



**Department of
Social Services**

Human Resources
Administration

Department of
Homeless Services

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Commissioner

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

Fiscal Year 2024



Human Resources
Administration

Department of
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Social Services**



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I. Commitment and Accountability Statement by the Agency Head

The commitment and accountability statement was issued to all staff via email on June 29, 2023. The statement provided links to the EEO policy and the Reasonable Accommodation policy. The Statement is not the same as the previous EEO commitment statement. (See attached EEO commitment statement.)

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

A Message from Commissioner Park: DSS' Commitment Statement to Equal Employment Opportunity, Diversity & Inclusion



Dear Colleagues,

I invite you to read the attached document which details our agency's commitment to ensure a workplace that fosters fairness and equality for all our employees. For any inquiries related to these issues please contact our EEO office.

Thank you for all you do for New Yorkers in need.

Sincerely,

*Molly Wasow Park
DSS Commissioner*

DSS' Commitment Statement to Equal Employment Opportunity, Diversity and Inclusion

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

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

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

support diversity in all of its forms. Leading by example, we aspire to make diversity a core and abiding strength of our agencies.

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

The EEO Office serves as our EEO complaint and investigation division, where employees, clients and applicants can obtain confidential and impartial assistance in addressing potential EEO issues. Employees and applicants may also request assistance requesting reasonable accommodations. Any employees found to be engaging in discriminatory behavior or practices will be subject to disciplinary action.

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

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

II. Recognition and Accomplishments

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

Equity Inclusion & Belonging Survey October-2022

From January to September 2022, OEI hosted nine Diversity, Equity, Inclusion, & Belonging (DEIB) programs centered around the celebration of diversity. After collecting feedback from program participants, OEI decided to add two additional survey questions (increasing the survey questionnaire to 19). From October to mid-November 2022, OEI once again administered the online EIB survey this time collecting 2899 employee survey responses. The online survey response rate stayed the same at 23% with most responses mirroring last years. There were no significant changes in the response rate and confirmation that all program areas were represented. The Office of Equity & Inclusion believes the survey respondent population gives a diverse reflection of the agency.

DSS-HRA-DHS Veterans Day Celebration November 2022

The Office of Equity & Inclusion hosted a Veterans Day celebration and resource fair in honor of staff members who identify as veterans, current U.S. service members, military family members, and to further celebrate Veterans Month. Featured guest speakers for the event included NYC Department of Veterans Services Commissioner James Hendon, U.S. Coast Guard NY Sector Commander Capt. Zeita Merchant, Model and U.S. Air Force veteran Cyrene Renee, and Boxer and U.S. Army veteran Boyd Melson. After several presentations, the event was followed by a resource fair featuring representatives from The NYC Department of Veterans Services, Manhattan VA Campus, VA Manhattan Regional Office, and The Staten Island Vet Center to provide information and educational materials to event participants.

Tone Policing/Codeswitching Discussion-January 2023

The Office of Equity & Inclusion hosted a discussion about tone policing and codeswitching. We discussed tone policing and how it is defined as "a conversational tactic that dismisses the ideas being communicated when they are perceived to be delivered in an angry, frustrated, sad, fearful, or otherwise emotionally charged manner." We also discussed code-switching and its positive and negative effects in the workplace.

Black History Month Presentation-February 2023

The Office of Equity & Inclusion created a presentation about the gender lens and internalized racism. This presentation was part of the black history month event with the

Gender Equity Toolkit-February 2023

The DSS-HRA-DHS Gender Equity Initiative ensures services are affirming for people regardless of their gender identity or expression. Our agency utilizes this initiative to confirm service delivery, ensuring it reflects gender-informed practices, giving out staff the tools and support needed to work with people of all gender identities and expressions.

Workplace Influencer casting call-February 2023

The Office of Equity & Inclusion conducted a casting call for NYC DSS-HRA-DHS employees to be the next face for the agency's diversity campaign.

GRIEA Workshop Series- February 2023

The GRIEA (Gender, Race, Inclusion, Equity, and Allyship) Project workshop series centers on creating equitable spaces within NYC government. The workshop covers key diversity, equity, & inclusion topics to help nurture cultural sensitivity, promote inclusion, address unconscious bias, and promote diverse perspectives. The GRIEA Project workshop is presented by The New York City Department of Social Services Office of Equity & Inclusion.

Women's History Month Celebration-March 2023

The Office of Equity & Inclusion hosted a Women's History Month celebration in honor of the agency's women staff members and in observance of the vital role women play in NYC government. Keeping in line with the national theme of "Celebrating Women Who Tell Our Stories," Featured guest speakers for the event included Claire Graves, President of The Webby Awards, Emelyn Stewart, CEO of Stuart Cinema & Café, and Mayte Carvalho, Author of the book "Persuasion." After the guest speaker presentations, a panel discussion on "Celebrating Our Story" was held and featured Cindy Hsu, a Reporter with CBS News, and Dr. Alicia Williams, VP of Diversity, Equity & Inclusion, Saks.

GRIEA Workshop Series- March 2023

During this workshop series we discussed that you could play a crucial role in social change through racial equity consciousness which consists of four interrelated components: racial equity dispositions, understanding of racial equity, racial equity awareness, and racial equity skills. We also discussed Intersectionality which refers to how your social identities interact and impact one another.

From Day One Conference-April 2023

The Director of Gender Equity Initiatives and The Director of Racial Equity Initiatives attended and interviewed individuals for different organizations at the day one conference. From Day One is a conference series and media outlet focused on innovative ways for companies to foster stronger relationships with their employees, customers, and communities. At a time when society holds businesses to a rising level of accountability, From Day One explores how companies can build well-grounded values into their business—diversity, responsibility, transparency—and stick with them in an economy driven by disruption.

GRIEA Workshop Series-April 2023

This workshop takes employees through the elements of racially equitable organizational change which are visioning, normalizing, operationalizing, and organizing. We talk about the common types of leadership bias are Recency or "what have you done for me lately?" bias, Similar-to-me bias, Proximity bias, Gender bias, and Confirmation bias. Then we go through the social and behavior change (SBC) which aims to empower individuals and communities, and lower structural barriers that hinder people from adopting positive practices and societies from becoming more equitable, inclusive, cohesive, and peaceful.

AAPI Heritage Month Event-May 2023

The AAPI Heritage Committee hosted an event for AAPI Heritage Month. Staff at the agency attended this event. The event highlighted cultural performances and a presentation about AAPI heritage.

Diversity Book Club- June 2023

The diversity book club resumed in June 2023. The book that was selected to read was Algorithms of Oppression by Safiya Noble. The group met twice in June and July to discuss the book. There will be one last discussion. To discuss algorithm bias.

Juneteenth Celebration- June 2023

The African American Heritage Committee hosted a Juneteenth event. The Office of Equity & Inclusion presented at the event.

Pride March-June 2023

The agency and the Rainbow Committee participated in the Pride march.

History of Ballroom-June 2023

The Rainbow committee hosted an event that highlighted the ballroom scene and the shared the history and ballroom culture.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2023

Total Headcount: 12, 503

In comparison to the headcount of June 2022 the total headcount decreased by 101.

1. In July 2023 the Office of Equity & Inclusion and Human Resources conducted a pay equity analysis for managers. The analysis involved a review of all relevant data, including demographic information, with the goal of identifying any disparities that could suggest a negative impact on a particular group or groups. After a thorough analysis, it was determined that there is no adverse impact to any of the traditionally underrepresented groups.
2. In October 2022 an email was sent out to all staff about self-identification and how to access it in Employee Self Services. Staff was also encouraged to self-identify during new employee orientation. The agency will also send quarterly emails out encouraging staff to self-identify.

In FY 2024, 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 2024, the agency will inform and remind employees of the option to add preferred name in ESS.

3. In April 2023 there was a CEEDS review meeting. The Principal Human Resources Professionals and the EEO Officer met to discuss the CEEDs Data, update recruitment resources as required and strategize on how to address underutilization. The results of this meeting were shared with the agency head." These CEEDs meetings will be held quarterly with follow up emails to check in on progress.

☒ 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).

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2024

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

- ❖ **Workforce:** For FY 2024 the Equity & Inclusion Office is working with the Office of Recruitment & Onboarding to address underutilization by updating recruitment resources,
 - The Office of Equity & Inclusion reviews monthly retirement reports from each program area to help determine which titles will require outreach.
 - The Office of Equity & Inclusion created an Inclusive Leadership professional development program for M1-M2 managers, Supervisors, and Frontline staff.
 - The Equity & Inclusion Office hosted a flash/speed mentoring event in July. This was a one-time meeting /discussion featuring experts in their fields, mentors, and mentees. Each session had one mentor to six or eight mentees for a 1-hour minute mentoring session. There were also one one-on-one 10-minute mentoring sessions. This was the launch of our Inclusive Leadership Development Programming.

❖ **Workplace:**

- In October of 2023 the Office of Equity & Inclusion will launch its annual Equity, Inclusion, & Belonging survey. This will be the third version of this survey.
- The Office of Equity & Inclusion is working on a diversity strategic plan with goals for professional development, creating a DEI scorecard for the different program areas, creating a framework for succession planning, and using more diverse media platforms.

DEI Trainings

- The EEO office developed a reasonable accommodation desk guide for managers and supervisors.
- The office of Equity & Inclusion is working on DEI specific trainings for managers and frontline staff. These trainings are included below:
 - Equity v. Equality
 - Implicit Bias for Managers
 - Cultural Competence
 - Intersectionality, Allyship, and privilege

❖ **Community:**

- DSS will continue to train all levels of staff in the Anti-Bias Trauma Informed Training. This curriculum is designed to educate DSS-HRA-DHS staff and vendors on using trauma-informed, racial equity, and anti-bias practices in service delivery.
- The DSS' Office of Disability Affairs will continue to collaborate with the Mayor's Office for People with Disabilities on outreach related to ASL Direct and services for people who are deaf and hard of hearing and provide continuous training to DHS DSS-HRA-DHS staff on the use of ASL Direct and other services for clients who are deaf and hard of hearing.
- DSS is increasing access for people with low vision by developing outreach materials in Large Print.
- DSS' Office of Disability Affairs hosts a quarterly Disability Advisory Panel, engaging advocates and people with disabilities from across the spectrum.
- DSS' Office of LGBTQI Affairs hosts a quarterly LGBTQI Work Group meeting to engage advocates and clients in discussing LGBTQI access and support.
- DSS' Office of Refugee and Immigrant Affairs (ORIA) meets regularly with the Immigrant Affairs workgroup to discuss language access and immigrant benefits eligibility with select advocates and CBOs.

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

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

2. Planned Programs, Initiatives, Actions

- OEI is working to create a diversity scorecard to measure the progress of internal processes, learning, and growth related to DEI of the different divisions throughout the agency. The scorecard will capture, measure, and analyze data points that will assist the agency in capturing key performance indicators (KPIs) and track DEI goals.

A. Workforce

• **Continue to work on the blind recruitment process with Human Resources Solutions (“HRS”)**

- The Office of Equity & Inclusion is still working on the blind selection process pilot program. This will help hiring teams evaluate people on their skills and experience instead of factors that can lead to biased decisions. This pilot will allow hiring managers to select the right candidates without imposing any type of preconceived ideas about a candidate based on their name, age, the school they attended, etc. This will help create more diverse program units and may help address underutilization. The blind selection process would help with the following:
 - The use of blind resume selections and other resources to increase the selection of diverse candidates.
 - Increasing the pool of qualified hiring managers by encouraging more managers to take Structured Interview Training for Hiring Managers.
 - Reviewing and updating recruitment resources on bi-annual basis to ensure that the sources are yielding the desired results.

B. Workplace

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

In June 2023, HRS shared the preferred name policy. The email provided details for how employees can put their preferred name into Employee Self Service.

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

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

☒ Promote employee involvement by supporting Employee Resource Groups (ERGs).0

List below the names of existing ERGs:

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

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

☒ Agency Diversity Council is in existence and active

- The purpose of the Diversity Council (Council) is to advance the agencies' diversity and inclusion efforts by providing support and guidance in the development and implementation of diversity programming, providing substantive advice and feedback on the hiring and promotion of diverse staff, ensuring that professional development opportunities are made available to all staff, and advising on contracting with client-serving vendors and to promote diversity among vendor staff.
- The council has 1 Chair and 2 Co-Chairs. There are a total of 15 members. The council meets monthly. The focus areas are MWBE, Professional Development, and Employee Programs.

☒ 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

1. The DSS Office of Disability Affairs will continue to collaborate with the Mayor's Office for People with Disabilities on outreach related to ASL Direct and services for people who are deaf and hard-of-hearing.
2. IDNYC works with several partners, including but not limited to, the DSS/HRA Office of Intergovernmental and Legislative Affairs, the Mayor's Office of Immigrant Affairs, and City Hall, to host temporary enrollment sites and the deployment of the IDNYC On-the-Go/Mobile Command Center to hard-to-reach neighborhoods in NYC. Our presence in these communities that rely on a government-issued photo ID card, along with the card's many benefits and services is necessary to improve the quality of lives for all New Yorkers, including newly arriving asylum seekers, as they navigate sudden arrival to this City.
3. DSS/DHS/HRA will meet regularly with LGBTQI community members and advocates, holding advisory group meetings. 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. DSS/DHS/HRA will regularly meet with the NYC Unity Project LGBTQ+ City Interagency group to increase communication regarding LGBTQI initiatives throughout city agencies.
4. Minority and Women Owned Business Enterprise Initiative (MWBE): Building on the success of two small-scale annual matchmaking events, the M/WBE Program Team will be holding the agency's first annual multiagency human services matchmaking event and will expand our program offerings to include Technical Workshops that support M/WBE capacity. We will continue to build M/WBE contract and subcontract pipelines with our Human Service Providers and Non-Profit Organizations, including through education, referrals, dedicated events, and by providing lists of local M/WBEs who can provide the goods and services these organization need most. To increase M/WBE participation on program-eligible contracts and subcontracts, both for repeat and first-time vendors, we will continue to perform direct outreach to M/WBEs on both discretionary and competitive contracts. To fully capture this participation, the agency will continue to build out its contract compliance processes.

In FY 2024, 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 has quarterly CEEDs review meetings to discuss the following:

- assessing the selection procedure within each underutilized demographic category in various job groups,
- the relevancy of selection criteria,
- discontinuing the use of criteria that are not job-related, and adopting selection methods that reduce adverse impact.
- We also discuss the EEO Office reviewing applicant logs and make this a quarterly process. We are currently creating the logs for HR to review.

B. Recruitment for Civil Service Exams

- We have not scheduled events calendared. However, we are working with HRA business link to promote open competitive exams at their scheduled events starting October 2023. As well as targeted outreach to HRA clients
- Currently, we do outreach to internal employees when DCAS exams schedules are received for QIE, EE, Open competitive and promotional exams.
- Below we have included upcoming dates for hiring pools in September.

List any planned recruitment events for FY 2024 that will be held by the agency to promote open-competitive civil service examinations.

Event Date	Event Name	Borough
N/A		

List planned expenditures for FY 2024 related to recruiting candidates for open-competitive and promotion civil service exams.

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

C. Recruitment Sources

1. LinkedIn.com
2. Monster diversity sites
3. Indeed.com
4. careerbuilder.com
5. citylimits.org
6. [Contact Us | Asian Americans for Equality \(aafe.org\)](#)
7. [Staff — Laal \(laalnyc.org\)](#)
8. [LGBT+ Pink Jobs – LGBT+ Friendly, Equal Opportunity Jobs and Candidates \(pink-jobs.com\)](#)
9. Alumni Associations
 - HBCU Alumni Associations
 - The NYU Black Alumni Network
 - Black Alumni Council
10. Asian American Cultural Center (Rutgers)
11. National Society of Black Engineers (NSBE)
12. Idealist.org
13. latinoshighered.com
14. Professional Women in Construction
15. Women Builders Council
16. LinkedIn

D. Internships/Fellowships

The agency provided the following internship opportunities in FY 2023:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Public Service Corps	5	Black_1_ Hispanic_1_ Asian/Pacific Islander_3_	M 3 F 2 Non-Binary __ Other __ Unknown __
2. Summer College Interns	57	Black_13_ Hispanic_14_ Asian/Pacific Islander_17_ Native American__0_ White_2_ Two or more Races_10_	M__23_F__29_N-B__3_ O__U__

3. Summer Graduate Interns	38	Black _1_ Hispanic _7_ Asian/Pacific Islander _11_ Native American____ White _4_ Two or more Races _3_	M _24_ F _7_ N-B ____ O _1_ U ____
4. Inclusive Internships (for people with Disabilities)	6	Race/Ethnicity * [#s]: Black _1_ Hispanic _2_ Asian/Pacific Islander ____ Native American ____ White _3_ Two or more Races ____	M _5_ F _1_ N-B ____ O ____ U ____
5. College Credit/Fellowship	13	Black ____ Hispanic _2_ Asian/Pacific Islander _4_ Native American____ White _5_ Two or more Races _2_	M _7_ F _6_ N-B ____ O ____ U ____
6. Research Foundation CUNY	7	Black _2_ Hispanic _2_ Asian/Pacific Islander _0_ Native American____ White ____ Two or more Races _3_	M ____ F _7_ N-B ____ O _U____ ____

E. 55-a Program

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

- Presently, the agency employs **46** 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 **1 new** application for the program were received and **4** participants left the program due to **resignation**.

The EEO Office hosted a 55-a session for employees in October 2022. During orientation we share the identity of the agency's 55- coordinator. We will hold another 55-a information session in FY24.

- The targeted audience are all employees that are interested in learning more about 55-a. We would like all employees to attend, whether they are permanent civil service or not, so that they can help us spread the word about the 55-a program.

☐ Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.

☐ Agency does not use the 55-a Program and has no participating employees.

VI. Selection (Hiring and Promotion)

A. Career Counselors

The agency has a career developer. The identity of the career developer was shared in March 2023. The services that are provided for career counseling are:

Services Provided

- Provides feedback on resumes and cover letters.
- Conduct skills assessments to determine/confirm best career path.
- Share relevant job postings and review qualifications, as well as relevant training offerings to build knowledge, skills, and abilities.
- Conduct mock interviews in preparation for scheduled interviews.

B. New Hires and Promotions

HRS and OEI will continue to do the following:

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

C. EEO Role in Hiring and Selection Process

In FY 2024, the agency EEO Officer will do the following:

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

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

D. Layoffs

- ☒ 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 2024.
- ☒ 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 2 must be completed by March 31, 2025.)	6,000	Continuing through FY24
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	6,000	Continuing through FY24
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	9,000	Before the end of FY24
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	3,000	By end of cycle
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees	We intend to utilize DCAS's Power of Inclusion Training to reach staff members in FY24 but target numbers are to be determined.	Continuing through FY 24
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees	We intend to utilize DCAS's Power of Inclusion Training to reach staff members in	Continuing through FY 24

		FY24 but target numbers are to be determined.	
7. Disability Awareness and Etiquette		1200-2400	Before the end of FY24
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)		200	Before the end of FY24

VIII. Reasonable Accommodation

The reasonable accommodation policy is posted on the intranet. The Disability Rights Coordinator and ADA coordinator contact information is also posted on the intranet. This information is also shared during new employee orientation. Describe your agency's practices for analyzing statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

- ☒ Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- ☒ Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency grants or denies request 30 days after submission or as soon as possible.
- ☒ The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- ☒ If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ :

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

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

- **Matt Brune**- Chief Operating Officer. The Chief Operating Officer reports directly to the commissioner.
- **Anthony Wade**- Director of We Care Operations
- **Alex Gutkovitch**- Office of Program Development and Implementation

☒ The designee reports directly to the Agency Head.

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

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.

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

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

- ☒ The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- ☒ The agency will train all current employees on Sexual Harassment Prevention (Cycle 6 – September 1, 2023 – August 31, 2024) as indicated in the Section VII Training above.

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

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

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

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

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

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

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2023.

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

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2024

- ☒ List of diversity and inclusion training for FY 2024 is included in section VII of this annual plan.

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

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 4 runs from April 1, 2022, to March 31, 2024.

- ☒ The agency plans to train all new employees within 30 days of start date.
- ☒ All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.
- ☒ In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- ☒ The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

X. Audits and Corrective Measures

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

- ☐ The agency is NOT involved in an audit conducted by NYC 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 2024 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.]

This

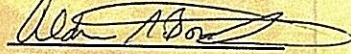
Determination of Compliance

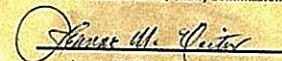
is hereby issued to

Department of Social Services (HRA/DHS)

*for successful implementation of 11 of 11 required corrective actions,
thereby achieving compliance with the Equal Employment Practices Commission's
Employment Practices with a Focus on Underutilization
from July 1, 2019 to this date.*

On this twenty-seventh day of April in the year 2023


Aldrin Rafael Bonilla, Chair/Commissioner


Jeanne M. Victor, Executive Director

In care of Acting Commissioner Molly Wasow Park
and Principal EEO Professional Athina McBean

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.]

Molly Park

Print Name of Agency Head



Signature of Agency Head

3/19/24

Date

Appendix A: Contact Information for Agency EEO Personnel

Agency EEO Office mailing address:

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer	Athina McBean	mcbeana@dss.nyc.gov	(929) 221-7254
2.	Agency Deputy EEO Officer	Monique Quinones-Jackson Dennis Whinfield	quinonesmo@dss.nyc.gov whinfieldd@dss.nyc.gov	2123610936 9292215145
3.	Agency (Chief) Diversity & Inclusion Officer	Karen St. Hilaire	St.Hilairek@dss.nyc.gov	929-221-5277
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Karen St. Hilaire	St.Hilairek@dss.nyc.gov	929-221-5277
5.	Deputy Diversity Officer/ MWBE Officer	Raymond Medina	medinaray@dss.nyc.gov	929-221-5290
6.	ADA Coordinator	Rae Davis	davisr@dss.nyc.gov	212-361-7493
7.	Disability Rights Coordinator	Rae Davis	davisr@dss.nyc.gov	212-361-7493
8.	Disability Services Facilitator	Jennifer Shaoul	shaoulj@dss.nyc.gov	929-221-7281
9.	55-a Coordinator	Mercedes Jaramillo	jaramillom@dss.nyc.gov	929-221-5460
10.	EEO Investigator(s)	Eric Smalls Annes Castilo	smallse@dss.nyc.gov castilloa@dss.nyc.gov	929-221-5144 929-252-5321
11.	Career Counselor(s)	Kimberly Wynn	WorkforceTrainingOperations@dss.nyc.gov	

12	EEO Training Liaison(s)			
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Appendix B: Local Law 28 (2023) – Diverse Recruitment and Retention

Agency Name: DSS-HRA-DHS

Local Law 28 of (2023) is a Local Law to amend the New York City charter and the administrative code of the City of New York, in relation to the evaluation and expansion of diverse recruitment and retention within the municipal government.

Pursuant to Local Law 28 (2023), each agency shall collect and submit the following information for the prior fiscal year to the Department of Citywide Administrative Services by **August 31, 2023**, and annually thereafter.

For each agency-specific training program your agency has that is required for, or relevant to, an applicant's appointment to a position based on an open-competitive civil service examination or a promotion civil service examination, list the following:

[Insert name of the Training Program]	Totals
# of applicants enrolled in such program	N/A
# of applicants who completed the program	N/A
# of applicants who passed and graduated from the program	N/A
# of applicants who passed but did not graduate from the program	N/A
# of applicants who did not pass or graduate from the program	N/A
# of applicants who accepted any appointment offered base on graduation from the program	N/A

List all expenditures related to recruiting candidates for open-competitive civil service examinations and promotion civil service examinations in FY 2023.

Borough	Approximate Dollar Amount Spent (\$)
Bronx	\$0
Brooklyn	\$0
Manhattan	\$0
Queens	\$0
Staten Island	\$0

Provide a list of recruiting events, including location, held, or attended by your agency to promote open-competitive civil service examination in FY2023.

Event Date	Event Name	Borough
	None	

Provide a list of any preparatory materials developed for applicants or potential applicants for open-competitive civil service examinations or promotion civil service examinations, if applicable. [Include as attachments]