<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 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"/>
The DSS Office of Disability Affairs (ODA) will continue to curate presentation(s) for staff in honor of the Americans with Disabilities Act.	ODA has engaged a keynote speaker for an ADA Event planned for January 2022 and has begun to curate content.  Q2: The Event was held on 1/13/22 entitled <b>Justice for All: Building an Accessible and Equitable Post-Pandemic</b>	<input checked="" type="checkbox"/> Planned <input type="checkbox"/> Not started <input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

	<p><b>Agency Keynote Speaker:</b> Britney R. Wilson, Associate Professor of Law &amp; Director of the Civil Rights and Disability Justice Clinic at New York Law School. There will be a Panel Discussion that includes staff from the Advocacy Team and from DEI, as well as a Leadership Panel.</p> <p>Q3: In January, ODA hosted the very well-received event <b>Justice for All: Building an Accessible and Equitable Post-Pandemic Agency Keynote Speaker</b> with over 150 DSS staff in attendance.</p>				
Please specify any other EEO-related activities designed to improve/enhance the workplace 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.					

## C. COMMUNITY:

Please list the <b>Community Goal(s)</b> included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 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 <b>Community Goal(s)</b> set/declared in your plan. <ul style="list-style-type: none"> <li>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 variety of communities that are served.</li> </ul>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
DSS/DHS/HRA will meet regularly with LGBTQI community members and advocates, holding at least two (2) advisory group meetings in FY22. These groups are a chance to increase communication and transparency about community needs, share back initiatives from within the agency, and ensure that agency services are informed by what is going on with the community. The first meeting is targeted for Q1, and the second is targeted for Q4.	<p>Q1: We held a community meeting on September 14, 2021. It was attended by approximately 40 work group members, which include LGBTQI community members, advocates, lawyers, agency service providers, and government partners.</p> <p>Q3: The agency is planning another meeting with the LGBTQI Workgroup for late April/early May, which aligns with the original goal of a meeting Q1 and Q4</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"/> 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"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	
The DSS Office of Disability Affairs (ODA) will continue to collaborate with the Mayor's Office for People with Disabilities on outreach related to ASL Direct and services for people who are	<p>ODA continued to meet regularly with MOPD on ASL Direct Outreach.</p> <p>ODA designed and produced ASL Direct Palm Cards to be distributed at Job Centers, SNAP</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"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred	

<p>deaf and hard-of-hearing.</p> <p>DSS is increasing access to alternative formats for people who are blind or low vision by adding static documents in alternative formats to the website and developing more notices in alternative formats.</p> <p>DSS Office of Disability Affairs hosts a quarterly Disability Advisory Panel, engaging advocates and people with disabilities from across the spectrum.</p>	<p>Centers, and DHS Intake locations and prepared a distribution plan.</p> <p>Q2: The Office of Disability Affairs and other DSS Offices met with MOPD regarding ASL Direct Outreach in October and December. The Office of Disability Affairs hosted the Disability Advisory Panel in December 2021.</p> <p>Q3: The Office of Disability Affairs (ODA) and other DSS Offices met with MOPD regarding ASL Direct Outreach in February and March.</p> <p>ODA hosted the Disability Advisory Panel in March 2022.</p> <p>ODA hosted a presentation on serving people who are deaf and hard of hearing featuring speakers from MOPD for the DHS Disability and Functional Needs (DAFN) Unit in January.</p>	<input type="checkbox"/> Completed	<input type="checkbox"/> Completed	<input type="checkbox"/> Completed	
<p>DSS' Community Engagement unit will continue to meet, on a weekly basis, with a diverse group of community-based organizations and client advocates.</p> <p>DSS' Community Engagement unit will continue to offer weekly trainings around the use of ACCESS HRA, a public benefits digital platform, to these</p>	<p>Provided training on ACCESS HRA features, Provider Portal and simulated ACCESS HRA SNAP/CA/OSD applications to providers and advocates. All trainings were conducted virtually.</p> <ul style="list-style-type: none"> <li>Q1: 36 webinars, 905 attendees</li> <li>Q2: 30 webinars, 280 attendees</li> <li>Q3: 30 webinars, 194 attendees</li> </ul>	<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"/> 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"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	

<p>external stakeholders.</p> <p>The goal of both practices is to provide an opportunity for these groups in the community to share community needs, feedback related to agency initiatives and programs, and to help ensure that DSS is engaging community partners across the spectrum. Doing so allows DSS to be responsive to the needs of underserved communities in a manner that is relevant to them.</p>	<p>Recruited and on-boarded new community-based organizations for the first time in the ACCESS HRA Provider Portal.</p> <ul style="list-style-type: none"> <li>• Q1: 10</li> <li>• Q2: 5</li> <li>• Q3: 10</li> </ul> <p>Participated in community forums to provide information and resources on HRA benefits and services.</p> <ul style="list-style-type: none"> <li>• Q1: 10 virtual</li> <li>• Q2: 7 virtual + 5 in person = 12</li> <li>• Q3: 7 virtual + 1 in person = 8</li> </ul> <p>Disseminated information on the evolving public benefits and government services landscape affecting our clients via weekly bulletin to CBOs and advocate.</p> <ul style="list-style-type: none"> <li>• Q1: <ul style="list-style-type: none"> <li>○ Number of letters/bulletins: 13</li> <li>○ Number of recipients: ~6,600 per communication.</li> </ul> </li> <li>• Q2: <ul style="list-style-type: none"> <li>○ Number of letters/bulletins: 13</li> <li>○ Number of recipients: ~6,700 per communication.</li> </ul> </li> </ul>				
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	<ul style="list-style-type: none"> <li>Q3:             <ul style="list-style-type: none"> <li>Number of letters/bulletins: 16</li> <li>Number of recipients: ~6,785 per communication.</li> </ul> </li> </ul>				
Identify best practices for establishing a brand of inclusive customer service.	<p><b>The DSS Office of Communication and Marketing (OCM)</b> continues to ensure that the agency's public message is expanded to a broader and more diverse group of potential clients. For FY22 OCM will launch two multilingual public information campaigns to educate our clients about benefits that are available to them. These campaigns will include ads in public transportation, social media, radio, local neighborhood businesses and community and ethnic media.</p> <p>During Q1 of FY'22 OCM effectively launched a multilingual public information campaign promoting Fair Fares, a program that offers half-priced public transit fares for low income New Yorkers, and extended the Emergency Rental Assistance Program (ERAP) campaign with ads on public transportation, social media, tv, radio, local neighborhood businesses, NYC Media, Link NYC, and community and ethnic media.</p> <p>For Q2 of FY'22 OCM has begun the planning process and concept development of a multilingual public information campaign</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 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"/>

	<p>promoting SNAP and the use of AccessHRA, a portal and mobile app that allows clients to apply and manage their SNAP, CASH and other benefits without having to visit our centers.</p> <p>During Q3 of FY 22 OCM finalized the concept design of the SNAP Public Information Campaign 2022 which will include advertising in radio, TV, community and ethnic newspapers in 11 languages (English, Spanish, French, Chinese-Traditional, Chinese-Simplified, Korean, Bengali, Polish, Russian, Urdu, Arabic) social media, and transit.</p>				
Identify best practices for establishing a brand of inclusive customer service.	<p><b>The DSS Office of Constituent Services (OCS)</b> has moved its call center operations to function remotely from home due to COVID. This has ensured continuity of services for clients. This transition has been supported by a collaboration between, OCS, DSS EEO and the DSS Information Technology Systems (ITS). OCS will continue to work with ITS to solve technical issues and ensure a 100% of its workforce is fully functional.</p> <p>During Q1, Q2 and Q3 OCS continue its call center operations remotely, while moving forward with the work to move its call center operations back to the office and embark on revamping a new IVR system to improve client access.</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 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"/>



	OCS has continued to provide video phone services for members of the deaf and hard of hearing communities with an ASL Direct agent who communicates with them in American Sign Language to address their questions and concerns about agency services and benefits. This service is the result of a collaboration with the Mayor's Office for People with Disabilities.				
Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.	<b>The Office of Citywide Health Insurance Access (OCHIA)</b> will continue its work to maximize understanding of and access to available health insurance options for New York City residents, small business owners and those that they employ. Through the Office of Citywide Health Insurance Access (OCHIA), DSS OEA will continue its work to maximize understanding of and access to available health insurance options for New York City residents, small business owners and those that they employ. For the benefit of New Yorkers under age 65, OCHIA will develop and maintain a variety of partnerships with City agencies, their staff and health insurance enrollment assisters from health plans to provide broad outreach and enrollment assistance opportunities for uninsured New Yorkers. For those 65 and older, OCHIA will continue to develop innovative outreach and information tools,	<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 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"/>

	<p>through flyers, brochures, newsletters and other materials to continue its effort to reach eligible seniors, enhance their awareness of and connect them to available health insurance programs as well as other helpful City services. In partnership with the Office of Communication and Marketing, OCHIA will embark on creating You Tube videos to educate viewers on Medicaid and Medicare Savings Programs as it pertains to the aged, blind, and disabled population.</p> <p>In the first quarter of fiscal year 2022, OCHIA, conducted four virtual health insurance workshops for partnered agencies, hospitals, and senior serving organizations.</p> <p>OCHIA also released its fourth newsletter for NYC seniors and local organizations.</p> <p>In Q2, OCHIA developed, in partnership with OCM, the video “Free Help to Enroll in Medicaid for Seniors and People with Disabilities” which was made available on HRA’s YouTube channel. OCHIA conducted seven (7) virtual health insurance workshops for partnered organizations. OCHIA, in partnership with the Mayor’s Office of Community Mental Health, developed guides to help New Yorkers understand how they can use their health insurance to obtain</p>				
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	<p>mental health and substance use disorder services. Additionally, OCHIA enrollment partner, MetroPlus Health Plan, resumed on-site enrollment assistance with ACS. OCHIA continues to work on other forms of collateral and video to expand its outreach capacity.</p> <p>In Quarter 3, OCHIA created in partnership with OCM, the video, “Free in NYC: Medicaid Excess Income” which is available on HRA’s YouTube channel. OCHIA staff conducted 9 virtual health insurance presentations including a workshop in support of Queens Public Library’s (QPL) Black History Month programming. OCHIA is continuing its partnership with QPL with the provision of non-English language presentations through the assistance of the HRA Language Access Unit.</p>				
Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.	<p><b>The Office of Intergovernmental and Legislative Affairs</b>, the Government and Community Affairs team will continue its work to develop and improve Agency credibility and presence with Community Boards, Community Advisory Boards, continuing to build relationships with community leaders, faith leaders, Business Improvement Districts (BIDS), local residents, elected and public officials and other stakeholders through networking and public</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 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"/>

	<p>engagement.</p> <p>Within the Office of Intergovernmental and Legislative Affairs, the Government and Community Affairs team completed the following activities during Q1:</p> <ul style="list-style-type: none"><li>• Attended 11 Community Advisory Boards, 1 meeting with Business Improvement Districts (BIDs), 4 meetings with NYPD, and 36 meetings with local Community Boards.</li></ul> <p>Attended 4 community meetings</p> <ul style="list-style-type: none"><li>• regarding the siting of new DHS permanent locations, as well as 9 meetings regarding DHS street outreach work.</li><li>• Attended 11 meetings concerning DHS programs.</li><li>• Attended 15 meetings concerning HRA programs</li></ul> <p>Within the Office of Intergovernmental and Legislative Affairs, the Government and Community Affairs team completed the following activities during Q2:</p> <ul style="list-style-type: none"><li>• Attended 10 Community Advisory Boards, 1 meeting with Business Improvement Districts (BIDs), 3 meetings with NYPD, and 41 meetings</li></ul>				
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	<p>with local Community Boards.</p> <ul style="list-style-type: none"><li>• Attended 18 community meetings regarding the siting of new DHS permanent locations, as well as 3 meetings regarding DHS street outreach work.</li><li>• Attended 7 meetings concerning DHS programs.</li><li>• Attended 2 meetings concerning HRA programs.</li></ul> <p>Within the Office of Intergovernmental and Legislative Affairs, the Government and Community Affairs team completed the following activities during Q3:</p> <ul style="list-style-type: none"><li>• Attended 29 Community Advisory Boards, 3 meetings with NYPD, and 53 meetings with local Community Boards.</li><li>• Attended 24 community meetings regarding the siting of new DHS permanent locations, as well as 5 meetings regarding DHS street outreach work.</li><li>• Attended 5 meetings concerning DHS programs.</li><li>• Attended 5 meetings concerning HRA programs.</li></ul>				
--	--	--	--	--	--

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.

DSS' Office of Neighborhood Safety (formerly the Mayor's Action Plan for Neighborhood Safety, MAP) will engage NYCHA residents and share information and resources regarding public benefits in New York City. ONS staff will also train NYCHA residents who volunteer around the use and functionality of ACCESS HRA, an online public benefits platform. To this end, ONS staff will continue to hold weekly virtual events where NYCHA residents can apply for public benefits.

Q1: DSS' MAP held weekly virtual events during this quarter.

Q2: Virtual events were suspended during Q2 due to the reassignment of MAP outreach staff.

Q3: ONS staff:

#### Training

- Conducted 10 ACCESS HRA webinars
- Trained 111 unique staff from community-based organizations

#### Virtual Events

- Held 16 virtual events
- Assisted 425 unique individuals at these events

#### Outcomes

- Submitted 18 new cash assistance applications and recertifications
- Submitted 37 new SNAP applications and recertifications
- Submitted 46 special grant applications related to gas and power outages
- Submitted 174 emergency assistance applications for rent

☐ **Planned**

☐ **Not**

**started**

☒ **Ongoing**

☐ **Delayed**

☐ **Deferred**

☐ **Ongoing**

☐

**Completed**

☐

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	<p>and utility arrears</p> <p><b>Misc.</b></p> <ul style="list-style-type: none"> <li>• 29 households received assistance with their restaurant allowance applications due to a fire</li> <li>• 75 unique individuals received information at job fair, which took place at Bushwick Houses, Brooklyn</li> </ul>				
Engagement with community regarding needs of LGBTQI clients, staff, and community members.	<p>DSS LGBTQI Affairs provided several trainings to community-based vendor staff this quarter, reaching over 100 individuals. These included partnering with the Office of Equity and Inclusion and the City Commission on Human Rights to provide two Transgender 101 trainings for Career Services vendors, providing an LGBTQI overview to the DHS Continuum of Care network, and facilitating a conversation about the LGBTQI issues with the Lived Experience Advisory Board for the Continuum of Care.</p>	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input checked="" type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Completed</b>	<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 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"/>

**D. EQUITY and RACE RELATIONS INITIATIVES:**

Please specify Equity and Race Relations Initiatives embarked on or continued from previous year(s) the quarter (e.g., meetings, educational and cultural programs, presentations, discussions, books/articles, other suggested readings, etc.) and describe briefly the activities, including the dates when the activities occurred.

In June 2021, DSS hired a Director of Race Equity Initiatives. The Director of Race Equity Initiatives is responsible for operationalizing a racial equity plan agency-wide, through collaboration and with agreement and participation from leadership and staff at all organizational tiers to advance racial equity at DSS/HRA/DHS. In the coming months, she will assist in developing racial equity and inclusion programming across the agency and will serve as a liaison with various city agencies, community-based organizations, labor unions, and advocates to solicit input and to advance a racial equity agenda for DSS/HRA/DHS clients and staff.

During the second quarter of FY 22, the Office of Equity and Inclusion launched an Equity and Belonging Survey to get a sense of whether staff felt a sense of belonging and value in the workplace. We are using the results of the survey to determine training needs and develop initiatives design the advance equity and inclusion at DSS/HRA/DHS.

During the third quarter of FY 22, the Office of Equity and Inclusion worked with the Office of Disability Affairs to develop a weeklong disability awareness challenge aimed at exploring the intersectionality of race, gender, age, etc. and disability. This challenge will launch during the week of May 16, 2022.

**V. RECRUITMENT****A. RECRUITMENT EFFORTS**



Please list <b>Recruitment Strategies and Initiatives</b> which you set/declared in your FY 2022 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 <b>Recruitment Goal(s)</b> set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
<p>DSS's Office of Human Resources Solutions (HRS) and the Office of Disabilities Affairs (ODA) and HRA's We CARE program collaborate with the Partnership for Inclusive Internships (PII) program on encouraging employment of people with disabilities within our system. They communicate regularly with Maureen Anderson's team at Acces-VR. The PII team meets with Acces-VR counselors in each borough. Acces-VR has identified key contacts in each borough to streamline 55-a packet processing for clients of We CARE and the PII program. The PII Program hosts a virtual speaker series for interns with disabilities and partner agencies entitled <i>Conversations with City Agencies</i>, promoting strategies for employment within NYC government for this population.</p>	<p>The PII Program meets regularly with DSS HCM. PII interns with disabilities are sourced regularly for internships openings throughout the Agency.</p> <p>The PII Program also meets regularly with Access-VR and co-presented to community agencies on two occasions in Q1.</p> <p>In Q1: One PII intern was hired into a temp role at HRA, and subsequently hired in a full-time role. (Female, Asian) and 5 interns hired into temp roles at DSS (2 Female, 3 Male) (1 Hispanic, 1 Asian, 3 Black)</p> <p>In Q2: The PII Program met with the broader DSS Disability Recruitment team; secured funding for a 4<sup>th</sup> year of the Partnership for Inclusive Internships and completed a manual on developing inclusive internships in City Government.</p> <p>One PII intern was hired into a full-time</p>	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input checked="" type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Completed</b>	<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 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"/>

	<p>role at the NYC Department of Consumer and Worker Protection (Female, Black).</p> <p><b>In Q3,</b></p> <p>We began expanding the PII Program to other City Agencies through discussions with the MTA, the Parks Department and DOT.</p> <p>We also began sharing the <i>How-To Guide for Local Governments</i> widely.</p> <p><b>5</b> interns were hired by the City in Q3. Three PII interns were hired into temp roles at DSS (2 Male, 1 Female) (1 Black, 1 Caucasian, 1 Asian) and two PII interns were hired into full-time roles within City agencies, at DCAS and Landmark Preservation Commission (2 Male) (1 Hispanic, 1 Caucasian).</p> <p>We continued conducting our Lunch &amp; Learns for PII Interns entitled <i>Conversations with City Agencies</i>. In January, our guests were representatives from the MTA. They shared what it was like working for the MTA and how interns with disabilities could apply for jobs.</p>				
Ensure that all HRA and DHS positions are posted and visible in Employee Self Service (ESS) for all City employees.	The agency utilizes ESS as a recruitment tool to identify qualified candidates from a diverse population within our agency and other agencies.	<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 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"/>

<p>Post HRA and DHS positions that are eligible for external applicants on <a href="http://www.nyc.gov/careers">www.nyc.gov/careers</a> so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency.</p> <p>To enhance diversity recruitment, we post externally on ethnic and professional websites, colleges, APA's and organizations such as HBCU's, LinkedIn, etc.</p>	<p>HRS continues to post HRA and DHS positions on <a href="http://www.nyc.gov/careers">www.nyc.gov/careers</a> so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency.</p> <p>We continue to increase our outreach to develop a solid list of diversified recruitment sources in an effort to increase the agency diverse and inclusive footprint.</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 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"/>
<p>Please specify any Recruitment efforts and initiatives designed to increase the effectiveness and improve the hiring and selection reach of your agency during the quarter and describe briefly the activities, including the dates when the activities occurred.</p>					

## B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2022:

[NOTE: Please update this table every quarter]

Type of Internship\Fellowship	Total	Race/Ethnicity* [#s] * Use self-ID data obtained from NYCAPS	Gender* [#s] [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data
1. Urban Fellows	0		M ___ F ___ N-B ___ O ___ U ___
2. Public Service Corps	8	Asian:2 White: 1 Black:1 Hispanic:3 Unidentified/Mixed:1	M 4 F 4 N-B ___ O ___ U ___

3. AmeriCorps VISTA/City Service Corps	2	Asian: 2	M 0 F 2
4. CUNYResearch Foundation	6	Asian: 5 Hispanic: 1	M 4 F 2 U
5. Summer College Interns	0		M ___ F ___ N-B ___ O ___ U _
6. Summer Graduate Interns	0		M ___ F ___ N-B ___ O ___ U ___
7. Other (specify): The Partnership for Inclusive Internships (for people with Disabilities)	3	Hispanic:2 Black: 1	M 1 F 2 N-B ___ O ___ U ___
8. Other (College Credit; CUNY Research Foundation)	5	White:1 Asian: 4	M 1 F 4 U
9. Other (High School)	0		M F

*Additional Comments:*

As mentioned above, In Q1: One PII intern was hired into a temp role at HRA, and subsequently hired in a full-time role. (Female, Asian) and 5 interns hired into temp roles at DSS (2 Female, 3 Male) (1 Hispanic, 1 Asian, 3 Black).

Q2 One PII intern was hired into a full-time role at the NYC Department of Consumer and Worker Protection (Female, Black).

Q3: 5 interns were hired by the City in Q3. Three PII interns were hired into temp roles at DSS (2 Male, 1 Female) (1 Black, 1 Caucasian, 1 Asian) and two PII interns were hired into full-time roles within City agencies, at DCAS and Landmark Preservation Commission (2 Male) (1 Hispanic, 1 Caucasian).

**C. 55-A PROGRAM**

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities.

☒ Yes

☐ No

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

Q1 (9/30/2021): 51 Q2 (12/31/2021): 50 Q3 (3/31/2022): 49 Q4 (6/30/2022): \_\_\_\_\_

During the 1st Quarter, a total of 0 [number] new applications for the program were received.

During the 1st Quarter 3 participants left the program due to resignation.

During the 2nd Quarter, a total of 0 [number] new applications for the program were received.

During the 2nd Quarter 1 participants left the program due to resignation.

During the 3rd Quarter, a total of 2 [number] new applications for the program were received.

During the 3rd Quarter 1 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 <b>Selection Strategies and Initiatives</b> which you set/declared in your FY 2022 Diversity and EEO Plan ( <i>include use of structured interview, 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 <b>Selection (Hiring and Promotion) Goal(s)</b> set/declared in your plan.
Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities	Upon request, staff can schedule an individual appointment with a career developer to review/revise resumes and cover letters, as well as participate in mock interviews. The Office of Workforce Development also collaborates with the Latino Heritage Committee and program managers, upon request, to offer career development workshops.
Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions	The agency ensures that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for M1 and above positions.
Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment)	EEO representatives assist with panel interviews for all promotional opportunities for M1 and above positions.
Analyzing the impact of layoffs or terminations on racial, gender and age groups	The agency will use the DCAS Layoff Procedure as guidance should there be any layoffs, terminations, and/or demotions due to legitimate business/operational reasons in FY 2022.

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.				
During this Quarter the Agency activities included:		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	# of Vacancies	<u>2743</u>	<u>2491</u>	2815	# _____
	# of New Hires	<u>223</u>	<u>183</u>	209	# _____
	# of New Promotions	<u>144</u>	<u>194</u>	89	# _____

## 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 into 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. EXECUTIVE ORDER 59: CHIEF DIVERSITY OFFICER /CHIEF MWBE OFFICER**

☒ The agency appointed new Chief Diversity Officer/ Chief MWBE Officer [different from the one listed in FY 2022 Annual Plan].

Provide the name and title of the new Chief MWBE Officer: Scott French, Chief Diversity, Equity and Inclusion Officer

**C. 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).*



**D. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING**

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

**Q1** ☒

**Q2** ☒

**Q3** ☒

**Q4** ☐

☒ The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

☐ The agency ensures that complaints are closed within 90 days.

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.

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

**E. LOCAL LAW 101: CLIMATE SURVEY**

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

*Describe any follow-up measures taken to address the results of the 2018 Climate Survey:*

- 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 Resources Solutions “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.

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*Describe your analysis of the results of the 2020 Climate Survey (when provided by DCAS):*

DSS did not receive a 2020 Climate Survey

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## 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 EEPD or another governmental agency specific to our EEO practices.
- ☒ The agency is involved in an audit; please specify who is conducting the audit: EEPC.
- ☐ Attach the audit recommendations by NYC EEPD or the other auditing agency.
- ☐ The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2022.
- ☐ The agency received a Certificate of Compliance from the auditing agency.  
**Please attach a copy of the Certificate of Compliance from the auditing agency.**

**APPENDIX: [AGENCY NAME] EEO PERSONNEL DETAILS**  
**EEO PERSONNEL FOR \_\_\_\_ QUARTER, FISCAL YEAR 2022**

**A. PERSONNEL CHANGES**

<b>Personnel Changes this Quarter:</b> <input type="checkbox"/> No Changes		<b>Number of Additions: 1</b>	<b>Number of Deletions: 1</b>
Employee's Name & Title	1. Stephanie Grant	2. Scott French	3.
Nature of change	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date: 2/28/2022	Start Date or Termination Date: 2/28/2022	Start Date or Termination Date:
Employee's Name & Title			
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:
<b>For New EEO Professionals:</b>			
Name & Title	4.	5.	6.
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)
Percent of Time Devoted to EEO	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
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)
Percent of Time Devoted to EEO	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):

**EEO Training Completed within the Last TWO Years, including the Current Quarter (EEO and D&I Officers, Deputies, AND ALL NEW EEO Professionals):**

Name & EEO Role	1. Monique Quinones-Jackson	2. Patty Baez	3. Athina McBean
<b>Completed EEO Trainings:</b>			
1. Everybody Matters-EEO/D&I	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. EEO Awareness	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. 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
4. Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. IgbTq: The Power of Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. 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
7. Disability Etiquette	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Completed OCEI Trainings:</b>			
A. EEO Officer Essentials: Complaint/Investigative Processes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
B. EEO Officer Essentials: Reasonable Accommodation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
C. Understanding CEEDS Reports	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name & EEO Role	4. Marlene Wright	5. Rae Davis	6. Robin Kalap
<b>Completed EEO Trainings:</b>			
1. Everybody Matters-EEO/D&I	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. 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
3. Diversity & Inclusion	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4. Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. IgbTq: The Power of Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Unconscious Bias	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Disability Etiquette	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Completed OCEI Trainings:			
A. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
B. EEO Officer Essentials: Reasonable Accommodation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
C. Understanding CEEDS Reports	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

B. CONTACT INFORMATION (Please list ALL current EEO professionals)DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF \_\_\_\_\_ QUARTER FY 2022 \*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO &amp; Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<u>EEO Officer/Director</u>	Athina McBean	Director of EEO M3	<u>100%</u>	<u>mcbeana@dss.nyc.gov</u>	<u>929.221.7254/212.607.6091</u>
<u>Deputy EEO Officer OR Co-EEO Officer</u>	Monique Quinones-Jackson	Admin Staff Analyst	<u>100%</u>	<u>quinonesmo@dss.nyc.gov</u>	<u>212.361.8385</u>
<u>Chief People, Equity &amp; Inclusion Officer</u>					
<u>Diversity &amp; Inclusion Officer</u>					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Scott French	<u>Administrative Staff Analyst M7</u>	<u>30%</u>	<u>frenchs@dss.nyc.gov</u>	<u>929.221.7371</u>

ADA Coordinator	Rae Davis	PAA III	<u>100%</u>	<a href="mailto:davisr@dss.nyc.gov">davisr@dss.nyc.gov</a>	<u>212.361.7493</u>
Disability Rights Coordinator					
Disability Services Facilitator	Jennifer Shaoul, DSS & HRA Jennifer Shaoul, Acting, DHS	Admin Staff Analyst Admin Staff Analyst	<u>25%</u> <u>10%</u>	<a href="mailto:shaoulj@dss.nyc.gov">shaoulj@dss.nyc.gov</a> <a href="mailto:shaoulj@dss.nyc.gov">shaoulj@dss.nyc.gov</a>	<u>929.221.7281</u> <u>929.221.7281</u>
55-a Coordinator	Mercedes Jaramillo	Strategic Initiative Specialist	<u>5%</u>	<a href="mailto:jaramillom@dss.nyc.gov">jaramillom@dss.nyc.gov</a>	<u>929.221.5460</u>
Career Counselor	Sharon James	Administrative Staff Analyst III	<u>5%</u>	<a href="mailto:jamessh@dss.nyc.gov">jamessh@dss.nyc.gov</a>	<u>929.221.5574</u>
EEO Counselor	Patty Baez Marlene Wright	Investigator (DISCP) III Fraud Investigator Level I	<u>100%</u>	<a href="mailto:baezp@dss.nyc.gov">baezp@dss.nyc.gov</a> <a href="mailto:wrightm@dss.nyc.gov">wrightm@dss.nyc.gov</a>	<u>929.221.5143</u> <u>929.252.2155</u>
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison					
Other (specify)					
Other (specify)					

\* Please note changes (new personnel filling the specified role). You may insert additional entries as needed. Title refers to the civil service title. If there is an

EEO\ Diversity role that your staff performs that is not on the list above, you may indicate it on the chart. You may provide full contact information once if several roles are performed by the same person.