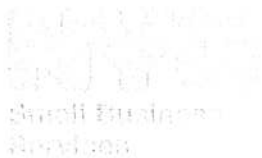


Diversity, Equity, Inclusion and Equal Employment Opportunity (DEI-EEO) Plan

Fiscal Year 2023

Department of Small Business Services



careers
businesses
neighborhoods

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I. Commitment and Accountability Statement by the Agency Head

On behalf of the Department of Small Business Services (SBS), I hereby declare my commitment 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, agency partners, and members of the public served by our agency.

Diversity, equity, and inclusion are central to both the mission and operations of SBS. When we embrace these values, we unlock the full potential of our agency to positively impact the lives of workers and small business owners, and support whole neighborhoods throughout the five boroughs.

It is crucial that we continue to take meaningful steps to integrate these principals into our internal operations and the services we deliver, and I will strive to ensure we deliver on that promise through new initiatives, consistent operations, and real accountability across all leadership levels at SBS. Indeed, equity is at the center of SBS's mission as we drive towards an equitable economic recovery for workers, small business owners, and neighborhoods. In partnership with SBS's Director of Equal Employment Opportunity (Angelita McDonald-Major, amcdonald@sbs.nyc.gov), and the Department of Citywide Administrative Services (DCAS), we will ensure that equity is at the heart of SBS for years to come.

II. Recognition and Accomplishments

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

1. Added staff to the EEO and HR offices to ensure the mission and vision of the agency is promulgated as stipulated by the mandate of the City of New York.
2. Reinstated employee-nominated awards, recognizing exceptional service to New Yorkers and contributions to agency culture.
3. Announced, launched, and engaged DEI & EEO & Office of Disability Services mandated trainings through DCAS, and currently exploring other methods of administering trainings onsite to maximize participation.
4. Commissioner and Chief of Staff met regularly with the agency's internal "Inclusive Diversity Equity Access (IDEA) Council", to partner on new initiatives to engage SBS staff in celebrating the agency's diversity.
5. Expanded professional development trainings to more staff and ensured that all leadership participated in management assessments.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2022

Total Headcount: 254

1. [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 2023, 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 2023, the agency will inform and remind employees of the option to add preferred name in ESS.

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

The agency's EEO Officer meets with HR and the Commissioner to discuss the results of the CEEDS reports and identify any areas of concerns. As a team, we strategize on solutions to improve diversity throughout the agency – such as through the initiation of hiring panels – and monitor recent hiring trends in each division.

- 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

On intervals at EEO one-on-one meeting with the Commissioner and Chief of Staff.

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).

Challenging for the mandate to hire civil servants when most of the hiring pool is external to NYC workforce.

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2023

1. Goals and strategies to enhance DEI and EEO in areas of Workforce, Workplace, Community, and Race Relations.

❖ **Workforce:**

- [Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]
 1. Expand resources to promote diverse hiring
 2. Provide more support for manager and supervisor to improve agency culture, retention, professional development
 3. Improve internal communications and build more community

❖ **Workplace:**

1. Improve hybrid meeting capabilities
2. Create more opportunities for gathering, including informally
3. Create opportunities for staff to express themselves at work
4. Ensure confidentiality and private for those seeking to consult EEO office

❖ **Community:**

1. Create new opportunities and expand current partnerships for community engagement
2. Form agency-wide outreach team and improve internal coordination

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

1. Continue support of internal IDEA Council and explore Employee Resource Group
2. Engage with external experts to develop new initiatives (Networking with cultural organizations, create educational sessions with cultural experts, host learning sessions with other NYC agencies on effective equity programs)

2. Planned Programs, Initiatives, Actions

[Describe the ongoing and new programs, actions, and initiatives planned for FY 2023, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: Workforce, Workplace, and Community.]

A. Workforce

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

In the past year the agency's numbers were not reflective of underutilization, however, the EEO, HR and GC office will review the reports received from DCAS and address areas where there could be underutilization in the future.

1. Expand resources to promote diverse hiring
 - a. Provide hiring managers with training on Silver Star and 55-A program
 - b. Provide hiring managers with training on structured interviewing and unconscious bias
 - c. Provide hiring managers with more robust one-on-one support from HR
2. Provide more support for manager and supervisor to improve agency culture, retention, professional development
 - a. Provide managerial training for managers and supervisors
 - b. Share managerial resources with all staff
 - c. Prepare to launch performance reviews, with 360 degrees
 - d. Create more opportunities for professional development through writing, presentation, and mediation trainings
3. Improve internal communications and build more community

- a. Regular weekly notes from Commissioner or leadership team
- b. Internal notification of job and promotional opportunities
- c. Greater visibility of EEO via regular staff engagement
- d. Continue regular surveys of agency staff
- e. Establish regular quarterly all-staff meetings

B. Workplace

1. Improve hybrid meeting capabilities
 - a. Invest in technology needed to ensure staff who are on reasonable accommodations are able to participate in hybrid agency functions (e.g., cameras, microphones, fixing technology issues in conference rooms)
 - b. Train staff in how to host a successful hybrid meeting
2. Create more opportunities for gathering, including informally
 - a. Semi-regular meditation and self-care workshops
 - b. Quarterly all-staff meetings
 - c. Encourage more use of common space
 - d. Support celebrations of heritage, holidays, birthdays, etc.
 - e. Share opportunities for volunteering
3. Create opportunities for staff to express themselves at work
 - a. Staff appreciation videos
 - b. Anonymous drop box for staff to share feedback directly (and privately) with Commissioner
 - c. Posters celebrating diversity and inclusion, and encouraging self-expression; in addition to anti-hate and anti-discrimination posters
4. Ensure confidentiality and privacy for those seeking to consult EEO office
 - a. Relocation of EEO office to more private area in office floorplan
 - b. Anonymous survey for staff to communicate directly to EEO and ask questions

C. Community

3. Create new opportunities and expand current partnerships for community engagement
 - a. Continue expansion of AAPI Small Business Task Force and launch Latinx Small Business Task Force to engage with organizations across the five boroughs

- b. New programs and initiatives to engage with non-profits working with underserved communities
- c. Development of language access community partnerships
- 4. Form agency-wide outreach team and improve internal coordination
 - a. Establish and expand agency-wide outreach unit to engage more deeply with community partners.
 - b. For FY 2023, the EEO office will collaborate with the MWBE, WENYC, BENY units to ensure programs are driven with D&I mission and vision.
 - c. Expand EEO outreach and engagement with community through Workforce1 and Business Solution Centers
 - d. Modernize customer experience surveys and improve processes

V. Recruitment

A. Recruitment Efforts

- 1. SBS will increase the use of hiring pools to source candidates for vacant positions.
- 2. SBS will partner with organizations to recruit candidates from a more diverse background, such as the Silver Stars and Reserve programs offered by DFTA.
- 3. Hiring Managers will be trained on the civil service process to empower them to leverage a diverse set of civil service titles for their positions.
- 4. HR and EEO will meet quarterly to review reports related to recruitment efforts and identify areas of improvement.

B. Recruitment Sources

1. Silver Stars – SBS hopes to leverage the knowledge bank of retired civil servants through this program offered by DFTA
2. Open Competitive lists – SBS hopes to conduct hiring pools to diversify candidate pool to applicants new to city service
3. LinkedIn – SBS is reviewing how to post job vacancy notices on third party recruitment sites to reach a wider range of applicants.
4. ReServe – SBS hopes to employ part-time retirees through this program offered by DFTA
5. CUNY – SBS partners with CUNY to recruit interns throughout the year.
6. SYEP – SBS hosted 40 SYEP interns during the Summer of 2022 and will continue to host interns in future cohorts.

C. Internships/Fellowships

The agency provided the following internship opportunities in FY 2022:

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			M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): SYEP Interns	40	N/A these interns are not onboarded via NYCAPS, therefore this data was not collected	M __ F__ Non-Binary __ Other __ Unknown __
6. College Aides	1	N/A HR does not have	M __ F__ Non-Binary __

		access to this information on the eHire pack.	Other __ Unknown __
7. CUNY Interns	2	N/A these interns are not onboarded via NYCAPS, therefore this data was not collected.	M __ F__ Non-Binary __ Other __ Unknown __

D. 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 **three** [3] 55-a participants.
- There are **zero** [0] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of **zero** [0] new applications for the program were received and **zero** participants left the program due to [state reasons] **n/a** ____.

The Director of our Office of Disability Services (ODS)/Disability Services Facilitator (DSF) will continue to provide copies of postings to organizations that service individuals with disabilities for circulation in the disability community. Additionally, ODS will continue to match postings to resumes submitted are held on file from inquiring customers and send out postings that may appeal to the customer based on the listed qualifications. ODS will coordinate learning events for hiring managers to understand the 55-a program.

- 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 in consultation with the Agency Personnel Officer.]

A. Career Counselors

SBS HR plans to create a training program for employees and managers, including a civil service training that will inform employees of career opportunities through the civil service process. The agency currently provides advisement to employees on civil service process and advises employees to take civil service examinations.

B. New Hires and Promotions

Human Resources (HR) has begun including EEO in the recruitment in which hiring managers must submit structured interview questions to the EEO unit for vetting. HR participates in the interview panel for all interviews with internal candidates. HR intends to train hiring managers on more efficiently leveraging NYCAPS functionality for recruitment, such as screening and completing the interview log in NYCAPS.

C. EEO Role in Hiring and Selection Process

In FY 2023, the agency EEO Officer will do the following:

- Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.
- Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
- Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- Assist the hiring manager if a reasonable accommodation is requested during the interview.
- Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- Other: _____

D. Layoffs

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?

- 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 2023.
- The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

[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 1 must be completed by March 31, 2023.)	274	3/2023
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 1 must be completed by March 31, 2023.)	0	3/2023
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	274	8/31/23
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	0	8/31/23

5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees All other employees	274	8/31/23
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees All other employees	0	8/31/23
7. Disability Awareness and Etiquette	All employees – Annually or as agency gets new hires	274	8/31/23
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Managers and Supervisors	98	8/31/23
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.]

Describe your agency's practices for analyzing statistics with regards to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

Reasonable Accommodations requests are submitted to the Director of the Office of Disability Services (ODS). Once the request is received, a discussion is held with the employee/applicant to describe the best approach and accommodation option. A doctor's note is received if necessary, and if additional information is required, a conversation may occur with the physician. Supervisors are contacted to the request may affect workflow to discussion options. Decisions of approval/denial are sent in writing to the employee and recorded in CEEDS. Appeals are handled by the Commissioner.

- Managers, supervisors, human resources personnel and discipline personnel are required to report to the Office of Disability Services (ODS). any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the ODS Office

may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.

- Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- The agency follows the City's Reasonable Accommodation Procedure.
- The agency grants or denies request 30 days after submission or as soon as possible.
- The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ : _____
- The designee reports directly to the Agency Head.
- The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws

A. Local Law 92 (2018): Annual Sexual Harassment Prevention training

- The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- The agency will train all current employees on Sexual Harassment Prevention (Cycle 5 – September 1, 2022 – August 31, 2023) 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.

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.

- 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 1: April 1, 2021 – March 31, 2023) as indicated in the Section VII Training above.

D. 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 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.

E. Local Law 101 (2018): Climate Survey

The agency, in collaboration with DCAS, has conducted a climate survey in 2020 and:

- Analyzed the 2020 Climate Survey data provided by DCAS.
- Will review or has reviewed the results of the survey with agency head and senior leadership.

Developed an action plan in consultation with agency head and senior leadership [template included in the appendix] outlining the initiatives and actions that will be adopted by the agency in response to the 2020 Workplace Climate Survey data.

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 2023 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 _____ [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.]

Kevin D. Kim

Print Name of Agency Head

Kevin D. Kim

Signature of Agency Head

3/30/23

Date

Appendix A: Contact Information for Agency EEO Personnel

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Angelita McDonald-Major	amcdonald@sbs.nyc.gov	212-618-8782
2.	Agency Deputy EEO Officer [if appointed]	N/A	N/A	N/A
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	N/A	N/A	N/A
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Dynishal Gross	dgross@sbs.nyc.gov	212-513-6456
5.	ADA Coordinator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
6.	Disability Rights Coordinator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
7.	Disability Services Facilitator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
8.	55-a Coordinator	Michelle Barnes-Anderson	mbarnes@sbs.nyc.gov	212-618-6717
9.	EEO Investigator(s)	Doug Barr	dbarr@sbs.nyc.gov	212-618-8812
10.	Career Counselor(s)			
11.	EEO Training Liaison(s)	Angelita McDonald-Major Doug Barr	amcdonald@sbs.nyc.gov dbarr@sbs.nyc.gov	212-618-8782 212-618-8812
12.	EEO Counselor(s)	Angelita McDonald-Major	amcdonald@sbs.nyc.gov	212-618-8782

Appendix B: 2020 Climate Survey Action Plan

1. Target area and objective: Increase employees' familiarity with the EEO Policy.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]
 - Incorporate leaderships buy-in to ensure that the EEO policy and procedures are shared with all employees.
 - The EEO office will circulate EEO policy and procedures via email, intranet, staff meetings, or signage throughout the agency.
 - Collaborate with human resources, the general council office, and SBS' IDEA Council to maintain agency-wide presence.
 - EEO office will use inclusive communication strategies such as intranet, bulletin, posters, EEO on-boarding, and the agency newsletter.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]
 - All staff were issued agency laptops, and cellphones during Covid-19 teleworking to ensure accessibility and connectivity. All equipment is currently available for employee communication.

- **Who will be responsible for implementing the action?**
 - The EEO office in collaboration with human resources and general counsel office.

2. Target area and objective: Improve the EEO Office's visibility to the workforce.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]
 - EEO will attend leadership and IDEA Council meetings to share information and guidance received from oversight agencies.
 - Sharing information about EEO during new hire orientation and onboarding process.
 - Arrange and schedule in-person training for employees who work in the field.
 - Recurring EEO training for new hired managers and employees, as well as instituting train-the-trainer to ensure continued knowledge sharing.

- **Intended reach**

- All SBS employee has access to computers for work usage and as such can participate in SHP training, EEO policy and procedures updates and notification.
- **Who will be responsible for implementing the action?**
- EEO Professionals, Human Resources Executive Director, and Chief of Staff.
- 3. Target area and objective: Improve employees' knowledge of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed.**
- Post EEO complaint procedures signage in common areas visible to all staff, lunch area, intranet, newsletter.
 - Provide online and in-person EEO training as warranted.
 - Meet with senior managers of different divisions to inform and educate them of EEO policies and ensure they can relay accurate information to their staff about EEO matters.
- **Intended reach**
- All staff were issued agency laptops and cellphones to ensure accessibility and connectivity.
- **Who will be responsible for implementing the action?**
- EEO Professionals, Human Resources Executive Director, and Chief of Staff.
- 4. Target area and objective: Increase employees' understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.**
- **Planned actions, initiatives, programs, or policies:**
- Post signage throughout the agency.
 - Provide online and in-person EEO training.
 - Meet with senior managers of functional subdivisions to ensure they are aware of the EEO policies, their role(s), and responsibilities under the law.
- **Intended reach**
- All employees have individual access to agency laptops and cellphones which are used for D & I and EEO training and EEO complaint process.
- **Who will be responsible for implementing the action?**
- EEO Professionals, Human Resources Executive Director, and Chief of Staff.

5. Target area and objective: Improve managers' and supervisors' awareness of measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.

➤ **Planned actions, initiatives, programs, or policies:**

- Conducting online and in-person EEO training as warranted.
- EEO professional will attend senior staff and leadership meetings to reinforce the need to adhere and implement the EEO complaint process.
- Reinforce managers accountability by adding language in task and standards to ensure EEO policy and complaint procedures are enforced.

➤ **Intended reach**

- All managers, supervisors, and senior leadership.

➤ **Who will be responsible for implementing the action?**

- EEO Professionals, Chief of Staff, and Commissioner.

6. Target area and objective: Improve managers' and supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.

➤ **Planned actions, initiatives, programs, or policies:**

- At leadership meetings educate and inform senior staff and leadership on the EEO policy, including whom their direct reports should go to with a complaint and the process for filing a complaint.

➤ **Intended reach**

- All managers, supervisors, and senior leadership via in person and online.

➤ **Who will be responsible for implementing the action?**

- EEO Professionals, Chief of Staff, and Commissioner.

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.]

Kevin D. Kim

Print Name of Agency Head

Kevin D. Kim

Signature of Agency Head

3/30/23

Date