

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

Fiscal Year 2024

DEPARTMENT OF SMALL BUSINESS SERVICES



careers
businesses
neighborhoods

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I. Commitment and Accountability Statement by the Agency Head

Diversity, equity, and inclusion are central to both the mission and operations of the Department of Small Business Services. Ensuring Equal Employment Opportunity and a discrimination-free workplan where “SBS-ers” are empowered to be their full selves is critical. I believe that when we embrace diversity, equity, and inclusion, we unlock the full potential of our agency – which will impact the lives of workers, small business owners, and whole neighborhoods throughout the five boroughs.

Indeed, equity is at the center of SBS’s mission as we drive towards an equitable economic recovery for workers, small business owners, and neighborhoods across our city. It is crucial that we continue to take meaningful steps towards integrating equity principles into our internal SBS operations and the services we deliver, across all areas of SBS. In partnership with SBS’s Director of Equal Employment Opportunity (Angelita McDonald, amcdonald@sbs.nyc.gov), we will ensure that equity is at the heart of SBS for years to come.

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

II. Recognition and Accomplishments

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2023) to advance DEI and EEO goals, for example, recognizing employee contributions to DEI goals through awards and employee appraisal, introducing new equity programs, training all staff on mandatory training, or launching employee resource groups.]

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

- A. Increased staffing to the HR and EEO offices, ensuring the mission and vision of the agency is promulgated as stipulated by the mandate of the City of New York.
- B. Reinstated employee-nominated awards, recognizing exceptional service to the New Yorkers and contributions to agency culture.
- C. Expand professional development training to more staff and ensuring that all leadership participated in management assessments.
- D. Ensure the Inclusive Diversity Equity Access (IDEA) Council receives leadership support to create and launch Employee Resources Group (ERG).
- E. Launched mandatory EEO trainings to the entire SBS workforce, utilizing the Department of Citywide Training Center platform for inclusion. These included:

1. Structured Interviewing and Unconscious Bias training
2. Structured Interviewing: Utilizing Follow-Up and Probing Questions
3. Disability Etiquette: Inclusive Workplace Strategies for people with Disabilities (Webinar)
4. Creating a Culture of Inclusion, From Microaggressions to Microaffirmations
5. LgbTq: The Power of Inclusion
6. Sexual Harassment Prevention
7. Created a pre-vetted structured interview question library for hiring managers to leverage when creating their interview questions for recruitment.

III. Workforce Review and Analysis

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

Total Headcount: 296

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2023. The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability. To do this analysis, look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

1. [Look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

After reviewing the data provided in LL27 report, it is imperative that the composition of our small agency be taken into consideration. There are specialized fields and multiple agencies co-located at this site which accounts for whatever disparity that was uncovered. Such as in the EEO Category: Administrative Support forty percent of the employees are in a higher pay band than what appears to be the norm, this is due to those employees being in specialized fields (IT and Mayor's Office).

In EEO - 4 Category: We have identified one outlier employee based on pay data and race/ethnicity, and the EEO office will conduct further research into this matter.

2. [Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.]

SBS' HR office distributes annual staff email notifying employees of the period open to update individual self-ID on ESS.

3. 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.

4. [Describe the review process of the quarterly CEEDS reports on workforce composition, utilization, and new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency's EEO Officer, Personnel Officer and Agency Head work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.]

The EEO officer, personnel officer and deputy commissioner convene quarterly to review the CEEDS reports and to discuss demographic trends. The area where there may be potential underutilization will be addressed when the city's hiring freeze on agency is removed.

[Note: If necessary, the agency can reach out to DCAS CEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform its recruitment plans and efforts to reduce/eliminate underutilization.]

- 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 _Deputy Commissioner

Human Resources

- Quarterly Semi-Annually Annually Other _____

General Counsel

Quarterly Semi-Annually Annually Other _____

Other (specify)

Quarterly Semi-Annually Annually Other _DC/_____

- 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:

- [Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]
- 1. Expansion of resources to promote diverse hiring upon the end of hiring freeze.
- 2. Create pathway for managers and supervisors to improve agency culture, and professional development.
- 3. Improve internal communications and build a more cohesive community.
- 4. Work with DVS to recruit via the Veteran's Work Study Program.

❖ Workplace:

- [Workplace goals have to do with inclusion, workplace culture, and employee activities.]
- 1. Form agency-wide outreach team and improve internal coordination.
- 2. Monthly cultural events to foster an environment which is inclusive of employees and provide a sense of belonging.
- 3. Continuation of Kid's Day event for employees to invite their children and siblings under the age of 18, to learn about the work SBS does to invigorate New York City's economy.
- 4. SBS' annual gathering, a summer day's event held on Governor's Island for employees and their families.
- 5. Provide leadership support to the IDEA Council in promulgating the mission and vision of the agency.

❖ **Community:**

1. MyCity Business Site Release 2 work is progressing. SBS staff will be trained next week to use the new content management system, AEM. For the Chatbot we're still looking to build up our translation testing team for all 10 LL30 languages: Spanish, Chinese, Russian, Bengali, Haitian-Creole, Korean, Arabic, Urdu, French, and Polish.
2. Facilitate dynamics changes for the Construction Ramp-Up, Customized Training, Division of Labor Services Eventbrite Events. Create Customer Satisfaction Surveys, and Business Improvement Districts (BIDs) Billing programs.
3. We deployed Worksource1 V1.21.0 on 11/1 which enhanced flexibility for jobseekers in entering employer details. Customers now have new fields on the Customer Information Form for work authorization and U.S. arrival. Operational users benefit from streamlined information collection with added fields for demographics and employment status.
4. Create pathway to connecting business owners and asylum seekers looking for work.
5. Created and launched nyc.gov/americandreamworks website.
6. Disseminate promotional email for businesses interested in hiring workers asylum seekers.
7. Created business owner - and asylee - facing palm cards - talking to CH about printing.

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

- [Describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. (Age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums)]
1. The agency will continue to support the IDEA Council, in creation of employee resources groups.
 2. Solicit best practices from fellow NYC agencies in actionable cultural and equity programs.
 3. Continuation of **Fireside Chat** with SBS colleagues across our divisions on what they do, why they do it. Also includes business leaders and agency heads throughout New York City community.

2. Planned Programs, Initiatives, Actions

A. Workforce

The agency does not currently exhibit workforce underutilization and is meeting with the respective unit heads (HR, EEO & General Counsel) review of the dashboards to reflective of any changes in the future.

1. Human Resources will provide support to hiring managers.
2. Ensure hiring managers participate in ongoing structured interview and unconscious bias training.
3. Expand resources to promote diverse hiring.

B. Workplace

Continue with the creation of opportunities for staff gathering.

1. Quarterly all-staff meetings
2. Support celebrations of heritage, holidays, birthdays, etc.
3. Share opportunities for volunteering.

Create opportunities for staff to express themselves at work.

1. Anonymous drop box for staff to share feedback directly and privately with the Commissioner.
2. Posters celebrating diversity and inclusion, encouraging self-expression; anti-hate and anti-discrimination.

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

The agency's IDEA Council is in the process of conducting agencywide surveys to create employee resource groups (ERG)

List below the names of existing ERGs:

1. N/A

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

- Agency Diversity Council is in existence and active.

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

- Agency will inform employees of their rights and protections under the NYC EEO Policy

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

C. Community

1. Continue EEO collaboration with the MWBE, WENYC, BENY units to ensure programs are driven with D & I mission and vision.
2. Establish and expand agency-wide outreach teams to engage more with community partners.

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

SBS attended four New York City Hiring Halls hosted by DCAS to recruit for open vacancies. These events were held in different boroughs and were open to the public.

Additionally, SBS continues to recruit interns through various venues:

1. Working with the Department of Veteran’s Services to recruit students via the Veteran’s Work Study Program. These students will work on veteran’s centric programs at the agency.
2. Working with various schools and programs (Stanford, Harvard Club of New York Foundation, CUNY, Urban Fellows, Civil Service Fellows, SYEP) to recruit interns of different backgrounds.

B. Recruitment for Civil Service Exams

List any planned recruitment events for FY 2024 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Currently our human resources department has not specified target recruitment events.

Event Date	Event Name	Borough
	None	

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

Borough	Approximate Dollar Amount (\$)
Bronx	N/A
Brooklyn	N/A
Manhattan	N/A
Queens	N/A
Staten Island	N/A

C. Recruitment Sources

[List diverse recruitment sources, the target population your agency hopes to reach through these resources and whether the use of these sources resulted in previous hires. Recruitment sources should reflect your agency’s effort to reduce underutilization in specific job groups and to otherwise diversity your workforce.]

1. NYC Jobs
2. Indeed
3. DCAS Recruitment Newsletter

D. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in training FY 2023 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2024. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

The agency provided the following internship opportunities in FY 2023:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	2		M __ F__ Non-Binary __ Other __ Unknown __x
2. Public Service Corps/Fellows	3		M __ F1 Non-Binary __ Other __ Unknown __

3. Summer College Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): College Aides	2		M __ F__ Non-Binary __ Other __ Unknown __
6. Other (specify): SYEP Summer Interns	20		M __ F__ Non-Binary __ Other __ Unknown x

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 of New York 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 **4** 55-a participants.
- There is **1** participant who has 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 **0** participants left the program. **N/A**

- 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

Employees can consult with HR to learn about civil service and opportunities to develop in the Civil Service system.

Monthly emails are sent to all employees to inform them of Civil Service 101 courses hosted by DCAS.

Monthly emails are sent to all employees to notify them of civil service exams open for filing. Quarterly emails are sent to all employees to inform them of learning and development courses available through DCAS. Additionally, the new CityLearn module has been rolled out agency-wide and HR will be providing employees with training on how to register for DCAS courses.

B. New Hires and Promotions

Training on using the new Jobs NYC applicant tracking system to teach them how to use the new system but also remind hiring managers of recruitment best practices.

All job offer requests are required to be supported by a recruitment tracking sheet that details the recruitment efforts and reasons for non-selection of interviewed candidates.

HR observes interviews of all internal candidates.

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.)	54	3/31/2025
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.)	0	03/31/2025
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	296	8/31/2024
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	0	08/31/2024
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees	200	3/31/2024
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees	11	3/31/2024
7. Disability Awareness and Etiquette	All employees	293	06/30/2024
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Hiring Managers	90	06/30/2024
9. Other (specify)			
10. Other (specify)			

VIII. Reasonable Accommodation

Describe your agency's practices for analyzing statistics regarding 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 : _____
- 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.

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

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 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 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 New York State Department of Labor (NYSDOL). [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.
- The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

XI. Agency Head Signature

Kevin D. Kim

Print Name of Agency Head



Signature of Agency Head

April 22, 2024

Date

Appendix A: Contact Information for Agency EEO Personnel

Agency EEO Office mailing address: 1 Liberty Plaza, 11th Floor,
New York, NY 10006

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer	Angelita McDonald	amcdonald@sbs.nyc.gov	212-618-8782
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]			
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Dynishal Gross	dgross@sbs.nyc.gov	212-513-6456
5.	ADA Coordinator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
6.	Disability Rights Coordinator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
7.	Disability Services Facilitator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
8.	55-a Coordinator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
9.	EEO Investigator(s)	Aida Gil	agil@sbs.nyc.gov	212-513-6375
10.	Career Counselor(s)	Dianna Man	dman@sbs.nyc.gov	212-618-6798
11.	EEO Training Liaison(s)	Angelita McDonald	amcdonald@sbs.nyc.gov	212-618-8782
12.	EEO Counselor(s)	Angelita McDonald	amcdonald@sbs.nyc.gov	212-618-8782
13.	Other (specify)			

Appendix B: Local Law 28 (2023) – Diverse Recruitment and Retention

Agency Name: Department of Small Business Services

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 [Include this information for each individual training program within your agency that was completed in FY2023. The table below can be duplicated. If your agency does not have a training program, write “N/A”]:

[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	“
# of applicants who passed but did not graduate from the program	“
# of applicants who did not pass or graduate from the program	“
# of applicants who accepted any appointment offered based on graduation from the program	“

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	N/A
Brooklyn	“
Manhattan	“
Queens	“
Staten Island	“

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
4/12/23	DCAS Civil Service Pool for civil service title Staff Analyst	Manhattan
5/17/23	DCAS Civil Service Pool for civil service title Computer Specialist (Software)	Manhattan

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]

N/A