



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

Fiscal Year 2025

**NYCERS
(New York City Employees' System)**

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

[This statement provides the Agency Head with an opportunity to articulate, in their own language, the agency's commitment to the values of diversity, equity, and inclusion (DEI), and equal employment opportunity (EEO). It should proclaim the assurance of a discrimination-free workplace, integration of this plan into the agency's strategic mission, and a declaration that all senior executives, managers, supervisors, and employees are accountable for upholding these values and are charged, within their scope of responsibility, to effectively implement the agency's DEI-EEO Plan. It must include the name and contact information of agency EEO Officer.]

On behalf of the New York City Employees Retirement System (NYCERS), I hereby declare my commitment as the Agency Head to support and enforce the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, and agency partners, and members of the public served by our Agency.

I will hold the top leadership of our agency, as well as the EEO Officer, all EEO professionals, human resources professionals, legal professionals, managers, and supervisors accountable for ensuring that the agency does not discriminate against employees or applicants for employment. We shall support the diversity, equity, and inclusion initiatives at the agency by observing EEO mandates and working with dedication to attain agency goals in this area. All agency staff must be compliant with the City's EEO Policy and the implementation of this Diversity, Equity, and Inclusion and EEO Plan.

The Agency Principal EEO Officer, Craig Thornton (cthorton@nycers.org), and the EEO Officers who provide support with EEO activities will serve as the primary resource for managers and supervisors by providing best practices and direction in addressing EEO issues. Their contact information is prominently available to all employees.

NYCERS Diversity, Equity, Inclusion and Belonging (DEIB) Steering Committee developed and rolled out our DEIB Action Plan and we're making progress on our goals to foster a workplace culture that reflects NYCERS' core diversity, equity, inclusion and belonging values.

☐ 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.

II. Recognition and Accomplishments

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2024) 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. If some of the accomplishments listed below are a continuation of what was included in previous Annual plans, you will need to provide a statement on how it has changed and/or developed in the past year. Add additional lines as needed.]

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

1. The DEIB Committee consisting of 17 employees along with the assistance of a DEIB consultant (BCT Partners) completed a DEIB framework and action plan which outlines NYCERS DEIB Commitment, Mission, Vision, Objectives, DEIB Values & DEIB Definitions. DEIB posters outlining the framework are posted throughout the agency.
2. The agency recognized 20 employees who were nominated by their peers demonstrating superior accomplishments in Diversity & Equity through Agency Value Awards. This celebration is conducted annually.
3. The Executive Director provides weekly Agency Head messages to all employees & consultants acknowledging and supporting heritage or affinity months and reaffirming her commitment to providing a safe and Inclusive workplace for all colleagues.
4. NYCERS Organizational Development & Training Division tracks all mandatory training which is outlined in the Diversity, Equity, Inclusion & EEO Compliance Calendar with the goal of achieving 100% agency compliance. This Division works closely with DCAS by providing the agency headcount to ensure all employees and consultants are provided the necessary links to participate in training. EEO officers routinely monitor EEO training summary reports to ensure agency compliance with legally required trainings.
6. NYCERS EEO officers also participate in the EEO Best Practices meetings to ensure all Agency EEO related links, materials or policies are current and available to all employees & consultants.

III. Workforce Review and Analysis

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

Total Headcount: 509

[This figure is available on the total line for your agency in the FY 2024 Q4 EBEPR210 CEEDS report]

[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. [While DCAS will engage an external vendor to conduct a pay equity analysis of the city government workforce, agencies must conduct their own analysis of compensation practices and measures to address pay disparity and occupational segregation with regard to the various titles they use.

- Describe your agency's analysis of compensation data, including conformity with collective bargaining agreements and Mayor's Personnel Orders (MPO).
 - Also describe possible indicators of occupational segregation such as significant over- or under-utilization of certain ethnic or gender categories in major Job Groups.
 - If such analysis was conducted in previous years, describe actions undertaken to reduce occupational segregation.]
- NYCERS follows civil service rules in terms of hiring and setting salaries based on civil service titles and collective bargaining agreements. Last year the agency completed a payroll audit that confirmed we're paying according to collective bargaining agreements. There were no findings or corrective actions required. Another internal payroll audit will be conducted this year as well. NYCERS did start the process of a pay analysis to determine if there are disparities, which include looking at the non-competitive managerial roles at NYCERS. This endeavor will evaluate pay for staff serving in the same title when compared with years of service, span of control and client service responsibilities.
 - The agency Executive staff, HR personnel, and EEO Officers review promotional, separation, interview and hiring statistics twice a year to identify any areas of underutilization or barriers related to EEO in the agency's workforce. The agency also reviews the CEEDS reports provided by DCAS. Human Resources also reviews competencies, skills and abilities required for available positions to ensure they are updated, job related and required by business necessity.

- Routinely, the agency has identified one area in the workforce with underutilization, which is hiring female employees in IT. Online research and discussion with other city agencies indicate that this is a common issue in both the public and private sectors. In the past year calendar year we have hired two employees in IT and both were female.
- Additionally, the agency has actively participated in the 55-A program for the past several years and last year made it a requirement that any 55-A candidate qualified for a position at NYCERS receives an interview. These efforts are part of our strategy to address barriers to EEO related to persons with disabilities.

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.]

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: 12 Unknown Gender: 0 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 (EEO OFFICERS)

☒ 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.

[Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]

NYCERS seeks recruitment sources to attract well-qualified candidates from diverse backgrounds.

[In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workforce.]

NYCERS advertises “IT” employment opportunities in El Diario to increase the diversity of the applicant pool. Additionally, the agency has established a LinkedIn account that will allow us to post IT positions as well as high level executive positions. LinkedIn is one of the premier job search websites and having postings for IT and executive positions will greatly help increase our applicant pool.

Additional steps NYCERS has taken:

- Human Resources professionals and managers who are involved in recruiting and hiring were provided training in structured interviewing and trained to consider EEO laws/ policies to identify and select the most capable candidate.
- Enhancing internal and external applicant pools to address the underutilization.
- Using the quarterly workforce dashboard and identifying specific job groups where underutilization exists to guide recruitment efforts.
- Encourage agency employees to take promotional civil service examinations by sending e-mails with schedule of exams and posting schedules and exam announcements on the agency intranet.
- Institute coaching and cross-training programs to ensure that staff has the opportunity to develop professionally and remain challenged.
- Continue to explore ways to identify and implement best practices to retain employees.
- Continue to monitor employee data to ensure we have a low turnover and vacancy rate.
- Implement initiatives to improve the development and training of underrepresented employees.
- NYCERS reviews statistical information such as the CEEDS reports, agency wide programs and policies, workforce and separations by race/ ethnicity and gender to identify if there are trends or barriers to EEO.

NYCERS prepares our quarterly reports and uses the CEEDS Workforce Dashboard provided by DCAS to help track and monitor where we need to work on the hiring of targeted employees at our agency. This data provides metrics and indicators we can compare over time to determine if our efforts are successful in achieving our diversity hiring goals.

• Our goal is to create an environment where everyone—no matter their background—can succeed, feel a sense of belonging, and learn from one another. We know that diversity, equity, inclusion and belonging improve employee experience, helps us understand and serve our customers better, and makes us a stronger organization. With the strong support of our Executive Director and leadership team and the passion, commitment and dedication of our employees, we strive to be a leader in the retirement benefit administration industry where our culture represents our values. NYCERS recognizes that a diverse, equitable, and inclusive workplace is crucial to our success. When we bring all values and perspectives to the table and give everyone a voice, we foster an inclusive environment for our employees, which empowers us to be more innovative for our customers.

Planned Programs, Initiatives, Actions aimed at Workforce:

[Describe how your agency will address underutilization in FY 2025. Please mention here major job groups experiencing underutilization of women and minorities in your agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

Your actions listed below require internal agency collaboration and are not limited to the EEO Office.

[Note: Please address the specific recruitment, selection and promotion strategies, sources, and procedures in Sections V and VI, below.]

NYCERS encourages employees to take promotional civil service examinations. Outreach includes internal & external job postings which are emailed to all employees & consultants when posted.

A Career Counselor is also available and provides quarterly tips to assist employees with their career goals. NYCERS has taken steps to increase awareness of internal opportunities by sending email notifications of vacancies, establishing a “Career Corner” on the intranet page and posting a Career Bulletin Board. In addition to annually emailing information on the Career Counselor to all employees, we’ve expanded efforts to increase awareness to include information on the Career Counselor on our internal TV monitors, which are located in each location on every floor and have rolling messages for employees.

NYCERS has created a coaching program open to all employees at all levels. Internal coaching at NYCERS offers personalized coaching services to any employee who desires professional development support. It aims to enhance employee growth, engagement, and performance through structured, goal-oriented coaching over a 3-month period. Participation is voluntary and requires a commitment from both the employee and their supervisor to foster accountability and success.

EEO Officer, Executive Director, Human Resources & Legal meet quarterly to discuss the CEEDS reports, Recruitment efforts & Agency Separations, EEO complaints and underutilization in a specific division.

B. WORKPLACE

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

[Workplace goals have to do with inclusion, workplace culture, and employee activities.]

NYCERS seeks to boost employee engagement and retention by offering personalized growth opportunities. This includes identifying and nurturing potential leaders within NYCERS.

The EEO officers meet with the Executive Director, Legal & Human Resources to review DCAS statistical information, employment practices and policies to identify barriers to EEO annually. Based on these statistics, we may enhance our recruitment efforts.

[In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workplace.]

NYCERS sends reminders to all supervisors at least annually, that includes the following information:

- EEO Compliance - Manager ensures staff is performing appropriate tasks within their titles and maintains a work environment free of discrimination by reinforcing policies in staff meetings.
- Manager ensures staff is effectively and efficiently utilized in their current positions to ensure optimal service delivery and that work accomplishments are met.
- Manager maintains a work environment free of discrimination and harassment by reinforcing policies in staff meetings, memos, and personal actions.
- NYCERS includes the following EEO information in all supervisor tasks and standards, which are completed or updated when a new supervisor starts at NYCERS.
- EEO Compliance--Ensures staff is performing appropriate tasks within their titles. Ensures staff is effectively and efficiently utilized in their current positions.
- Onboarding includes EEO training for new employees.

Planned Programs, Initiatives, Actions aimed at Workplace:

[Describe specific actions designed to create inclusive workplace culture, enhance equity, and initiatives undertaken to address race relations in the agency. (e.g., modeling inclusive language such as preferred pronouns and age-inclusive language on job postings, celebrating heritage months, ensuring worksite and meetings are accessible, creating agency specific surveys or implementing initiatives based on previous agency specific surveys, etc.).]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

See above

Human Resources routinely sends agency wide emails informing employees of specific benefits, trainings, DCAS updates & career corner tips for employees. Employees are encouraged to celebrate heritage months via weekly emails from the Executive Director. NYCERS will continue to recognize employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity and equal employment opportunity in FY 2025. Diversity is also one of NYCERS Values: We embrace diversity and recognize that our differences strengthen us

[Please select below the options that apply to your agency.]

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

1. QWL (Quality of Work Life)
2. Diversity, Equity, Inclusion and Belonging Committee
- 3.
- 4.

- ☐ 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.

NYCERS provides client service surveys on an ongoing basis. Callers are given the opportunity to provide their feedback, and members, retirees or beneficiaries who come on site also complete a survey. Additionally, Pension Outreach Programs also surveys participants after each program. This allows NYCERS to improve services, give members, retirees and other stakeholders (beneficiaries, employers, unions and benefit coordinators) a voice, transparency and highlight employees who provided services.

[Community goals should be directed at the external environment of your agency, that is the public, communities, organizations, and other entities served by your agency.]

NYCERS has taken the following steps:

- Continue or plan to promote outreach to all members and retirees across all areas of the City in the provision of NYCERS' services. Surveys are conducted after pension seminar programs.
- Continue to seek and utilize minority and woman owned business enterprises (MWBs).
- Use customer satisfaction surveys in providing Client services.
- Identify best practices for establishing a brand of inclusive customer service using "Voice of the Customer feedback".
- Undertake initiatives to improve relations with clients and business partners, enhance service processes and delivery.
- Enhancing internal and external applicant pools.

NYCERS provides client service surveys on an ongoing basis. Callers are given the opportunity to provide their feedback, and members, retirees or beneficiaries who come on site also complete a survey. Additionally, Pension Outreach Programs also surveys participants after each program. This allows NYCERS to improve services, give members, retirees and other stakeholders (beneficiaries, employers, unions and benefit coordinators) a voice, transparency and highlight employees who provided services.

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

[In addition to the strategic goals above, please describe in details specific initiatives, programs and policies planned with respect to your agency's services to the community. This should include initiatives to enhance equity, improve community relations and increase awareness about services offered by your agency.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

See above

- Pension Outreach Programs target reaching members from all boroughs and are inclusive of all members who are eligible for each of the programs. Closed captioning has been added to Pension Outreach Program video conferencing. We will continue to promote outreach to all prospective members, members and retirees across all job titles, employers and areas of the City in the provision of NYCERS' services.
- Continue to seek and utilize minority and woman owned business enterprises (MWBs).
- Use customer satisfaction surveys.
- Identify best practices for establishing a brand of inclusive customer service using "Voice of

- the Customer feedback.”
- Undertake initiatives to improve relations with clients and business partners, enhance service processes and delivery, such as train-the-trainer seminars for employer and union benefit coordinators and through NYCERS’ Employer Advisory Committee.
- Enhancing internal and external applicant pools.

[Please select below the options that apply to your agency.]

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

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions, use of underutilization reports to inform recruitment efforts, and review of current policies procedures and practices related to recruitment and training hiring managers and recruiters on DEI courses.]

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

Over the past year, NYCERS was informed by EEPC that we should no longer maintain an Applicant Interview Log that contains ethnicity, gender and disability information based on appearance at the interview. NYCERS also makes use of the NYCAPS eHire Applicant feature to help comply with Local Law 14. This allows applicants to self-report their ethnicity, gender, and disability status and we are able to use that self-reported data to look at the diversity of our agency in terms of new hires, promotions, and separations to ensure we are recruiting and retaining a diverse workforce.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2025 to promote open competitive and promotion civil service exams.]

NONE

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
NONE		

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

[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. El Dario (for IT positions)
- 2. Empire Vets Job site
- 3. Our recruitment team continues to seek & post on IT job sites for woman in IT/ Tech.
- 4. LinkedIn

D. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2024 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2025. 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.]

NYCERS has rolling postings for interns annually for positions in Finance, Human Resources & Legal Division.

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows			M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps			M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns			M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns (legal)	1		M 1_ F__ Non-Binary __ Other __ Unknown __
5. Civil Service Pathways Fellows			M __ F__ Non-Binary __ Other __ Unknown
6. Other (specify): NY Coro Program Colin Powell Fellowship Program	6		M _3_ F_3_ 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 **0** 55-a participants. [Enter '0' if none]
- There are ____ [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of **__0__** [number] new applications for the program were received and **__0__** participants left the program due to [state reasons] _____.

[Describe your agency's plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities. This should include the goals for the Program, strategies your agency will use to educate hiring managers and those involved in the recruitment process, any challenges your agency has or foresee in recruiting and hiring 55-a candidates. If your agency hires for competitive titles and does not use the program, please explain why.]

All Job postings indicate NYCERS participates in the 55a Program. NYCERS also sends all vacancies postings to the office of the Mayor.

☐ 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

[Describe the plans of the agency Career Counselor(s) to promote advancement and transfers within the agency, advise employees of opportunities for promotion, availability of civil service exams, and provide resources to help employees grow and develop future careers.]

Dietra Williams, Associate Director of Human Resources, is NYCERS' Career Counselor. Dietra provides career information to staff and created a program called Career Corner, which gives tips on topics such as resume writing and interviewing. These tips are emailed to all employees and are archived on the Career Corner page of the Agency's intranet. Employees will be notified annually of the services that the Career Counselor provides. The Career Counselor ensures Agency-wide notification of promotional and transfer opportunities and provides resources and support for job searches, resume preparation, and interviewing techniques. As noted above, we also promote the services of the Career Counselor on our internal TV monitors that exist on every floor.

B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

Human Resources continues to review the hiring and selection process to determine if improvements can be made. In FY 2025, the agency will continue to do the following:

- x Assess the criteria for selecting/promoting persons for mid-level to high-level positions.
- ☒ Publicly post announcements for positions, including senior-level positions.
- ☒ Actively reach out to networks of underrepresented groups as part of its outreach.
- ☒ Compare the demographics of current employees to the placements.
- ☒ Ensure promotion justification is included in all promotion requests.
- ☒ Review and analyze the demographics race\ethnicity and gender for those who received the promotion\salary raises to ensure such practices are equitable.
- ☒ Review on a regular basis the demographics of those who received promotion with the Executive Director and Human Resources (Principal EEO Officer).

C. EEO Role in Hiring and Selection Process

[Briefly detail which stages of selection involve your EEO Officer (pre- and post-selection).]

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.)	All employees (500)	Cycle 2 completed March 2024.

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.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	All employees (500)	Cycle 6 deployed July 1, 2024. Cycle 7 to be deployed July 1 2025.
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)		
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	All employees (500)	Last deployed September 2023. Next deployment expected September 2025.
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees		
7. Disability Awareness and Etiquette	All employees	All employees (500)	Expected to be deployed January 2025
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	All supervisors & managers in the hiring process	Approximately 60	Completed Nov-Dec 2023.
9. Other (specify)			
10. Other (specify)			

VIII. Reasonable Accommodation

[Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.]

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

NYCERS recruitment efforts include posting on NYC Jobs, posting high level positions on LinkedIn, conducting hiring pools, and using structured interviewing practices. HR staff routinely takes any courses offered by the City around recruitment and hiring. The only expenditures at NYCERS related to recruiting are budgeted HR staff. We have not prepared any materials for applicants who are taking civil service examinations.

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 EEPC or another governmental agency specific to our EEO practices.
- ☐ The agency is currently being audited or preparing responses to an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 to include and implement EEPC recommendations that will be implemented during the fiscal year.
- ☐ The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] _____. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- ☒ Within the last two years the agency was involved in an audit conducted by the EEPC or [EEPC] 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.]

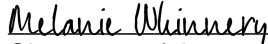
XI. Agency Head Signature

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

Melanie Whinnery

Print Name of Agency Head

DocuSigned by:

_____

Signature of Agency Head

11/29/2024

Date

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

Agency EEO Office mailing address:

335 Adams Street, suite 2300
Brooklyn, NY 11201

[Please provide contact information (name, title, e-mail, telephone number and **full office address** if different from the main address above, for the following EEO and HR roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed. **NOTE:** Include staff performing any of EEO or HR-related roles in this listing even if they work in another part of the agency and not in the Office of DEI-EEO.]

*To prevent potential conflicts, the Career Counselor should not be within the EEO Office]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Craig Thornton	cthorton@nycers.org	347 643-3430
2.	Agency Deputy EEO Officer [if appointed]	Melinda Brundidge-Watson	mbwatson@nycers.oeg	347 643-3422
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Rodney Greaves	rgreaves@nycers.org	347 643-3927
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Badar Malik	bmalik@nycers.org	347 643-3518
5.	ADA Coordinator	Karell Hall	khall@nycers.org	347 643-3618
6.	Disability Rights Coordinator	Craig Thornton	cthorton@nycers.org	347 643-3430
7.	Disability Services Facilitator	Craig Thornton	cthorton@nycers.org	347 643-3430
8.	55-a Coordinator	Dietra Williams	dwilliams@nycers.org	347 643-3469
9.	EEO Investigator(s)	Rhapsody Carrington Ahmad Zeb	rcarrington@nycers.org azeb@nycers.org	347 643-3164 347 643-3912

10.	EEO Counselor(s)			
11.	EEO Training Liaison(s)	Ellen Carton	ecarton@nycers.org	347 643-3545
12.	Career Counselor(s)	Dietra Williams	dwilliams@nycers.org	347 643-3469
13.	Other (specify)			