FY 2021 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

AGENCY NAME: CONSUMER & WORKER PROTECTION							
<u></u>	 ✓ 1st Quarter (July -September), due November 6, 2020 ✓ 3rd Quarter (January -March), due April 30, 2021 		 2nd Quarter (October - December), 4th Quarter (April -June), due July 3 	•			
Prepared by: Diana Morales	EEO Officer	dmorales@dca.nyc.gov	(347)722-0703				
Name		Title	E-mail Address	Telephone No.			
Date Submitted:	11/24/3	2020					
FOR DCAS USE OF	VLY:	Date Received:					

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2021

[NOTE: These forms are cumulative. For Q2, Q3 and Q4 use previous quarter's submission to update]

- 1. Please save this file as 'XXXX Quarter X FY 2021 DEEO Quarterly Report.Part I' where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
- 2. Complete the "Diversity and EEO Training Summary" details in the attached Excel file. Under Section 10 ("Other"), include training classes coorganized or co-sponsored by your agency EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
- 3. Mark progress in check boxes in the column for the current quarter. NOTE: DELAYED = behind schedule; DEFERRED = put off until later when better resources become available.
- 4. Please save the Excel file as 'XXXX Quarter X FY 2021 DEEO Training Summary", where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

PART I: NARRATIVE SUMMARY

	Distributed to all agency employees?	☐ Yes, On (Date):
	The state of the s	☐ By e-mail
		☐ Posted on agency intranet
		☐ Other
II.	RECOGNITION AND ACCOMPLISH	<u>IMENTS</u>
II.		pervisors, managers, and units demonstrating superior accomplishment in diversity and equa
II.	The agency recognized employees, su	pervisors, managers, and units demonstrating superior accomplishment in diversity and equa
II.	The agency recognized employees, su employment opportunity through the	pervisors, managers, and units demonstrating superior accomplishment in diversity and equal following:
II.	The agency recognized employees, su employment opportunity through the ☐ Diversity & EEO Awards	pervisors, managers, and units demonstrating superior accomplishment in diversity and equal following:
II.	The agency recognized employees, su employment opportunity through the Diversity & EEO Awards Diversity and EEO Appreciation Eve	pervisors, managers, and units demonstrating superior accomplishment in diversity and equal following:

III. WORKFORCE REVIEW AND ANALYSIS

1.	Agency Headcount as	s of the last day of the	quarter was:		
	Q1 (9/30/2020):	_378	Q2 (12/31/2020):		
	Q3 (3/31/2021):		Q4 (6/30/2021):		
2.	Agency reminded em	ployees to update self	f-ID information regarding race/	ethnicity, gender, and vetera	ın status.
	⊠ Yes , On (Date): _	10/29/2020			
3.	• .		hboard sent to the EEO Officer hnicity and gender; new hires, p	- -	· · · · · · · · · · · · · · · · · · ·
	☑ Yes , On (Dates):	7/23/2020			
	The review was conducted with:	⋈ Human Resources⋈ Agency Head⋈ General Counsel⋈ OtherDAO	\square Agency Head	 ☐ Human Resources ☐ Agency Head ☐ General Counsel ☐ Other ☐ Not conducted 	☐ Human Resources☐ Agency Head☐ General Counsel☐ Other

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2021

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2021 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

A. WORKFORCE:

Please list the Workforce Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion,</i> which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.	Q1 Update	Q2 Update	Q3 Update	Q4 Update			
Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts.	Actively review quarterly reports to help us come up with new ideas to guide our future recruitment efforts.	 ☑ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed 						
Conduct workforce planning and forecasting	With the current decline in recruitment, review what vacancies will be available and come up with a plan on how to move forward in our efforts before we are able to start filling them again.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed						
Continue to promote and educate our workforce on Civil Service exams to decrease the number of provisional/noncompetitive employees.	Work to analyze the impact that our efforts have had within the agency and establish new ideas to continue to grow our outreach among employees.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed						
Describe steps that were taken or considered to address und exists in the current quarter.	Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.							

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B. Workplace:						
Please list the Workplace Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion,</i> which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels.	Q1 Update	Q2 Update	Q3 Update	Q4 Update	
Provide materials for supervisors to help guide them in conversations regarding FFO.	In the quarterly EEO newsletters that are distributed we include	☐ Planned ☐ Not started ☑ Ongoing				

information on what the role of

• We are disseminating information

regarding EEO topics via quarterly

newsletters to inform every one

of the EEO process and related

topics such as sexual harassment.Conducted agency wide listening

We plan to create a training that can inform supervisors on their responsibilities in these matters.

the supervisor is.

Continue to maintain employees informed of the

EEO processes and to foster a culture of diversity

and inclusivity in our agency.

□ Delayed

□ Deferred

☐ Planned

☑ Ongoing

□ Delayed

□ Deferred

☐ Completed

☐ Not started

☐ Completed

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	sessions and virtual brown paper bag events where everyone can share their experiences and learn about the work the agency does to provide services to various communities.				
Developing mentoring programs that we can implement to foster a greater sense of community. Obtaining employee feedback to see what initiatives they would be interested in participating in.	On October 20th we sent out a survey to the agency to obtain feedback on what employees would be interested in.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed			
Please specify any other EEO-related activities during the quabriefly the activities, including the dates when the activities of		noting diversity, nev	vsletters/art	icles, etc.) ar	nd describe

C. COMMUNITY:

Please list the Community Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion,</i> which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the Community Goal(s) set/declared in your plan. O Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Continue to expand community outreach efforts	Providing the information on our services in various languages and ensuring that the communities we serve can easily communicate with us. For example the office of Labor Policy and Standards use of text messages to obtain feedback on what occurs with the workplaces of distinct communities.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed			
Identify best practices for establishing a brand of inclusive customer service.	Continue to share and promote the training of staff member to promote inclusive customer service.	 □ Planned □ Not started ☑ Ongoing □ Delayed □ Deferred □ Completed 	00000	00000	00000

Continue or plan to promote diversity and EEC community outreach in providing government	I consider the Alexander of Alexander constant con-	☑ Planned☐ Not started☐ Ongoing					
ervices	provide are being delivered we can discuss ways that we can promote diversity and EEO in our updated efforts to provide services	☐ Delayed ☐ Deferred ☐ Completed					
Please specify any other Community-directed activities during the quarter (e.g., meetings, educational and cultural programs, promotion of agency services, community fairs, etc.) and describe briefly the activities, including the dates when the activities occurred.							

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V. <u>RECRUITMENT</u>

A. RECRUITMENT EFFORTS

Please list Recruitment Strategies and Initiatives which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):	Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Internal, agency-wide email announcement of all Job Vacancy Notices, physical postings on Human Capital bulletin board, prior to or simultaneous with posting to public	We will continue to share the opportunities available within the agency to all staff members.	 □ Planned □ Not started ☑ Ongoing □ Delayed □ Deferred □ Completed 			
2. NYC Careers, popular employment websites	We will continue to publish all of our vacancies on the NYC Careers website as well as post to relevant employment websites to increase our audience.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed			

3. College and university career websites and job banks	We will continue to share our vacancies with colleges and universities and also utilize the Civil Service Pathways program in our efforts to further diversify our applicant pool.	☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed		
4. Bar Associations, including: American Bar Association Asian American Bar Association of New York Association of Black Women Attorneys Bronx Bar Association Hispanic National Bar Association of NY Metropolitan Black Bar Association Nassau County Bar Association New Rochelle Bar Association New York City Bar Association New York State Bar Association NY Women's Bar Association Queens County Bar Association South Asian Bar Association of New York	We will continue to share our vacancies with the outlined associations. As we begin to recruit for new vacancies we will determine if there are any additional areas where we can share our available vacancies.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed		

B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2021:						
[NOTE: Please update this table every quarter]						
TYPE OF	TOTAL	RACE/ETHNICITY	<u>#</u>	<u>GENDER</u>	<u>#</u>	
INTERNSHIP/FELLOWSHIP						
COLLEGE INTERNS	5	Hispanic/Latino	0	Male	4	

		Black/African American	0	Female	1
		Asian	1	Non-Binary	0
		Two or More Races	0	Other	0
		White	4	Unknown	0
TOBACCO AIDES	0		0		0
URBAN FELLOWS	0		0		0
PUBLIC SERVICE CORPS	0		0		0

Additional Comments:

Interns and Tobacco aides are not in NYCAPS, we use the NYCAPS form to collect Self-ID data We are also looking to focus on promoting the Civil Service Pathway Fellowship Program.

C. 55-A PROGRAM

The agency uses the 55-a Program	to hire and retain qualified individuals with disabilities.		□ No
Currently, there are1_ [numb	er] 55-a participants.		
	1 [number] new applications for the program were receicipants left the program due to [state reasons]	ived.	
	[number] new applications for the program were receivipants left the program due to [state reasons]	ved.	
	[number] new applications for the program were receivipants left the program due to [state reasons]	ved.	
	[number] new applications for the program were receivipants left the program due to [state reasons]	ved.	
The 55-a Coordinator has achieved	d the following goals:		
1. Disseminated 55-a information	 by e-mail:		
2The 55-a booklet is sent to the	ne agency on a regular basis along with the monthly exam sch	nedules	
3.			

VI. <u>SELECTION (HIRING AND PROMOTION)</u>

Please review Section VI of your Annual Plan and describe your activities for this quarter below:

Please list additional Selection Strategies and Initiatives which you set/declared in your FY 2021 Diversity and EEO Plan (include use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data)	Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities	Whenever there is a civil service exam that employees qualify for, the career counselor advises team leaders of their team's eligibility and extends their guidance for anyone that wants to know more information on the civil service exam process.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed			
Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires), especially for mid- and high-level discretionary positions	The recruitment team requires division heads to submit a packet that they review before processing a promotion or a hire.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed			00000

Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists	The recruitment team collects and reviews the decisions made by hiring managers and is often involved in the hiring pool process.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed		
Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment)	Provide information regarding reasonable accommodations on each vacancy notice, provide EEO portion in everyone's New Hire Orientation.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed		
Analyzing the impact of layoffs or terminations on racial, gender and age groups	During the citywide exercise this analysis was done to review the possible layoffs could have on certain groups.	☐ Planned ☐ Not started ☑ Ongoing ☐ Delayed ☐ Deferred ☐ Completed		
Other: Additional training provided to those involved in the hiring process	Provide LinkedIn Learning trainings to make supervisors and hiring managers aware of unconscious biases	☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed		

During this Quarter the Agency activities included:	# of Vacancies	#_3	#	#	#
	# of New Hires	#_1	#	#	#
	# of New Promotions	#_1	#	#	#

VII. TRAINING

Please provide your training information in Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

VIII. REASONABLE ACCOMMODATION

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: https://mspwva-dcslnx01.csc.nycnet/Login.aspx

IX. COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND LOCAL LAWS

A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION

Please provide E.O. 16 Training Information in Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

B. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

Please provide Sexual Harassment Prevention Training Information in Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

C. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

☑ The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.								
Q1 🛛	Q2 🗆	Q3 🗆	Q4 🗆					
⊠ The agency ha as they occur		of complaints in the DO	CAS Citywide Complaint Tr	racking System and updates the information				
☑ The agency ensures that complaints are closed within 90 days.								
Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: https://mspwva-dcslnx01.csc.nycnet/Login.aspx								

D. LOCAL LAW 101: CLIMATE SURVEY

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

Describe any follow-up measures taken to address the results of the climate survey:

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Αl	JDITS AND CORRECTIVE MEASURES		
Pleas	se choose the statement that applies to your agency.		
X TI	he agency is <u>NOT</u> involved in an audit conducted by NYC EEPC or another governmental	agency specific to our EEO pract	cices.
□ TI	he agency is involved in an audit; please specify who is conducting the audit:		<u>.</u>
	\square Attach the audit recommendations by NYC EEPC or the other auditing agency.		
	☐ The agency has submitted or will submit to OCEI an amendment letter, which shall ar	nend the agency plan for FY 202	1.

X.

APPENDIX: [CONSUMER & WORKER PROTECTION] EEO PERSONNEL DETAILS

EEO PERSONNEL FOR __1_ QUARTER, FISCAL YEAR 2021

A. PERSONNEL CHANGES

Personnel Changes this Quarter: No Changes			Number of Additions:		Number of Deletions:		
Employee's Name & Title							
Nature of change	☐ Addition ☐ Deletion		☐ Addition	☐ Deletion	☐ Addition	☐ Deletion	
Date of Change in EEO Role	Start Date or Termination Date:		Start Date or Termina	tion Date:	Start Date or Termina	Start Date or Termination Date:	
NOTE: Please attach CV/Resume	of new staff to this report						
For New EEO Professionals:							
Name & Title							
EEO Function	☐ EEO Officer ☐ EEO Co☐ EEO Trainer ☐ EEO Inv☐ 55-a Coordinator ☐ Other:		☐ EEO Officer☐ EEO Trainer☐ 55-a Coordinator	☐ EEO Counselor☐ EEO Investigator☐ Other: (specify)	☐ EEO Officer☐ EEO Trainer☐ 55-a Coordinator	☐ EEO Counselor☐ EEO Investigator☐ Other: (specify)	
Proportion of Time Spent on EEO Duties	☐ 100% ☐ Other: (spec	cify %):	□ 100% □	Other: (specify %):	□ 100% □	Other: (specify %):	
Completed Trainings:							
EEO Awareness Diversity & Inclusion IgbTq: The Power of Inclusion Sexual Harassment Prevention Unconscious Bias	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No		☐ Yes	□ No □ No □ No □ No □ No □ No	☐ Yes	□ No□ No□ No□ No□ No	
Training Source(s):	☐ DCAS ☐ Agency ☐ Oth	ier	☐ DCAS ☐ Agend	cy 🗆 Other	☐ DCAS ☐ Agen	cy 🗆 Other	

B. CONTACT INFORMATION (Please list ALL current EEO professionals)

DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF QUARTER FY 2021 *

EEO\Diversity Role	<u>Name</u>	<u>Civil Service Title</u>	% of Time Devoted to EEO & Diversity Functions	Office E-mail Address	Telephone #
Diversity & Inclusion Officer					
EEO Officer/Director	Diana Morales	<u>Customer Information</u> <u>Representative</u>		dmorales@dca.nyc.gov	
Deputy EEO Officer					
ADA Coordinator					
Disability Rights Coordinator	<u>Diana Morales</u>	<u>Customer Information</u> <u>Representative</u>		dmorales@dca.nyc.gov	
Disability Services Facilitator					
55-a Coordinator	Margaret Mateo	Business Promotion Coordinator		mmateo@dca.nyc.gov	
Career Counselor	Margaret Mateo	Business Promotion Coordinator		mmateo@dca.nyc.gov	
EEO Counselor	Juana Abreu Rodger Hayes Johana Bonny				
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison	<u>Diana Morales</u>	<u>Customer Information</u> <u>Representative</u>		dmorales@dca.nyc.gov	
Other (describe)					

^{*} Please note changes (new personnel filling the specified role). You may insert additional entries as needed. Title refers to the civil service title. If there is an EEO\Diversity role that your staff performs that is not on the list above you may indicate it on the chart.