

Local Law 2 (2023)

2024 Report

Annual Report on the Civil Service Ambassador Program

Reporting period: Fiscal Year 2024

Submission Date: December 31, 2024

I. Introduction

This report is submitted pursuant to Local Law 2 (LL2) of 2023, which requires the Department of Citywide Administrative Services (DCAS) to establish and implement the Civil Service Ambassador Program to provide education and outreach at civil service pathways. LL2 defines civil service pathway as any facility or program operated, funded, or contracted by the City that serves a population that DCAS determines could benefit from access to civil service information, such as high schools, colleges, trade schools, mental health and social work programs, juvenile justice facilities, foster care programs, shelters, and drop-in centers. The education and outreach must include presentations conducted by current or former appointees to the civil service and the distribution of educational materials. The education and outreach must include information on the benefits of joining the civil service system, requirements, instructions and timelines applicable to civil service examinations (including exam fees and fee waivers), and the post-civil service examination process, including opportunities to seek review of civil service examination results, certification for eligible candidates, interviews and employment offers.

The law mandates that DCAS deliver a minimum of ten presentations each quarter, ensuring at least one presentation takes place in every borough each quarter. In addition, DCAS must make best efforts to distribute educational materials on the civil service process to as many civil service pathways as feasible. These resources are also available on the DCAS website for broader accessibility.

The DCAS Office of Citywide Recruitment (OCR) must submit an annual report to the Mayor and the Speaker of the Council by December 31, detailing the outreach activities completed in the prior fiscal year as required by LL2, and other education and outreach performed.

In FY 2024, OCR engaged in 186 outreach events, connecting with over 16,600 participants. Of these events, a total of 95 were held specifically with civil service pathways and featured presentations on the city's civil service and hiring process as outlined in LL2.

II. Overview

The Civil Service Ambassador Program, as mandated by LL2, is managed by DCAS' Office of Citywide Recruitment (OCR). Established in 2015, OCR leads major recruitment efforts to position the City of New York as an employer of choice, committed to building a talented and diverse workforce.

Since its inception through June 30, 2024, OCR has participated in 2,069 events, engaging approximately 123,000 participants. OCR strives to develop a diverse and inclusive workforce pipeline for city agencies by conducting broad outreach to inform historically underserved and underrepresented communities about city government careers, the civil service system, and examination processes. OCR also supports agencies with innovative recruitment strategies, offering diverse and inclusive recruitment guidelines and training. In collaboration with multiple agencies, OCR extends outreach to build pathways for entry into government careers, including targeted support for qualified individuals with disabilities.

OCR is committed to bridging the gap between city government and historically underserved communities, and as such, forges relationships with educational institutions, community organizations, faith-based groups, and elected officials to facilitate meaningful outreach. Each month, OCR participates in various engagements ranging from career fairs and panel discussions to workshops and “Civil Service 101” presentations, providing participants with essential resources and guidance.

The increasing demand for virtual presentations has underscored their importance in expanding access and convenience for diverse audiences. By leveraging both virtual and in-person formats, OCR ensures that its outreach is adaptable and community-focused, meeting participants where they are to maximize impact.

| III. Outreach Activities

Civil Service 101 Information Sessions

“Civil Service 101” (CS101) sessions are designed to simplify the civil service process by walking participants through the steps required to enter the system and highlighting the advantages of a career in municipal government. These sessions cover the benefits of becoming a city employee, the various pathways into city government, and provide a thorough overview of the City's hiring process, including the examination requirements for competitive positions and how to access other publicly posted job opportunities. Attendees learn about the civil service exam process, how to apply and take exams, application timelines, and available fee waivers. Additionally, participants receive guidance on what to expect after taking and passing an exam, including how to view and protest their exam scores.

CS101 sessions feature a guided tour of the City's job board (nyc.gov/jobs) and the DCAS examination page (nyc.gov/exams), where participants learn how to access the annual examination schedule, view examination notices, and apply for open exams. Additionally, attendees can ask questions about the civil service hiring process. This interaction ensures that participants leave with a thorough understanding of the opportunities available to them and the application steps involved. After the session, attendees are provided with a copy of the PowerPoint presentation, along with helpful resources such as a CS101 Frequently Asked

Questions (FAQ) sheet and a simplified Civil Service 101 summary sheet to further guide them through the application process.

In addition to public Civil Service 101 sessions, OCR also offers targeted CS101 sessions for current City employees. These sessions are designed to inform employees about the civil service process, the implications of being a provisional employee, and the significance of taking and passing civil service exams to secure permanent status.

CityTalk Panel Discussions

CityTalk panel discussions aim to educate the public while highlighting employees from various city agencies and the diverse career paths available within city government. These dynamic discussions are often timed to coincide with heritage months, underscoring DCAS' ongoing commitment to fostering diversity and inclusion.

CityTalk panel discussions offer a platform for engaging conversations about the personal journeys of City employees into civil service. These discussions highlight the diverse paths individuals take to enter city government and the significant contributions they make to ensure essential City services are maintained. By exploring the experiences of panelists, attendees gain valuable insights into how various career trajectories lead to meaningful roles within the public sector.

Agency Spotlights

Agency Spotlights are events designed to showcase the wide range of services and functions that different city agencies provide. These events offer a comprehensive look at the roles and responsibilities of various government entities, helping attendees understand how New York City's public sector operates. By spotlighting each agency's contributions and successes, these events deepen public understanding and illustrate the collaborative efforts that support the needs of the city's residents.

Career Fairs, Resource Fairs and Hiring Halls

OCR actively participates in career fairs, resource fairs and hiring halls as part of its commitment to building a diverse talent pipeline for the City of New York. Hiring halls take place in neighborhoods across the five boroughs with low unemployment rates, offering job seekers a chance to connect directly with representatives from public and private sectors. Participants can explore job opportunities, access workforce development programs and training, and connect to valuable resources, including public benefits. These fairs and hiring halls provide a unique opportunity to connect with job seekers at various stages of their careers and education. Through these events, OCR shares valuable information about job opportunities within city government, including insights into the civil service examination process, exam schedules, and informational brochures.

Other Events/Pathways Outreach

Beyond the major events listed above, OCR is also actively involved in various workshops and panel discussions organized by community and educational partners, including elected officials, professional affinity groups, colleges, and high schools. These efforts further promote employment opportunities within city government.

| IV. Educational Materials

DCAS publishes a monthly NYC Jobs Newsletter, which is distributed to individuals who attend OCR events, those who subscribe through the DCAS website, and career service partners at organizations and educational institutions. This newsletter is issued to over 200,000 subscribers monthly and serves as a key resource for job seekers, providing updates on City job openings, civil service exams, and recruitment events hosted by various city agencies.

The newsletter also serves as a valuable tool for guiding prospective candidates through the civil service examination process, offering insights on new job opportunities, application procedures, and recruitment efforts. In addition to the newsletter, DCAS provides event attendees with Civil Service 101 Frequently Asked Questions (FAQ) sheets, the current annual examination schedule, a brochure that outlines the civil service process and includes contact numbers and websites such as the City's job board, and instructional videos on how to create an account on the City's Online Application System (OASys) website to submit examination applications. The DCAS examination page contains a wealth of information about the City's hiring and civil service process.

| V. Civil Service Pathways Outreach Summary

The tables below summarize the number of events conducted by OCR within the civil service pathways as defined by LL2. In FY 2024, there was a demonstrated growth in OCR's efforts to engage various civil service pathways, increasing the total number of events by **10%**, from 86 in FY 2023 to 95 in FY 2024.

Report Tables

Table 1: FY 2024 Civil Service Pathway Outreach Events

Key areas of growth include **engagement with high schools**, which grew by **44%** (from 9 to 13 events). OCR also diversified its outreach with new engagement with **shelters** and **trade schools**.

Overall, FY 2024 saw broader outreach efforts, including capitalizing on opportunities to partner with more adult workforce and career training programs, conduct outreach directly to high schools, and host events with agencies such as the Department for Youth and Community Development, not all of which are counted under LL2, while identifying opportunities for future growth in underrepresented areas.

Civil Service Pathway	Total Events FY 2023	Total Events FY 2024
Adult Reentry Programs	3	2
Adult Workforce and Career Training Programs	5	11
Colleges/Universities	15	15
DCAS Office of Citywide Recruitment*	23	28
Drop-In Centers	2	1
High Schools	9	13
Other**	6	15
Shelters	-	2
Social Work Programs	3	4
Trade Schools	-	1
Youth Workforce and Career Training Programs	20	3
TOTAL	86	95

* In addition to events in partnership with the above civil service pathways, OCR hosts monthly citywide events to broaden community outreach and create greater access to underserved communities.

** “Other” includes events that were conducted in partnership with other city agencies and community boards.

Table 2: FY 2024 Civil Service Pathway Outreach Events by Borough

The Office of Citywide Recruitment made substantial strides in FY 2024, significantly increasing its outreach across all boroughs with a total of 48 LL2 eligible events, compared to 16 in FY 2023. This included a tenfold increase in the Bronx, growing from 1 event in FY 2023, to 10 in FY 2024. Similarly, Queens, Brooklyn, and Manhattan saw notable growth, with events rising from 3 to 7, 4

to 14, and 8 to 14 respectively. Staten Island, which previously had no LL2 specific events in FY 2023, hosted 3 events in FY 2024. While these numbers represent significant progress, challenges in the first half of the fiscal year limited OCR's ability to reach all boroughs consistently each quarter. Feedback from partner organizations in each of the 5 boroughs revealed a preference for virtual sessions to accommodate member schedules and enhance participation, which impacted OCR's borough-specific outreach. Through regrouping and revised strategies, OCR was able to bolster its presence in the latter half of the fiscal year and plans to build on these improvements in the current fiscal year and moving forward. OCR participated in various non-LL2-specific events across all five boroughs to fulfill the intent of the law by sharing information about civil service careers and guiding residents on how to pursue City employment opportunities.

Additionally, OCR recognizes ongoing challenges in engaging certain populations, including individuals connected to adult reentry programs, shelters, drop-in centers, and trade schools. To address these gaps, the team is actively developing targeted initiatives and partnerships to ensure a broader and more inclusive reach moving forward.

Civil Service Pathway	Bronx	Brooklyn	Manhattan	Queens	Staten Island
Adult Reentry	-	-	-	1	1
Adult Workforce and Career Training Programs	1	3	3	-	1
Colleges/Universities	2	2	2	2	-
High Schools	3	5	1	-	-
Youth Workforce and Career Training Programs	-	-	2	1	-
Shelters	-	-	1	-	-
Trade Schools	-	-	-	1	-
Drop-In Centers	-	-	1	-	-
Other	4	4	1	2	1
Social Work Programs	-	-	1	-	-
DCAS Office of Citywide Recruitment	-	-	2	-	-
FY 2024 Total by Borough*	10	14	14	7	3
FY2023 Total by Borough	1	4	8	3	-

* Forty-seven events not included in this chart were held on virtual platforms and included participants from multiple boroughs and partnerships with organizations located across all five boroughs.

| V. Conclusion

The substantial increase in borough-specific activities and various civil service pathways demonstrates OCR's commitment to broadening its reach and addressing the unique needs of communities across New York City. While FY 2024 reflects significant progress, opportunities remain to enhance engagement in areas like Staten Island and certain civil service pathways. With a continued focus on strategic outreach and a dedication to diversity, equity, and inclusion, DCAS will continue to facilitate greater access to civil service opportunities for all New Yorkers.

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