



**Department of
Social Services**

Human Resources
Administration

Department of
Homeless Services

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

Fiscal Year 2025



NYC Department of
Social Services

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I. Annual Commitment, Accountability, and EEO Statement (EEO Policy Statement).

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.

Athina McBean
Acting Deputy Commissioner/EEO Officer
Executive Director Office of Equity & Inclusion
Contact Number: (929) 221-5139
Email for complaints: eeounit@hra.nyc.gov
[Equal Employment Opportunity Policy \(nyc.gov\)](https://www.nyc.gov/eo)

☒ This statement is the same as last year.

NOTE: If this statement has been in use for more than two years the Agency Head should issue a revised statement.

☒ This statement will be disseminated to all employees in the agency. The EEO Commitment statement was sent out via email to all staff on July 22, 2024.

II. Recognition and Accomplishments

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

1. Introduction of DEI Scorecard - The DEI scorecard provides a diagnostic tool for the Commissioner and Office of Equity & Inclusion to evaluate program areas within NYC DSS-HRA-DHS. The scorecard highlights key performance indicators, DE&I department practices, and staff learning development. Several goals of the scorecard include Improving professional relationships and paving pathways for equality, inclusivity, and equity for future leaders and employees, enhancing operations integration by leveraging a program area talent pools in an inclusive way that leads to greater efficiencies and increase of quality assurance (or quality of work), and analyzing risk management to measure if program areas have proper infrastructure, capabilities, and behaviors necessary to identify, mitigate, and prevent DEI-related incidents. The roll out for the scorecard was held in Fall 2023 and the first program areas will receive results in Winter 2024.
2. Introduction of Speed Mentorship Program – The Office of Equity & Inclusion hosted its first ever Speed Mentorship cohort in October 2023. The three-day program included DEI centric & career development workshops, one on one mentoring sessions, group mentoring sessions, and a networking event. Commissioner Park and several assistant commissioners participated in programming, which prompted the office to host two additional cohorts in 2024. To date more than 75 staff members have participated in the program and OEI will continue to expand the program.
3. Interagency Programming – In April of 2024, OEI hosted several “Hour of Power” DEI learning sessions in collaboration with The City of New York Law Department. The topics covered during the “Hour of Power” trainings include dimensions of racism,

applying a gender lens, social emotional learning, and psychological safety. More than 100 individuals attended the trainings each day and the agencies will seek to further expand on this collaborative effort in April 2025.

4. Office of Equity & Inclusion Programming 2024 – The Office of Equity & Inclusion have hosted several online workshops and in person events. Some workshops include imposter syndrome, psychological safety, unconscious bias (during structured interview), and understanding neurodivergence in the workplace. More than 600 individuals have attended the online workshops, and OEI will continue to expand programming during FY 2025.
5. The GRIEA (Gender, Race, Inclusion, Equity, and Allyship) Project Podcast wins 2024 Anthem Award – In February 2024, The GRIEA Project Podcast (which is produced by the Office of Equity & Inclusion) was awarded a 3rd Annual Anthem Award in the Diversity Equity & Inclusion podcast Category. Other 2024 Anthem Winners include It Gets Better Project, World Central Kitchen, Decolonizing Wealth Project, AARP, UNICEF, The Daily Show with Trevor Noah, Amazon Music, PepsiCo, KIND Snacks, and Google. The GRIEA Project podcast series centers on celebrating diversity by capturing raw discussions about key diversity, equity, and inclusion (DEI) topics.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2024

Total Headcount: 12,769

AGENCY	HEAD COUNT
HRA/DSS	10933
DHS	1781

In comparison to the headcount of 2023 the total headcount increased by 266.

[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 2024.

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.

1. The agency will comprehensively analyze compensation data, ensuring compliance with collective bargaining agreements and the Mayor's Personnel Orders (MPO). The analysis will involve reviewing all relevant data, including demographic information, to identify any disparities that could negatively impact a particular group. Our analysis will also identify potential indicators of occupational segregation, such as over- or under-utilization of specific ethnic or gender categories in major Job Groups. Similar analyses have been carried out in

previous years, and we will address occupational segregation if needed based on any findings.

2. Staff at the agency can use employee self-service to self-identify. They are informed about this during orientation and when they log into ESS.

In FY 2025, 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 2025, the agency will inform and remind employees of the option to add preferred name in ESS.

Below please provide the number of employees in your agency whose demographic information is unknown (these numbers are available on the total line of CEEDS report EBEPR210).

Unknown Race/Ethnicity 306 Unknown Gender 2 Unknown Both 0

[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.

[Select the options that apply to your agency.]

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 2025

[State below the goals of your strategy for FY 2025 and programs focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

A. WORKFORCE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workforce.

1. Address Underutilization: Targeted recruitment efforts through outreach programs and partnerships with community organizations to attract a more diverse pool of candidates in some of the titles that show underutilization.
2. Retention and development: Focusing on retaining employees and providing opportunities for their professional development through mentorship programs, leadership training, and creating a supportive and inclusive work environment.

Planned Programs, Initiatives, Actions aimed at Workforce:

1. The Equity & Inclusion Office meets monthly to discuss the recruitment strategy. The strategy's two main focuses are guiding managers in creating interview questions and developing more professional development opportunities for staff.
2. The Office of Equity & Inclusion is planning to boost its social media presence by initiating consistent posting on the agency's social media platforms and developing engaging videos to showcase the work carried out in the office.
3. The Equity & Inclusion Office is collaborating with the training department to develop DEI Learning tracks for frontline staff and managers.

B. WORKPLACE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workplace and cultural environment.

1. Providing regular diversity and inclusion training and workshops for staff to educate employees about the importance of DEI and how to foster an inclusive work environment.
 - **Cultural Competency for Leaders training- Designed to empower our leaders with the essential skills and knowledge needed to effectively navigate and celebrate the diverse cultural landscapes within NYC's Department of Social Service.**
 - **Mastering mindfulness and enhancing team perspectives- This workshop is about the intersection of mindfulness, bias, and the impact of perspectives.**
 - **The Empowered Workplace: Strategies for BUILDING INCLUSIVE TEAMS- This workshop is about the importance to identify and recognize barriers employees may face and use diversity, equity, and inclusion to ensure all employees thrive.**
2. The agency will continue to support employee heritage groups and ERGs to provide support and networking opportunities and educational programming for staff.
3. Conducting bi-annual assessments and surveys every two years to measure the effectiveness of DEI and EEO initiatives and identify areas for improvement.
4. Monitoring zero-tolerance policies for discrimination, harassment, and bias, and providing clear reporting mechanisms for employees to address any issues.
5. . Employee engagement: Improving employee engagement by conducting surveys, gathering feedback, and implementing initiatives to address any issues or concerns raised by these employees.
6. Diversity Training and Awareness: Implementing goals related to diversity training and increasing awareness about workforce issues by providing training for managers and employees, promoting cultural competency, and integrating diversity and inclusion principles into organizational values and practices. This would also include training managers on how to write more inclusive interview questions that align with the role they are hiring for.

Planned Programs, Initiatives, Actions aimed at Workplace:

1. We hosted a flash speed mentoring event, a one-time meeting where leadership from various function areas acted as mentors to a group of mentees. Both mentees and mentors worked in various parts of the agency. The program is not limited to a specific title. Each session had one mentor for every six to eight mentees and lasted for 1 hour.

We also had one-on-one 10-minute mentoring sessions. This event marked the launch of our Inclusive Leadership Development Programming.

- a. The mentors included the Commissioner, First Deputy Commissioner, Chief People Officer and Assistant Commissions from both HRA and DHS. We usually about 15-20 participants from Senior Leadership

We'll be continuing the program starting in fall 2024. The first three cohorts were very successful, and we're eager to build on that momentum in the upcoming sessions.

2. We plan to recruit Campaign Excellence Ambassadors to promote our employee excellence program. This program recognizes staff who have done outstanding work and gone above and beyond. The ambassadors will help engage staff to become more aware of and participate in the program.
3. The EEO office will continue to support staff with discrimination complaints through trainings, creating awareness of our discrimination complaint process. During all workshops, we provide the contact information for our EEO Officer. The agency also has a dedicated page on the intranet that includes the EEO policy and our commitment statement. We offer training and resources during employee orientation and send emails to address any EEO issues. This information covers the EEO policy, and we review the EEO process with staff. Managers are encouraged to discuss the EEO process with their teams.
4. The office of equity and inclusion will utilize a diversity scorecard and surveys to monitor the effectiveness of equity and inclusion programs.

- ☒ Promote employee involvement by supporting Employee Resource Groups (ERGs). List below the names of existing ERGs:

1. African American Heritage Committee (AAHC)
2. African Heritage Club
3. Asian-American Pacific Islander Heritage
4. Latino Heritage
5. LGBTQI – RAINBOW
6. Caribbean Heritage
7. Polish Heritage

- ☐ Agency does not presently have any ERGs.

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

- ☒ Agency Diversity Council is in existence and active

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

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

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

C. COMMUNITY and EQUITY, INCLUSION and RACE RELATIONS

State your Agency's general goals and strategies to enhance DEI and EEO in areas of Community and Race Relations.

1. We are continuing to implement diversity and sensitivity training programs for employees to promote awareness and understanding of different cultures, backgrounds, and perspectives of the populations that we serve.
2. The agency will continue to build partnerships with local community organizations and other city agencies to foster positive relationships and address issues related to race and social justice.
3. The agency will continue to conduct biannually for the diversity scorecard and every two years for the DEI survey assessments and surveys to measure diversity, equity, and inclusion within the organization and using this data to inform further improvements.
4. OEI will continue to partner with the Office of Disability Affairs, Office of Refugee and Immigrant Affairs, and Office of LGBTQI Affairs to create programing and provide support to staff.

Planned Programs, Initiatives, Actions aimed at Community, Equity and Race Relations:

1. During the second quarter of FY 25 OEI will be launching a series of trainings aimed at providing staff with training to equip them with the tools to understand and respect cultural differences ensuring their ability to provide culturally relevant, sensitive, and competent services.
2. OEI will work with our program partners to gather and analyze data on service access and outcomes to identify disparities and inform DEI strategies to foster continuous service improvement.
3. 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.
4. 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.

5. DSS' Office of Disability Affairs will continue to host quarterly Disability Advisory Panels, engaging advocates, and people with disabilities from across the spectrum.
6. DSS' Office of LGBTQI Affairs will continue to host quarterly LGBTQI Work Group meetings to engage advocates and clients in discussing LGBTQI access and support.
7. 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.
8. DSS/HRA/DHS are committed to engaging M/WBEs and closing the historic disparities that have kept our City from meeting its fullest potential.
9. 2024 was a milestone year for the DSS/HRA/DHS M/WBE Marketplace Program. We celebrated record utilization rates on both our M/WBE Participation Goal-eligible contracts as well as through our elective program which is driven by partnerships with human service providers and non-profit organizations.

DSS M/WBE Stats:

- Through the end of CY24 and working with our Contracts Team partners and Provider organizations, we supported the award of over \$310M in M/WBE emergency contract awards for a total utilization rate of 9.7% and a subcontracting rate of 39%.
- From FY22 to FY24, we awarded 936 prime contracts to M/WBEs totaling \$200.6M with a cumulative utilization rate of 42%.
- Total agency dollars contracted to M/WBEs increased 576% from FY23 to FY24, from \$22,781,597 to \$154,146,366.
- DSS increased the percentage of M/WBE dollars spent across both HRA and DHS from 14% of total contract spending in FY23 to 67% in FY24. DHS increased M/WBE spending from 35% in FY22 to 80% in FY24.

In 2024, the DSS/HRA/DHS M/WBE Marketplace Program Team held our Third Annual M/WBE Matchmaking Event. The event connected dozens of City-Certified Minority and/or Women-Owned Business Enterprises with representatives from our Human Service Provider organizations, procurement staff, and agency partners for hundreds of scheduled face-to-face interactions. These interviews provided M/WBEs and Human Service Providers the opportunity to discuss real partnership opportunities in a focused environment and is associated with a 20% contracting rate. We attended a record 19 outreach and networking events where we connected more than 750 unique vendors to our M/WBE Resource Hub. The Hub links to information and resources to support M/WBEs, including opportunities to contract with us, our prime contractors, and non-profits. We had one-one-one introductory meetings with more than 60 M/WBEs, saw more than 1200 visits to our M/WBE Resource Page, and had hundreds of firms download our Human Service Provider Procurement Pipeline Survey Navigator, a document which helps them learn what goods and services our providers need and how best to present themselves for contracts. This year, we also recognized outstanding non-profit partnership through our inaugural M/WBE Most Valuable

Provider award. In 2025, we will build on these programs including holding more Matchmaking events. We will also present our first Marketplace Builder event which will bring M/WBEs together with City subject matter experts for informational presentations, panels, and mentorship support.

In FY 2025, 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)
- ☒ Expand language services for the public

V. Recruitment

A. Recruitment Efforts

NOTE: This section must be prepared jointly by Agency DEI-EEO and HR.

1. 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.
2. DSS will ensure that discretionary positions are posted internally to give all qualified employees the opportunity to apply.
3. HR and OEI are developing an inclusive job description review pilot that will involve examining job descriptions to ensure that they are free from bias language, inclusive of all qualified candidates.

B. Recruitment for Civil Service Exams

List any planned recruitment events for FY 2025 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Event Date	Event Name	Borough
TBD	None	None
None	None	None
None	None	None
None	None	None

None	None	None
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List planned expenditures for FY 2025 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
Other (include online)	0

C. Recruitment Sources

1. LinkedIn
2. Monster diversity sites
3. Indeed.com
4. careerbuilder.com
5. citylimits.org

D. Internships/Fellowships

The agency provided the following internship opportunities in FY 2024:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	0		M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps	26	13 Black 2 Asian	M _10_ F_15_ Non-Binary _1_

		2 White 9 Hispanic	Other __ Unknown __
3. Summer College Interns (OLA)	18	1 Black 3 Hispanic 8 White 6 Asian	M _7_ F _11_ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
5. Civil Service Pathways Fellows	0		M __ F__ Non-Binary __ Other __ Unknown __
6. Other (specify): Summer Youth	11 0	56 Black 24 Hispanic 2 American Indian 18 Asian 4 White 4 Multiple ethnicities 1 Jewish 1 South African	M _29_ F _79_ Non-Binary _2_ Other __ Unknown __
7. Other (specify): Pathways to Graduation/Int'l HS	24	11 Black 7 Hispanic 5 Asian 1 Decline	M _9_ F _14_ Non-Binary __ Other __ Unknown _1_
8. Other (specify): PII	34	6 Black 6 Hispanic 15 White 2 Asian 4 Multiple ethnicities 1 Jewish 1 Middle Eastern	M _27_ F _5_ Non-Binary _1_ Other __ Unknown _1_
9. Other (specify): VISTA	4	3 Black 1 Hispanic	M _2_ F _2_ Non-Binary __ Other __ Unknown __

10. Other (specify): RFCUNY	15	2 Black 9 Asian 1 Hispanic 1 White 2 Decline	M _8_ F_5_ Non-Binary ____ Other ____ Unknown _2_
11. Other (specify): CUNY Summer Launch	43	17 Asian 9 Black 13 Hispanic 1 White 2 Multiple ethnicities 1 Decline	M_21_ F_20_ Non-Binary _2_ Other ____ Unknown ____
12. Other (specify): NYC Service	2	1 Black 1 Asian	M __ F_2_ Non-Binary ____ Other ____ Unknown ____
13. Other (specify): College credit	18	1 White 3 Black 5 Asian 6 Hispanic 3 Multiple ethnicities	M _4_ F_14_ Non-Binary ____ Other ____ Unknown ____

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 41 55-a participants.
- There are _12_ participants who have been in the program less than 2 years.
- In the last fiscal year, a total of _16_ new applications for the program were received and _5_ participants left the program due to retirement / resignation.

The agency goes over the 55-A program during new hire orientation. The agency also shares a contact list with staff that includes the 55-A coordinator.

☐ 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)

NOTE: This section must be prepared jointly by Agency HR and DEI-EEO. HR must describe the activities and plans of Agency Career Counselors in A) below. EEO must respond to questions in C) below.

A. Career Counselors

Upon request, the career counselor:

1. Conducts individual assessments to understand the staff member's skills, interests, strengths and career goals and help the staff member set clear and achievable short-term and long-term career goals
2. Work with employees to develop personalized career development plans that align with their goals
3. Identify skills gaps and recommend appropriate training programs, workshops, and courses to develop and acquire skills.
4. Provide constructive feedback and guidance on performance improvement.
5. Keep abreast of all internal job openings, promotion, and transfer opportunities within the agency.
6. Share resources such as career development tools.

B. New Hires and Promotions

1. Ensure that vacancy postings reach a diverse pool of potential applicants.
2. Provide training for hiring managers to conduct fair and unbiased interviews and applicant evaluations.
3. Define the role of the EEO Officer in selection and promotion actions to ensure compliance with equal employment opportunity laws and regulations.
4. Use the NYCAPS Applicant Interview Log Report to track and monitor the selection process.
5. Provide resources and training on creating more inclusive job interview questions.

C. EEO Role in Hiring and Selection Process

In FY 2025, the agency EEO Officer will do the following:

- ☒ Ensure that all vacancy announcements include the revised NYC EEO 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 for an interview.
- ☐ 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 and/or SmartRecruiter 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

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age? *[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.]*

- ☒ 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 2025.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, ethnic, 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

[Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.]

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.)	3,500	Continuing through FY 25
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.)	100	Through FY 25
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	10,500	By end of FY 25
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	1500	By end of FY 25
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	We intend to utilize DCAS's Power of Inclusion Training to reach staff members in FY25, but target numbers are to be determined.	Through FY 25
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	We intend to utilize DCAS's Power of Inclusion Training to reach staff members in FY25, but target numbers are to be determined.	Through FY 25
7. Disability Awareness and Etiquette	All staff	2400	Through FY 25

8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Hiring managers	150	Through FY 25
9. Other (Becoming a Culturally competent Leader)	Managers and supervisors	200	Through FY 25
10. Other (specify)			

VIII. Reasonable Accommodation

- ☒ 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 implemented the modifications of Reasonable Accommodation Procedure announced in May 2024.
- ☒ The agency initiates the cooperative dialogue within 10 days from the request for Reasonable Accommodation.
- ☒ The agency grants or denies request within 15 days after from the conclusion of cooperative dialogue.
- ☒ When necessary, in certain time-sensitive circumstances the agency conducts and expedited review and grants or denies request in less than 15 days.
- ☒ 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 : Marlow Paraiso, Director of Special Projects
 - ☒ 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 Local Laws and Mayoral Executive Orders

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 7 – September 1, 2024 – August 31, 2025) 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 2024.

- ☒ 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 2025

- ☒ List of diversity and inclusion training for FY 2025 is included in section VII of this annual plan.

F. Local Law 27 (2023): Workforce Information Report for FY 2024

- ☒ The agency will submit the mandated annual report with workforce information to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission by September 30, 2024.

G. Local Law 28 of (2023): Diverse Recruitment and Retention in City Government

Under LL 28 (2023), agencies must provide information about agency-specific training programs that are required for, or relevant to, an applicant's appointment to a position based on an open-competitive or promotional civil service examination. Additionally, agencies must provide information on expenditures related to recruiting candidates for open competitive and promotional civil service examinations, a list of recruiting events to promote open-competitive civil service examination and a list of any preparatory materials developed for applicants or potential applicants for open-competitive and promotional civil service examinations.

The event we participated in was a webinar held on May 22, 2024, for Formerly incarcerated individuals. DSS partnered with the National Executive Counsel (NEC) to connect formerly incarcerated individuals to City employment. The presentation shared provided information on how to navigate the civil service system and possible job opportunities.

- ☒ The agency submitted all information required by LL 28 for FY 2024 using the form and templates provided.

H. 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 5 runs from April 1, 2024, to March 31, 2026.

- ☒ 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 EEPD or another governmental agency specific to our EEO practices.
- ☐ The agency is currently being audited or preparing responses to an audit conducted by the EEPD or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPD, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 to include and implement EEPD 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 EEPD or _____ [another governmental agency – please specify] specific to our EEO practices.
- ☐ The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- ☐ The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

Molly Park
Print Name of Agency Head


Signature of Agency Head

4/23/25
Date

Appendix A: Contact Information for Agency EEO Personnel and Career Counselors *

Agency EEO Office mailing address:

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer	Athina McBean Deputy Commissioner/EEO Officer	mcbeana@dss.nyc.gov	929.221.7254 212.607.6091
2.	Agency Deputy EEO Officer	Monique Quinones-Jackson Admin Staff Analyst Dennis Whinfield	quinonesmo@dss.nyc.gov whinfieldd@dss.nyc.gov	212.361.8385 9292215145
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Karen St. Hilaire Assistant Commissioner	St.Hilairek@dss.nyc.gov	929.221.5277
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Raymond Medina- Deputy Diversity Officer/MWBE	medinaray@dss.nyc.gov	929-221-5290
5.	ADA Coordinator	Rajun Jordan	jordanr@hra.nyc.gov	929-221- 5141
6.	Disability Rights Coordinator	Jennifer Shaoul, DSS & HRA	shaoulj@dss.nyc.gov	929.221.7281
7.	Disability Services Facilitator	Jennifer Shaoul, DSS & HRA	shaoulj@dss.nyc.gov	929.221.7281
8.	55-a Coordinator	Sharon Smith	smithshar@dss.nyc.gov	929-221-5477
9.	EEO Investigator(s)	Eric Smalls Annes Castillo Alaywa Andujar	smallse@dss.nyc.gov castilloa@dss.nyc.gov andujara@dss.nyc.gov	929-221-5144 929-221-5143
10.	EEO Counselor(s)			
11.	EEO Training Liaison(s)			
12.	Career Counselor(s)	Naomi Mark	markn@dss.nyc.gov	929.221.5661

13.	Other (specify)			
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