

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

**Fiscal Year 2023**

**Department of Citywide Administrative Services**

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## I. Commitment and Accountability Statement by the Agency Head

New York City is one of the most culturally, ethnically, and linguistically diverse cities in the world. The diversity of our people and their experiences is one of our greatest strengths. That's why it is critical that our city government reflects the people we serve. As commissioner of the New York City Department of Citywide Administrative Services (DCAS), I am proud to be part of the team that helps the City meet this goal.

At the heart of city government are nearly 400,000 public servants whose responsibilities run the gamut—protecting public health, educating our children, keeping our neighborhoods clean and our communities safe, and more. This makes New York City government one of the largest employers in the nation. And, as the City agency that oversees many of the City's human capital functions, DCAS is uniquely positioned to advance equity and inclusion.

At DCAS, we are committed not only to promoting equity in the way we serve other agencies but also within our own agency. Our commitment to equity and inclusion reaches beyond myself, our leadership team, and our mission statement. All DCAS employees, regardless of title, position, or level, are charged with keeping our workplace inclusive and free from discrimination. As an agency, we strive to achieve the greatest possible diversity in our workforce, to maintain an open and inclusive culture, and to promote equity in all aspects of our agency's work. This is how we can best serve New Yorkers. A government that reflects the talents and diversity of its people is a government that can do its job in the most effective way possible.

Belinda French, our agency's Diversity and EEO Officer, serves as the primary resource for our employees on best practices and guidance for addressing EEO-related matters. Ms. French can be reached at 212-386-0297 or [bfrench@dcas.nyc.gov](mailto:bfrench@dcas.nyc.gov).

Shameka Blount, Executive Director of Administration, is the agency's Career Counselor. She can provide employees with information on civil service career planning, approved job vacancies within the agency and how to apply for those positions, and recommendations for professional learning and development. Ms. Blount can be reached at 212-386-0232 or [sblount@dcas.nyc.gov](mailto:sblount@dcas.nyc.gov).

If you are on a City computer or connected to the Virtual Private Network (VPN), you can access the [City's EEO Policy](#), [Reasonable Accommodation Process](#), [Sexual Harassment Policy Statement](#), and other EEO-related information on the [Diversity & EEO](#) page of DCAS Connect. These materials can also be requested directly from the Diversity and EEO office at [diversityeeo@dcas.nyc.gov](mailto:diversityeeo@dcas.nyc.gov).

☒ This statement is the same as last year.

☒ This statement will be disseminated to all employees in the agency.

## II. Recognition and Accomplishments

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

**1. DCAS's Race Equity Initiative (REI) Dashboard:** Through its Race Equity Initiative (REI), DCAS created an equity dashboard that contains indicators for diversity, equity, and inclusion such as employee demographics by race, gender, age, and job group, representation in leadership, underutilization, training completion rates, and number of EEO complaints, among other categories. In May 2022, the EEO Office successfully launched “equity dashboard discussions” with senior leadership that included the following topics: job groups or civil service titles utilized within their line of service, representation by gender and race, underutilization by job group, EEO complaint trends over the last four years, training completions, and next steps regarding priority hiring needs and recruitment efforts.

**2. DCAS's Race Equity Initiative (REI) Champions Program:** To expand the agency's Race Equity Initiative across the agency, DCAS launched its “REI Champions” program for DCAS employees that have an interest and personal commitment to achieving an equitable work environment and assisting REI in advancing its mission. Twenty DCAS employees were selected for the program – 8 as learning series specialists that contribute resources for the monthly learning series and twelve as trainers that will facilitate unconscious bias, structured interviewing, and bystander intervention training across the agency. These courses were selected to provide employees with the education and tools to recognize their own biases, how to intervene as a bystander when they observe fellow co-workers experiencing discrimination, harassment, or workplace violence, and how to prevent bias from influencing hiring decisions.

**3. REI “Back To Equity Series”**—This three-part series was designed to foster citywide dialogue regarding equity in the workplace. *Back to Equity* served as a safe space to *share* information, concretely define terms, and explore workplace scenarios. The DCAS REI Taskforce hosted this event in partnership with the Mayor's Office of Appointments' LEADNYC initiative.

- **November 4, 2021**—“*Creating the Connection: Diversity, Equity, Inclusion, and EEO*” featured Chief Citywide Equity and Inclusion Officer Silvia Montalban. This event focused on the differences between the terms and their connections within the workplace.
- **November 30, 2021**—“*Navigating the Workplace from an Equity Perspective (Part One)*” consisted of a panel discussion featuring DCAS's Human Capital leadership team; a team whose work is grounded in fairness and equity. Human Capital shared their personal and professional stories involving race, equity, bias, privilege, code-switching, and more, and will discuss how they navigate these personal and professional realities to fulfill their core mission.

- **December 16, 2021– “Navigating Workplace from an Equity Perspective (Part Two)”** continued the conversation with DCAS’s Human Capital Executive team around equity in the workplace. Topics ranged from awareness of workplace inequities to actionable steps to remove barriers and promote equity.

**4. DCAS Senior Management Forum:** DCAS holds a Senior Management Forum, which includes approximately 352 managers and supervisors from various lines of service, to provide meaningful experiences through professional development, best practices, and networking for managers throughout the agency. During FY 2022, six forums were held, and the specific topics offered to encourage creating an inclusive and equitable workplace included: “Managing with an EEO and D&I Lens”, “Managing Workplace Change Successfully”, “Building a Culture of Accountability” and “Managerial Accountability.” We look forward to continuing these senior management forums in the coming fiscal year.

**5. EEO, Diversity, and Inclusion Training:** In FY22, the percentage of DCAS employees that completed mandatory training are as follows: Sexual Harassment Prevention - 95%; Everybody Matters – 70%; and IgbTq: Power of Inclusion – 85%. Agency records show that employees also completed several non-mandated trainings throughout the year in the following topics: Disability Etiquette, Structured Interviewing and Unconscious Bias, Bystander Intervention, and Microaggressions to Microaffirmations.

**6. DCAS Celebrates Its Diversity:** DCAS held several heritage month events to celebrate the diversity of our employees including: Black History, Women’s History, Asian American Pacific Islander (AAPI) Heritage, Caribbean History, LGBTQ Pride, Hispanic Heritage, and Veterans. We also held our first Juneteenth event, which educated employees on the history, significance, and interconnections between Juneteenth and July 4. Employee committees are utilized in the planning stages of all heritage months events to ensure that these events are authentic and inclusive.

**7. Timely Processing of Reasonable Accommodation Requests:** In FY22, the EEO Office processed 288 reasonable accommodation requests, which is three times more than the requests processed in FY21 (83) and the most accommodations requests that the EEO office has processed within one year, in DCAS history. Despite the volume, all requests were handled efficiently and processed within approximately thirty days or less as required.

**8. Creating Opportunities to Expand Our Workforce:** DCAS Human Resources hosted a job fair for the city custodial assistant job title. With support from the DCAS HR team along with members of both the Facilities Management and the Commissioner’s Office, the event was a success. In an effort to utilize our resources efficiently, DCAS may consider hosting future job fairs for approved discretionary positions across the agency, especially when those positions are utilizing the same civil service title.

**9. Summer Youth Employment Program:** DCAS, in collaboration with the Department of Youth and Community Development (DYCD) and the Mayor’s Office, hosted a job fair

on August 12, 2022 for SYEP participants interested in working for the City after this year's SYEP program concluded. This was the first SYEP job fair ever held. During this event, various City agencies, including the Mayor's Office of Contract Services (MOCS), Administration for Children's Services (ACS), New York City Housing Development Corporation (HDC) and DCAS conducted on-site interviews to recruit for entry-level/discretionary roles. In addition, DCAS hosted a CityTalk Panel where SYEP participants were able to learn about the career journeys of current City employees (who started as interns too) to gain some tips and insights on how to start and grow a City career. Civil Service Information sessions were also conducted for approximately 200 SYEP participants to provide them with resources/tools to better navigate the civil service process.

**10.Town Halls and "Ask the Commissioner" email address:** To create a more accessible line of communication with all employees across the agency, DCAS has conducted several town halls and created an "Ask the Commissioner" email to ensure that employees are informed of new and existing policies or programs within the agency and that they have an outlet to voice concerns, ideas, and provide feedback.

### III. Workforce Review and Analysis

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

**Total Headcount: 2,056** [This figure is available on the total line for your agency in the FY2022 Q4 EBEPR210 CEEDS report]

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 conducts regular reviews of the CEEDS workforce reports, and the summary dashboard sent to the EEO Officer by DCAS's 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 (Senior Leadership / Deputy Commissioners)**

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 2023**

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

#### **❖ Workforce:**

In FY 23, our goal is to analyze workforce data and employee feedback to inform our policies and procedures for recruitment, retention, promotion, and the professional development of our employees. This may include reviewing quantitative and qualitative data on employee demographics by race, gender, age,

civil service titles utilized, representation in leadership, underutilization, training completion rates, and number and type of EEO complaints, among other categories.

❖ **Workplace:**

In FY 23, our goal is to ensure that the work environment reflects a “People First” culture, which means, hearing what DCAS employees think and feel, and looking at DCAS’ employee’s workplaces. Employees are responsive to leadership visibility and our agency initiatives will focus on a range of efforts that are a “small changes, big impact” that create professional development opportunities, collaborative working spaces, and appreciation of employee contributions to DCAS’s mission – to make City government work for all New Yorkers.

❖ **Community:**

DCAS provides effective shared services to support the operations of New York City government with a commitment to equity, effectiveness, and sustainability. Although the primary customers of our services are other City agencies, some of our services extend to the public, such as administering the City’s exams and providing facilities management to over 55 public buildings. As mentioned in our Diversity and Inclusion Commitment statement, DCAS is uniquely positioned to advance equity and inclusion across the City by providing guidance and best practices to City agencies on hiring practices for a diverse workforce, creating an inclusive work environment, and procuring goods and services that will effectively serve all New Yorkers and visitors to the City.

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

DCAS’s Race Equity Initiative (REI) was created in October 2020 to help build the most equitable workplace for our employees and to provide a safe space for employees to discuss topics related to race and what we can do as a community to understand and address racism in our society. Through REI, DCAS ensures that our employees have resources to educate themselves on racial diversity and inclusion, offers safe spaces to engage in meaningful dialogue about race, and provides an assessment tool for leadership to achieve a more equitable workplace.

## **2. Planned Programs, Initiatives, Actions**

### **A. Workforce**

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

The fact that DCAS lost almost 10% of its staff during the pandemic makes workforce analysis and trends especially important in recruiting and retaining talent. Through its Race Equity Initiative (REI), DCAS created an equity dashboard that contains employee demographics by race, gender, age, and job group, representation in leadership, underutilization, training completion rates, and number of EEO complaints, among other categories.



DCAS will take the following actions to ensure that our workforce data is utilized to create a more equitable and inclusive workplace:

- On a quarterly basis, equity dashboards will be shared with leadership, and meetings will be scheduled to discuss the diversity of the workforce in their respective lines of service. Agency leadership will be asked to create action plans for addressing underutilization and/or underrepresentation in the job groups where they can do so – either through discretionary hiring/diverse recruitment strategies or career development/advancement of existing employees.
- The EEO Office tracks job vacancies daily through NYCAPS to determine if vacant discretionary positions exist for titles in underutilized job groups. If so, the EEO Office will alert HR and the hiring manager of the specific position and request to post the position in diverse recruitment resources. The EEO office will measure the impact of this effort, if any, by subsequently monitoring the diversity of the applicant pool in NYCAPS and in collaboration with HR, ensure that all qualified candidates of diverse backgrounds are interviewed.
- The EEO office will share the CEEDS workforce data with the Commissioner and HR on a quarterly basis and identify any updates or trends regarding the diversity of the agency's workforce.
- Every six months, or twice a year, the EEO Office will schedule a meeting with the Commissioner, HR Director, and General Counsel to review existing EEO-related agency trends and associated policies, programs, and practices, as recommended by the EEPC.

## **B. Workplace**

DCAS's "REI Champions" program was created for DCAS employees that have an interest and personal commitment to achieving an equitable work environment and assisting REI in advancing its mission. Twenty (20) DCAS employees were selected for the program – eight (8) as learning series specialists that contribute resources for the monthly learning series and twelve (12) as trainers that will facilitate unconscious bias, structured interviewing, and bystander intervention training across the agency. Bystander training will be launched in Q2 of FY23, followed by Structured Interviewing workshops with each line of service in Q3, and Unconscious Bias training in Q4.

In addition to training, we will continue to celebrate heritage months and the diversity of our workforce, and utilize employee feedback provided from various forums, such as our events and town halls. We also plan on making additional efforts to include our employees that work in various locations across the City, outside of our headquarters at 1 Centre Street.

- ☒ Promote employee involvement by supporting Employee Resource Groups (ERGs).

List below the names of existing ERGs:

1. REI Champions

- ☐ 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**

The EEO officer is also DCAS's Disability Services Facilitator and as part of this function, maintains knowledge of the agency's efforts regarding accessibility and ensures that people with disabilities have an equal opportunity to participate in all of the agency's programs, services, and activities. This may include adding language on how to request a reasonable accommodation to all agency event invitations, as well as when applying for agency services, such as civil service exams, or visiting our facilities.

Recent and continuing efforts in this area include:

**Accessible Signage** – DCAS manages the daily operations and routine maintenance of 55 public buildings across the five boroughs. DCAS recently consulted with MOPD when creating our building directory signs for the design, braille placement and material selection. These signs will be a pilot for other room signage that we plan to install in our buildings.

**Disability Awareness and Etiquette training** – DCAS partnered with MOPD to pilot this eLearning course to all City employees in June 2022 and continues to provide this offering as part of its Citywide Training Center (CTC) catalogue. This fiscal year, the EEO office will be launching this training agency-wide to increase employee awareness on:

- The definition and different kinds of disability
- How to be an ally inside and outside of the workplace for people with disabilities
- When and how to assist people with disabilities
- An awareness of barriers that people with disabilities may face
- City policies and responsibilities to service employees who have a disability
- The rights of New York City employees who have a disability

In FY 2023, 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).
- ☐ Conduct a customer satisfaction survey
- ✓ Expand language services for the public.

## V. Recruitment

### A. Recruitment Efforts

In FY23, DCAS will ensure that its hiring managers are trained in understanding unconscious bias and structured interviewing techniques to avoid intentional and unintentional biases in the hiring process. The EEO and HR offices will also collaborate on efforts to ensure that when discretionary positions are posted, we are conducting outreach and utilizing recruitment sources that will lead to diverse applicant pools.

Whenever available, DCAS staff will continue to participate in OCR's CityTalk panel discussions which allows DCAS staff to represent the agency at career fairs and other recruitment related events that cater to diverse populations such as youth, people with disabilities, veterans, and other gender-expansive or ethnic groups.

DCAS will also continue to share available job opportunities in OCR's monthly newsletter that is sent to career services professionals at community-based organizations and educational institutions, as well as to diverse job seekers.

DCAS's Employee Relations unit sends agency-wide notices for internal vacancies and Human Resources recently held its first information session on civil service promotions that covered opportunities for promotions via the civil service process, information on promotional exams, and other relevant factors on career pathways within the civil service system. DCAS plans on continuing these sessions to educate our employees on how to advance within the civil service system, through taking civil service exams and/or applying for discretionary positions, when applicable.

### B. Recruitment Sources

1. NYC Jobs (including Indeed.com) to attract the general public more broadly
2. NYC ATWORK – specifically used to attract qualified applicants with disabilities
3. LinkedIn – subscription package allows for the following:
  - Preferred placement on company page for custom content, Life and Jobs tab (this allows Comms to post videos and enhance the DCAS main page)

- Access to LinkedIn Recruiter (allows us to search resumes and engage potential candidates via LinkedIn)
- Job slots – allows us to post up to 11 positions per month
- Job wrapping – LinkedIn will post jobs directly from an external site on DCAS's behalf
- Detailed Analytics on how many views a posting receives and who has selected our 'to apply' tab (this feature has been helpful in determining our need to reassess titles used/salary range).

**3. Recruitment events sponsored by DCASs' OCR**

**C. Internships/Fellowships**

The agency provided the following internship opportunities in FY 2022:

<b>Type of Internship\Fellowship</b>	<b>Total</b>	<b>Race/Ethnicity *[#s] * Use self-ID data</b>	<b>Gender * [#s] * Use self-ID data</b>
1. Urban Fellows	25	Asian/Pacific Islander (4); Black (6); Hispanic/Latino (5); White (6); Two or More Races (3); Unknown (1)	M __ F__ Non-Binary __ Other __ Unknown <u>X</u>
2. Public Service Corps	16	Asian/Pacific Islander (6); Black (3); Hispanic/Latino (4); White (2); Unknown (1)	M <u>1</u> F <u>15</u> Non-Binary __ Other __ Unknown __
3. Summer College Interns	15	Asian/Pacific Islander (6); Black (3); Hispanic/Latino (2); White (1); Two or More (1); Unknown (2)	M <u>8</u> F__ Non-Binary <u>6</u> Other __ Unknown <u>1</u>
4. Summer Graduate Interns	7	Asian/Pacific Islander (1); Black (2); Hispanic/Latino (1); White (2); Unknown (1)	M <u>1</u> F <u>6</u> Non-Binary __ Other __ Unknown __
5. Other (specify): Summer Youth Employment Program (SYEP)	30	Unknown	M __ F__ Non-Binary __ Other __ Unknown <u>X</u>

**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 7 [number] 55-a participants.
- There are 1 [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 1 [number] new applications for the program were received and 2 participants left the program due to [state reasons] **resignation and deceased**.

In an effort to hire and retain qualified individuals with disabilities, DCAS will ensure that the 55-a Program is included in its recruitment strategies to hire for approved discretionary positions. DCAS Human Resources, along with our agency's 55-a Coordinator, will:

- Participate in career fairs hosted by the agency's Office of Citywide Recruitment.
  - Partner with the MOPD to post job opportunities with NYC ATWORK and interview qualified applicants referred through the program.
  - Ensure that the contact information of the agency's 55-a Coordinator is posted on the DCAS website so that people with disabilities who are interested in working for DCAS and applying to the 55-a Program can obtain the necessary information.
  - Maintain an updated record of the agency's 55-a Program participants.
  - Notify 55-a participants when a civil service exam is given for which they are eligible and encourage them to apply.
- ☐ 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

The identity, services, and contact information of DCAS's Career Counselor will be communicated agency-wide on an annual basis as part of the agency's commitment to equity and inclusion. The role of the Career Counselor will include the following:

- Maintain knowledge of the civil service system and respond to inquiries regarding how to apply for civil service exams and/or positions in civil service titles that relate to the employee's intended career path.
- Maintain knowledge of training and professional development programs offered by the agency to encourage the use of these programs to improve skills, performance, and career opportunities.

- Maintain knowledge of approved job vacancies within the agency and navigate inquiries from employees on how to apply for these positions.
- Actively review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations).

## **B. New Hires and Promotions**

The EEO and HR offices play an active role in the review of interview questions prior to interviews being conducted and keeps track of interview panels. The EEO Office also reviews the demographics of applicant pools and selected candidates; and advises hiring managers to use diverse recruitment methods.

DCAS has a Structured Interviewing guide for hiring managers to use in the creation of job descriptions and interview questions; review and selection of applicants for interview; and how to conduct interviews and complete candidate evaluations sheets. This guide will be updated and reissued to our hiring managers, EEO, and HR teams as a part of this year's Structured Interviewing training and will subsequently be posted on our DCAS Connect site.

## **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.

#### **D. Layoffs**

If or when the City gives an indication of potential layoffs, or the agency needs to consider demotions or terminations for legitimate business or operational reasons, the agency's General Counsel, Agency Personnel Officer, and EEO officer will be involved in the analysis of those determinations for adverse impact on any racial, gender, or age groups, or people with disabilities; and to ensure that the process for identifying the targeted civil service titles were conducted in compliance with civil service law and union contracts. 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, if applicable.

## **VII. Training**

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.)	500+	Ongoing until deadline 3/31/23
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.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 5 runs between	2,000+	3/1/23 to 8/31/23

	September 1, 2022 – August 31, 2023)		
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)		
5. lgbTq – Power of Inclusion (e-learning)	All employees	300+	Ongoing through the fiscal year, 7/1/22 to 6/30/23
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees  All other employees		
7. Disability Awareness and Etiquette	Hiring Managers and all agency personnel involved in the hiring process	300+	10/1/22 to 6/30/23
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Hiring Managers and all agency personnel involved in the hiring process	300+	February 2023
9. Unconscious Bias	All Employees	2,000+	4/1/23 to 6/30/23
10. Bystander Intervention	All employees	2,000+	9/30/22 to 12/31/22

## VIII. Reasonable Accommodation

Upon receipt of a reasonable accommodation request, the EEO office ensures that a cooperative dialogue with the applicant or employee making the request is initiated within ten business days as required. The EEO office will also discuss the request with the supervisor and/or manager of the requestor, if applicable, and determine whether there are any impediments to granting the request.

When there is a need for additional information or interactive discussions with the employee, supervisor and/or manager, HR, general counsel, or other offices that are relevant to the request, the EEO office will facilitate those discussions. Also, if an alternative accommodation may be required, the EEO office will assist in identifying an appropriate alternative through research, discussions with the employee and the supervisor or manager, general counsel's office, or Human Resources. A determination on the request will be made within 30 days or less of receipt unless additional information



is required. Should a determination take longer than 30 days, the requestor will be notified of the delay and given an estimated timeframe for when a determination can be expected.

In the event an accommodation request is denied, the EEO officer will notify the applicant or employee of the decision and inform the applicant/employee that they may appeal the decision, if they choose to do so, within 30 days. The commissioner, Dawn M. Pinnock or her designee, Crystal Monge, Chief Engagement Officer, will review the applicant's/employee's appeal of the denied reasonable accommodation request. The commissioner or her designee will issue a decision within 15 days of receipt of the appeal.

The EEO office ensures the timely and efficient processing of reasonable accommodation requests by keeping a tracking sheet that records the basis and types of requests, as well as the timeframe of receipt to determination. This information is also entered contemporaneously into the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and regularly analyzed to determine trends regarding types and volume of requests, as well as speed of disposition.

## **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.
- ☒ 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 City Employees within 30 days of start date.

☒ The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for City 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 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

- ☒ 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.]

Dawn M. Pinnock

\_\_\_\_\_  
Print Name of Agency Head



\_\_\_\_\_  
Signature of Agency Head

2/2/2023

\_\_\_\_\_  
Date

## Appendix A: Contact Information for Agency EEO Personnel

	<b>Title/Function</b>	<b>Name</b>	<b>Email</b>	<b>Telephone</b>
1.	<b>Agency EEO Officer</b> [indicate if 'Acting' or 'Interim']	Belinda French	<a href="mailto:bfrench@dcas.nyc.gov">bfrench@dcas.nyc.gov</a>	212-386-0297
2.	<b>EEO Investigator</b> [if appointed]	Milangely Lopez	<a href="mailto:millopez@dcas.nyc.gov">millopez@dcas.nyc.gov</a>	212-386-0261
3.	<b>EEO Administrative Assistant</b>	Ashley Miller	<a href="mailto:axmiller@dcas.nyc.gov">axmiller@dcas.nyc.gov</a>	212-386-6399
4.	<b>Acting Chief Diversity Officer/Chief MWBE Officer per E.O. 59</b>	Roman Gofman	<a href="mailto:rgofman@dcas.nyc.gov">rgofman@dcas.nyc.gov</a>	212-386-6283
5.	<b>ADA Coordinator</b>	Belinda French	<a href="mailto:bfrench@dcas.nyc.gov">bfrench@dcas.nyc.gov</a>	212-386-0297
6.	<b>Disability Rights Coordinator</b>	Belinda French	<a href="mailto:bfrench@dcas.nyc.gov">bfrench@dcas.nyc.gov</a>	212-386-0297
7.	<b>Disability Services Facilitator</b>	Belinda French	<a href="mailto:bfrench@dcas.nyc.gov">bfrench@dcas.nyc.gov</a>	212-386-0297
8.	<b>55-a Coordinator</b>	Damarys Diaz	<a href="mailto:dmdiaz@dcas.nyc.gov">dmdiaz@dcas.nyc.gov</a>	212-386-0388
9.	<b>Career Counselor(s)</b>	Shameka Blount	<a href="mailto:sblount@dcas.nyc.gov">sblount@dcas.nyc.gov</a>	212-386-0232

## 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:

- Example: The EEO Office will circulate quarterly agencywide email including EEO resources, including the revised EEO Policy.

*According to the 2020 Workplace Climate Survey, the majority of DCAS employees that responded to the survey (97.5%) appeared to be familiar with the EEO Policy and its procedures. The planned actions for this fiscal year to maintain and/or increase employee familiarity with the EEO Policy is: (1) distribute an agency-wide communication on DCAS' commitment to diversity and inclusion that includes EEO-related resources, (2) ensure that the agency's website maintains the revised EEO Policy and companion documents such as the agency's reasonable accommodation brochure, EEO complaint process at a glance, and Sexual Harassment Prevention policy statement, and (3) continue to present an overview of the EEO Policy to all new employees upon hire.*

#### ➤ Intended reach

- Example: All staff, including, senior executives, managers, interns, consultants, etc.
- All staff, including, senior executives, managers, interns, and consultants.
- Hard copy documents will be distributed to all work locations that contain employees whose essential duties are not performed on computers or in an office environment.

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

- Example: EEO Office
- EEO Office, Employee Relations, DCAS Communications

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

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

*According to the 2020 Workplace Climate Survey, the majority of employees appeared to be familiar with who the EEO Officer is at the agency. However, the EEO Office is located at 1 Centre Street and about 50% of the agency's employees work outside of 1 Centre Street, in several facilities across the five boroughs. For this reason, it is important that the EEO Office create initiatives to improve its visibility to the larger workforce.*

*The planned actions for this fiscal year to improve the EEO Office's visibility to the workforce will include conducting site visits at least once each quarter to ensure that employees know the EEO Officer and the EEO staff. These site visits will also include responding to employee inquiries on EEO-related information and ensuring that EEO-related information and resources are posted in common areas.*

➤ **Intended reach**

- All staff, including, senior executives, managers, interns, and consultants.
- Hard copy documents will be distributed to all work locations that contain employees whose essential duties are not performed on computers or in an office environment.

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

- EEO Office

**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.**

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

*According to the 2020 Workplace Climate Survey, half of the respondents (52.9%) reported learning about the EEO complaint process through training provided by the agency, followed by reading City/DCAS publications about EEO and through the onboarding process. However, while about 70% or higher of the respondents reported that their rights are protected and discrimination is taken seriously and investigated, the percentage dips to 63% on those who agree that an adequate response is provided to those who submit claims of discrimination.*

*The planned actions for this fiscal year to improve employees' knowledge of the EEO complaint process is to: (1) ensure that the agency's website maintains the revised EEO Policy, EEO complaint process at a glance document, and EEO Complaint form, (2) continue to present an overview of the EEO Policy and how to file an EEO complaint to all new employees upon hire, and (3) when EEO complaints are filed, inform the complainant verbally and through written documentation of next steps during the complaint investigation, (4) provide the complainant with an update on the progress of the investigation every 30 days until a determination is made, (5) ensure that EEO complaint investigations are completed within the recommended 90 days, per the City's EEO Policy.*

➤ **Intended reach**

- All staff, including, senior executives, managers, interns, and consultants.
- Hard copy documents will be distributed to all work locations that contain employees whose essential duties are not performed on computers or in an office environment.

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

- EEO Office

**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:**

*According to the 2020 Workplace Climate Survey, the majority of respondents reported that they would like to see resources for open dialogue about race relations or systemic racism, transparency about the EEO complaint process, and mandatory diversity, equity, and inclusion training for supervisors and managers within the agency, as well as workshops on preventing systemic racism, civility and etiquette in the workplace, and microaggressions.*

*The planned actions for this fiscal year to increase employees' understanding of protected rights and prohibition of discrimination in the workplace is to: (1) ensure that employees take the agency's required eLearning training including Everybody Matters, Sexual Harassment Prevention and the Power of Inclusion, (2) launch Disability Etiquette training, and (3) launch several new trainings including Bystander Intervention, Structured Interviewing and Unconscious Bias.*

➤ **Intended reach**

- All staff, including, senior executives, managers, interns, and consultants
- Some trainings may be delivered in person for those that do not consistent access to computers or whose essential duties are not performed in an office environment.

➤ **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

- EEO Office and DCAS's REI Champions



**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:**

*According to the 2020 Workplace Climate Survey, a high percentage of respondents that have supervisory responsibilities (54% or higher) affirmed their awareness of how to report EEO violations.*

*The planned actions for this fiscal year to improve managers' and supervisors' awareness of measures that an employee may take to report any violations under the EEO Policy will be to include this information in our monthly supervisor training that is held for new supervisors or supervisors that need a refresher. This supervisor training covers the City's EEO Policy as well as the agency's Code of Conduct, labor relations, and how to correctly evaluate employee performance.*

➤ **Intended reach**

- All supervisor and managers including senior executives

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

- EEO Office, Office of Disciplinary Proceedings and Labor Relations, and Employee Relations

**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:**

*According to the 2020 Workplace Climate Survey, the majority of employees appeared to be familiar with who the EEO Officer is at the agency.*

*The planned actions for this fiscal year to improve managers' and supervisors' supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy will be to include this information in our monthly supervisor training that is held for new supervisors or supervisors that need a refresher. This supervisor training covers the City's EEO Policy and reminds supervisors of their responsibilities under the EEO Policy and that they are mandatory reporters should they observe that a violation of the City's EEO Policy has taken place.*

➤ **Intended reach**

- All supervisors and managers including senior executives

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

- EEO Office, Office of Disciplinary Proceedings and Labor Relations, and Employee Relations