

FY 2022 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

AGENCY NAME: DEPARTMENT OF SOCIAL SERVICES (DSS)-HUMAN RESOURCES ADMINISTRATION (HRA)- DEPARTMENT OF HOMELESS SERVICES (DHS)

1st Quarter (July -September), due October 29, 2021

2nd Quarter (October - December), due January 31, 2022

3rd Quarter (January -March), due April 29, 2022

4th Quarter (April -June), due July 29, 2022

Prepared by:

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Date Submitted: 11/12/2021

FOR DCAS USE ONLY:

Date Received:

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2022

[NOTE: These forms are cumulative and intended to retain information for the entire FY 2022. For Q2, Q3 and Q4 use previous quarter’s submission to update, retaining all information for the prior quarters]

- 1. Please save this file as ‘XXXX Quarter X FY 2022 DEEO Quarterly Report.Part I’ where ‘XXXX’ is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
2. Complete the “Diversity and EEO Training Summary” details in Part II - Training Summary [see the attached Excel file]. Under Section 10 (“Other Diversity/EEO Related”), include training classes co-organized or co-sponsored by your agency EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
3. Mark progress in check boxes in the column for the current quarter. [NOTE: DELAYED = behind schedule; DEFERRED = put off until later when better resources become available.]
4. Please save the Excel file as ‘XXXX Quarter X FY 2022 DEEO Training Summary’, where ‘XXXX’ is the commonly used acronym of your agency. You

must submit this file in MS Excel format. Please do not convert it to PDF.

PART I: NARRATIVE SUMMARY

I. COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD

- Distributed to all agency employees? Yes, On (Date): _____ No
- By e-mail
- Posted on agency intranet
- Other _____

II. RECOGNITION AND ACCOMPLISHMENTS

The agency recognized employees, supervisors, managers, and units demonstrating superior accomplishment in diversity and equal employment opportunity through the following:

- Diversity & EEO Awards
- Diversity and EEO Appreciation Events
- Public Notices
- Positive Comments in Performance Appraisals
- Other (please specify): _____

* Please describe D&EEO Awards and/or Appreciation Events below:

III. WORKFORCE REVIEW AND ANALYSIS

1. Agency Headcount as of the last day of the quarter was:

Q1 (9/30/2021): 13,578: HRA/DSS (11,596) + DHS (1,982)

Q2 (12/31/2021): _____

Q3 (3/31/2022): _____

Q4 (6/30/2022): _____

2. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

Yes , On (Date): 9/15/2021 Yes , again on (Date): _____ No

NYCAPS Employee Self Service (by email; strongly recommended every year)

Agency’s intranet site

Newsletters and internal Agency Publications

On-boarding of new employees

3. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

Yes , On (Dates):

Q1 Review Date: August 5, 2021 Q2 Review Date: _____ Q3 Review date: _____ Q4 Review date: _____

The review was conducted with:

Human Resources

Human Resources

Human Resources

Human Resources

Agency Head

Agency Head

Agency Head

Agency Head

General Counsel

General Counsel

General Counsel

General Counsel

Other Equity & Inclusion

Other _____

Other _____

Other _____

Not conducted

Not conducted

Not conducted

Not conducted

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2022

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2022 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

A. WORKFORCE:

Please list the Workforce Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. <ul style="list-style-type: none"> • Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels. 	Q1 Update	Q2 Update	Q3 Update	Q4 Update
To increase participation and employment of individuals with disabilities in the workforce, DSS will leverage year 3 of the grant-funded Partnership for Inclusive Internships (PII) to create 30 more internship opportunities in FY 22 for people with disabilities, while also applying for a Bridge Year to continue and expand the PII Program.	The PII Program is in its 3 rd year and has provided over 90 internship opportunities to people with disabilities. DSS is in the process of negotiating a Bridge Year 4. In Q 1, 5 interns were hired as temporary employees and one PII intern that had been hired as a temporary employee was hired as a full-time employee.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.					
HRA/DSS/DHS has scheduled quarterly meetings with EEO, Human Resource Solutions and the Office of Legal Affairs to discuss DCAS CEEDS reports. Here are the underutilization job groups for HRA/DSS/DHS:					

Underutilization of Women and Minorities in HRA Workforce

Job Group	Female	Black	Hispanic	Asian
BUILDING SERVICES	-10			-5
CRAFT(SPERSONS)	-5	-7		
LABORERS	-4			
Grand Total	-19	-7	0	-5

Underutilization of Women and Minorities in DHS Workforce

Job Group	Female	Black	Hispanic	Asian
BUILDING SERVICES			-13	
CRAFT(SPERSONS)				
LABORERS	-4			
MANAGERS				-11
PARAPROFESSIONAL OCCUPATIONS			-41	
Grand Total	-4	0	-13	-52

B. WORKPLACE:

Please list the Workplace Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. <ul style="list-style-type: none"> • Include steps that were taken or considered to create inclusive work environment which values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels. 	Q1 Update	Q2 Update	Q3 Update	Q4 Update
[Gender Equity] Gender Pronoun Training: Our agency has many staff and community members who are transgender, gender non-conforming, non-binary and intersex. One of the areas where all of us can use continued practice and improvement is with gender pronouns. We are offering staff a mini-course on pronoun use, with the aim to reach approximately 250 people by the end of the second quarter of FY22, and will continue to offer this curriculum	Conducted six sessions of the Gender Pronoun Training for HASA staff. Met initial goal, but more sessions will likely be offered.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
The DSS Office of Disability Affairs (ODA) will continue to curate presentation(s) for staff in honor of the Americans with Disabilities Act.	ODA has engaged a keynote speaker for an ADA Event planned for January 2022 and has begun to curate content.	<input checked="" type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Please specify any other EEO-related activities designed to improve/enhance the workplace during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activities occurred.

C. COMMUNITY:

Please list the Community Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the Community Goal(s) set/declared in your plan. <ul style="list-style-type: none"> • Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the variety of communities that are served. 	Q1 Update	Q2 Update	Q3 Update	Q4 Update
DSS/DHS/HRA will meet regularly with LGBTQI community members and advocates, holding at least two (2) advisory group meetings in FY22. These groups are a chance to increase communication and transparency about community needs, share back initiatives from within the agency, and ensure that agency services are informed by what is going on with the community. The	We held a community meeting on September 14, 2021. It was attended by approximately 40 work group members, which include LGBTQI community members, advocates, lawyers, agency service providers, and government partners.	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed			

<p>first meeting is targeted for Q1, and the second is targeted for Q4.</p>					
<p>The DSS Office of Disability Affairs (ODA) will continue to collaborate with the Mayor’s Office for People with Disabilities on outreach related to ASL Direct and services for people who are deaf and hard-of-hearing.</p> <p>DSS is increasing access to alternative formats for people who are blind or low vision by adding static documents in alternative formats to the website and developing more notices in alternative formats.</p> <p>DSS Office of Disability Affairs hosts a quarterly Disability Advisory Panel, engaging advocates and people with disabilities from across the spectrum.</p>	<p>ODA continued to meet regularly with MOPD on ASL Direct Outreach.</p> <p>ODA designed and produced ASL Direct Palm Cards to be distributed at Job Centers, SNAP Centers, and DHS Intake locations and prepared a distribution plan.</p> <p>In July, ODA enlisted MOPD to conduct a training for the DSS Office of Communications and Marketing on increasing accessibility of designed print and electronic materials, specifically using Adobe and InDesign. (Focused on internal and external communications).</p> <p>DSS added accessible PDFs to the disability access pages of both HRA and DHS websites.</p> <p>This meeting was held in September.</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>			
<p>DSS’ Community Engagement unit will continue to meet, on a weekly basis, with a diverse group of community-based organizations and client advocates.</p>	<p>Provided training on ACCESS HRA features, Provider Portal and simulated ACCESS HRA SNAP/CA/OSD applications to providers and advocates. All trainings in Q1 were conducted virtually.</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred</p>			

<p>DSS' Community Engagement unit will continue to offer weekly trainings around the use of ACCESS HRA, a public benefits digital platform, to these external stakeholders.</p> <p>The goal of both practices is to provide an opportunity for these groups in the community to share community needs, feedback related to agency initiatives and programs, and to help ensure that DSS is engaging community partners across the spectrum. Doing so allows DSS to be responsive to the needs of undeserved communities in a manner that is relevant to them.</p>	<ul style="list-style-type: none"> • Q1: 905 <p>Recruited and on-boarded new community-based organizations for the first time in the ACCESS HRA Provider Portal.</p> <ul style="list-style-type: none"> • Q1: 10 <p>Participated in community forums to provide information and resources on HRA benefits and services.</p> <ul style="list-style-type: none"> • Q1: 10 <p>Disseminated information on the evolving public benefits and government services landscape affecting our clients via weekly bulletin to CBOs and advocate.</p> <ul style="list-style-type: none"> • Q1: <p>Number of letters/bulletins: 13 Number of recipients: ~6,600 per communication.</p>	<input type="checkbox"/> Completed			
<p>Identify best practices for establishing a brand of inclusive customer service.</p>	<p>The DSS Office of Communication and Marketing (OCM) continues to ensure that the agency's public message is expanded to a broader and more diverse group of potential clients. For FY22 OCM will launch two multilingual public information campaigns to educate our</p>	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

	<p>clients about benefits that are available to them. These campaigns will include ads in public transportation, social media, radio, local neighborhood businesses and community and ethnic media.</p> <p>During Q1 of FY'22 OCM effectively launched a multilingual public information campaign promoting Fair Fares, a program that offers half-priced public transit fares for low income New Yorkers, and extended the Emergency Rental Assistance Program (ERAP) campaign with ads on public transportation, social media, tv, radio, local neighborhood businesses, NYC Media, Link NYC, and community and ethnic media.</p>				
<p>Identify best practices for establishing a brand of inclusive customer service.</p>	<p>The DSS Office of Constituent Services (OCS) has moved its call center operations to function remotely from home due to COVID. This has ensured continuity of services for clients. This transition has been supported by a collaboration between, OCS, DSS EEO and the DSS Information Technology Systems (ITS). OCS will continue to work with ITS to solve technical issues and ensure a 100% of its workforce is fully functional.</p> <p>During Q1, OCS continue its call center</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	<p>operations remotely, while moving forward with the work to move its call center operations back to the office and embark on revamping a new IVR system to improve client access.</p> <p>OCS has continued to provide video phone services for members of the deaf and hard of hearing communities with an ASL Direct agent who communicates with them in American Sign Language to address their questions and concerns about agency services and benefits. This service is the result of a collaboration with the Mayor’s Office for People with Disabilities.</p>				
<p>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.</p>	<p>The Office of Citywide Health Insurance Access (OCHIA) will continue its work to maximize understanding of and access to available health insurance options for New York City residents, small business owners and those that they employ. Through the Office of Citywide Health Insurance Access (OCHIA), DSS OEA will continue its work to maximize understanding of and access to available health insurance options for New York City residents, small business owners and those that they employ. For the benefit of New Yorkers under age 65, OCHIA will develop and maintain a variety of partnerships with City agencies, their</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

	<p>staff and health insurance enrollment assisters from health plans to provide broad outreach and enrollment assistance opportunities for uninsured New Yorkers. For those 65 and older, OCHIA will continue to develop innovative outreach and information tools, through flyers, brochures, newsletters and other materials to continue its effort to reach eligible seniors, enhance their awareness of and connect them to available health insurance programs as well as other helpful City services. In partnership with the Office of Communication and Marketing, OCHIA will embark on creating You Tube videos to educate viewers on Medicaid and Medicare Savings Programs as it pertains to the aged, blind, and disabled population.</p> <p>In the first quarter of fiscal year 2022, OCHIA, conducted four virtual health insurance workshops for partnered agencies, hospitals, and senior serving organizations.</p> <p>OCHIA also released its fourth newsletter for NYC seniors and local organizations.</p>				
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<p>Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.</p>	<p>The Office of Intergovernmental and Legislative Affairs, the Government and Community Affairs team will continue its work to develop and improve Agency credibility and presence with Community Boards, Community Advisory Boards, continuing to build relationships with community leaders, faith leaders, Business Improvement Districts (BIDS), local residents, elected and public officials and other stakeholders through networking and public engagement.</p> <p>During Q1 of FY'22 the Legislative Affairs Team:</p> <p>Proposed and advocated for State legislation to increase community accessibility to essential public assistance programs such as the Supplemental Nutrition Assistance Program (SNAP), Cash Assistance (CA), rental assistance and emergency shelters. Specifically:</p> <ul style="list-style-type: none"> Continued outreach to elected officials to ensure equitable distribution of federal rental assistance through the passage of the Emergency Rental Assistance Program. 	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
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	<ul style="list-style-type: none"> • Helped pass State legislation to increase the rent level of State FHEPS to fair market rent (A8009/S6573) and continue to advocate for the Governor to sign the bill. • Worked with stakeholders to negotiate and raise the value of City FHEPS rent vouchers, via LL71 of 2021. • Working with DSS program teams on the implementation of several Council bills aged in this time period, including: requirements for contractors to enter into labor peace agreements; surveying pets in shelters; and providing outreach to survivors of sexual assault in shelter 				
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Please specify any other Community-directed activities during the quarter (e.g., meetings, educational and cultural programs, promotion of agency services, community fairs, etc.) and describe briefly the activities, including the dates when the activities occurred.
None.

<p>DSS' Mayor's Action Plan for Neighborhood Safety (MAP) will engage NYCHA residents and share information and resources regarding public benefits in New York City. MAP staff will also train NYCHA residents who volunteer around the use and functionality of ACCESS HRA, an online public benefits platform. To this end, MAP staff will continue to hold weekly virtual events where NYCHA residents can apply for public benefits.</p>	<p>DSS' MAP held weekly virtual events during this quarter.</p>	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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D. EQUITY and RACE RELATIONS INITIATIVES:

Please specify Equity and Race Relations Initiatives embarked on or continued from previous year(s) the quarter (e.g., meetings, educational and cultural programs, presentations, discussions, books/articles, other suggested readings, etc.) and describe briefly the activities, including the dates when the activities occurred.

In June 2021, DSS hired a Director of Race Equity Initiatives. The Director of Race Equity Initiatives is responsible for operationalizing a racial equity plan agency-wide, through collaboration and with agreement and participation from leadership and staff at all organizational tiers to advance racial equity at DSS/HRA/DHS. In the coming months, she will assist in developing racial equity and inclusion programming across the agency and will serve as a liaison with various city agencies, community-based organizations, labor unions, and advocates to solicit input and to advance a racial equity agenda for DSS/HRA/DHS clients and staff.

V. RECRUITMENT

A. RECRUITMENT EFFORTS

Please list Recruitment Strategies and Initiatives which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):	Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
<p>DSS’s Office of Human Resources Solutions (HRS) and the Office of Disabilities Affairs (ODA) and HRA’s We CARE program collaborate with the Partnership for Inclusive Internships (PII) program on encouraging employment of people with disabilities within our system. They communicate regularly with Maureen Anderson’s team at Acces-VR. The PII team meets with Acces-VR counselors in each borough. Acces-VR has identified key contacts in each borough to streamline 55-a packet processing for clients of We CARE and the PII program. The PII Program hosts a virtual speaker series for interns with disabilities and partner agencies entitled <i>Conversations with City Agencies</i>, promoting strategies for employment within NYC government for this population.</p>	<p>The PII Program meets regularly with DSS HCM. PII interns with disabilities are sourced regularly for internships openings throughout the Agency.</p> <p>The PII Program also meets regularly with Access-VR and co-presented to community agencies on two occasions in Q1.</p> <p>In Q1: One PII intern was hired into a temp role at HRA, and subsequently hired in a full-time role. (Female, Asian) and 5 interns hired into temp roles at DSS (2 Female, 3 Male) (1 Hispanic, 1 Asian, 3 Black)</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

<p>Ensure that all HRA and DHS positions are posted and visible in Employee Self Service (ESS) for all City employees.</p>	<p>The agency utilizes ESS as a recruitment tool to identify qualified candidates from a diverse population within our agency and other agencies.</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Post HRA and DHS positions that are eligible for external applicants on www.nyc.gov/careers so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency.</p> <p>To enhance diversity recruitment, we post externally on ethnic and professional websites, colleges, APA's and organizations such as HBCU's, LinkedIn, etc.</p>	<p>HRS continues to post HRA and DHS positions on www.nyc.gov/careers so that external candidates can seek out job opportunities. This allows us the ability to recruit from a diverse population outside of the Agency.</p> <p>We continue to increase our outreach to develop a solid list of diversified recruitment sources in an effort to increase the agency diverse and inclusive footprint.</p>	<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Please specify any Recruitment efforts and initiatives designed to increase the effectiveness and improve the hiring and selection reach of your agency during the quarter and describe briefly the activities, including the dates when the activities occurred.</p>					
Empty space for reporting recruitment efforts					

B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2022:

[NOTE: Please update this table every quarter]

Type of Internship\Fellowship	Total	Race/Ethnicity* [#s] * Use self-ID data obtained from NYCAPS	Gender* [#s] [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data
1. Urban Fellows	2	White:1 Black:1	M 1 F 1 N-B ___ O ___ U ___
2. Public Service Corps	3	Asian:1	M 2 F 1 N-B ___ O ___ U ___
3. Summer College Interns	181	Unidentified (Unreported): 181	M ___ F ___ N-B ___ O ___ U 181
4. Summer Graduate Interns	0		M ___ F ___ N-B ___ O ___ U ___
5. Other (specify): The Partnership for Inclusive Internships (for people with Disabilities)	3	Hispanic:1 Black:1 Other:1	M 2 F 1 N-B ___ O ___ U ___
6. Other (College Credit; CUNY Research Foundation)	10	White:6 Black:2 Asian: 2	M 4 F 5 U 1
7. Other (High School)	6	Asian:4 Black:2	M 2 F 4

Additional Comments:

As mentioned above, In Q1: One PII intern was hired into a temp role at HRA, and subsequently hired in a full-time role. (Female, Asian) and 5 interns hired into temp roles at DSS (2 Female, 3 Male) (1 Hispanic, 1 Asian, 3 Black).

C. 55-A PROGRAM

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities. Yes No

Currently, the agency employs the following number of 55-a participants:

Q1 (9/30/2021): 51 Q2 (12/31/2021): _____ Q3 (3/31/2022): _____ Q4 (6/30/2022): _____

During the 1st Quarter, a total of 0 [number] new applications for the program were received.
During the 1st Quarter 3 participants left the program due to Resignation.

During the 2nd Quarter, a total of _____ [number] new applications for the program were received.
During the 2nd Quarter _____ participants left the program due to [state reasons] _____.

During the 3rd Quarter, a total of _____ [number] new applications for the program were received.
During the 3rd Quarter _____ participants left the program due to [state reasons] _____.

During the 4th Quarter, a total of _____ [number] new applications for the program were received.
During the 4th Quarter _____ participants left the program due to [state reasons] _____.

The 55-a Coordinator has achieved the following goals:

- 1. Disseminated 55-a information – by e-mail: Yes No
 - in training sessions: Yes No
 - on the agency website: Yes No
 - through an agency newsletter: Yes No

2. _____

3. _____

VI. SELECTION (HIRING AND PROMOTION)

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

<p>Please list additional Selection Strategies and Initiatives which you set/declared in your FY 2022 Diversity and EEO Plan (<i>include use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data</i>)</p>	<p>Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan.</p>
<p>Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities</p>	<p>Upon request, staff can schedule an individual appointment with a career developer to review/revise resumes and cover letters, as well as participate in mock interviews. The Office of Workforce Development also collaborates with the Latino Heritage Committee and program managers, upon request, to offer career development workshops.</p>
<p>Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions</p>	<p>The agency ensures that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for M1 and above positions.</p>
<p>Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment)</p>	<p>EEO representatives assist with panel interviews for all promotional opportunities for M1 and above positions.</p>
<p>Analyzing the impact of layoffs or terminations on racial, gender and age groups</p>	<p>The agency will use the DCAS Layoff Procedure as guidance should there be any layoffs, terminations, and/or demotions due to legitimate business/operational reasons in FY 2022.</p>

Other: Selection Strategies and Initiatives	The Agency will ensure that we review title specifications, job descriptions, job postings, interview procedures, and selection methods for all positions filled through both civil service lists and discretionary hiring to ensure equal employment opportunity for each selection. Additionally, we will continue to use structured interviewing techniques and protocols for all managerial positions.				
During this Quarter the Agency activities included:		Q1	Q2	Q3	Q4
	# of Vacancies	<u>2743</u>	# _____	# _____	# _____
	# of New Hires	<u>223</u>	# _____	# _____	# _____
	# of New Promotions	<u>144</u>	# _____	# _____	# _____

VII. TRAINING

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

VIII. REASONABLE ACCOMMODATION

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

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

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

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

B. EXECUTIVE ORDER 59: CHIEF DIVERSITY OFFICER /CHIEF MWBE OFFICER

The agency appointed new Chief Diversity Officer/ Chief MWBE Officer [different from the one listed in FY 2022 Annual Plan].

Provide the name and title of the new Chief MWBE Officer: _____

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

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

D. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1 Q2 Q3 Q4

The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

The agency ensures that complaints are closed within 90 days.

The EEO Office makes every effort to ensure that complaints are closed within 90 days. However, when this is not practicable based on the high volume of EEO complaints received, the EEO Office notifies the complainant and respondent when the investigation exceeds 90 days.

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

E. LOCAL LAW 101: CLIMATE SURVEY

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

Describe any follow-up measures taken to address the results of the 2018 Climate Survey:

- DSS-HRA-DHS included a 2-hour EEO training session in the onboarding process for all new employees. This ensures all new staff are provided with training on EEO policies, procedures, and relevant information.
- DSS-HRA-DHS will send an agency wide email distribution to all staff as a Human Capital Management “In the Know” informational, explaining the EEO complaint process and apprising staff about how to access EEO related information on the intranet.
- DSS-HRA-DHS will continually update all EEO information on the intranet so that staff will have correct information for EEO staff contacts as well as policies, and procedures.

Describe your analysis of the results of the 2020 Climate Survey (when provided by DCAS):

DSS did not receive a 2020 Climate Survey

X. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies 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 involved in an audit; please specify who is conducting the audit: _____.
- Attach the audit recommendations by NYC EEPC or the other auditing agency.
- The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2022.
- The agency received a Certificate of Compliance from the auditing agency.
Please attach a copy of the Certificate of Compliance from the auditing agency.

APPENDIX: [AGENCY NAME] EEO PERSONNEL DETAILS
 EEO PERSONNEL FOR ____ QUARTER, FISCAL YEAR 2022

A. PERSONNEL CHANGES

Personnel Changes this Quarter: <input type="checkbox"/> No Changes		Number of Additions: 0	Number of Deletions: 2
Employee's Name & Title	1. Dennis Whinfield	2. Claudette Adams	3.
Nature of change	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date: 9/24/21	Start Date or Termination Date: 9/3/2021	Start Date or Termination Date:
Employee's Name & Title			
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:
For New EEO Professionals:			
Name & Title	4.	5.	6.
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Percent of Time Devoted to EEO	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
Name & Title			
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)

Percent of Time Devoted to EEO	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
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EEO Training Completed within the Last TWO Years, including the Current Quarter (EEO and D&I Officers, Deputies, AND ALL NEW EEO Professionals):

Name & EEO Role	1. Stephanie Grant	2. Monique Quinones-Jackson	3. Patty Baez
Completed EEO Trainings:			
1. Everybody Matters-EEO/D&I	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2. EEO Awareness	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3. Diversity & Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4. Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6. Unconscious Bias	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7. Disability Etiquette	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Completed OCEI Trainings:			
A. EEO Officer Essentials: Complaint/Investigative Processes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
B. EEO Officer Essentials: Reasonable Accommodation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
C. Understanding CEEDS Reports	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Percent of Time Devoted to EEO	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
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EEO Training Completed within the Last TWO Years, including the Current Quarter (EEO and D&I Officers, Deputies, AND ALL NEW EEO Professionals):

Name & EEO Role	4. Marlene Wright	5. Rae Davis	6.
Completed EEO Trainings:			
1. Everybody Matters-EEO/D&I	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. EEO Awareness	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Diversity & Inclusion	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Unconscious Bias	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

7. Disability Etiquette	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Completed OCEI Trainings:			
A. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
B. EEO Officer Essentials: Reasonable Accommodation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
C. Understanding CEEDS Reports	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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

DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF QUARTER FY 2022 *

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<u>EEO Officer/Director</u>	Stephanie Grant Athina McBean	Director of Equal Employment Opportunity; Contract Compliance (DOSS) M-III	<u>100%</u> <u>25%</u>	grantst@dss.nyc.gov mcbeana@dss.nyc.gov	<u>646.208.6406</u> <u>929.221.7254</u>
<u>Deputy EEO Officer OR Co-EEO Officer</u>	Monique Quinones-Jackson	Admin Staff Analyst	<u>100%</u>	quinonesmo@dss.nyc.gov	<u>212.361.8385</u>
<u>Chief People, Equity & Inclusion Officer</u>	Mark Neal	Assistant Deputy Administrator HRA M7	<u>40%</u>	nealma@dss.nyc.gov	<u>929.221.6658</u>

<u>Diversity & Inclusion Officer</u>					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	<u>Mark Neal</u>	<u>Assistant Deputy Administrator HRA M7</u>	<u>30%</u>		<u>929.221.6658</u>
ADA Coordinator	Rae Davis	PAA III	<u>100%</u>	<u>davisr@dss.nyc.gov</u>	<u>212.361.7493</u>
Disability Rights Coordinator					
Disability Services Facilitator	Jennifer Shaoul, DSS & HRA Elizabeth Iannone, DHS	Admin Staff Analyst Community Coordinator	<u>25%</u> <u>10%</u>	<u>shaoulj@dss.nyc.gov</u> <u>iannonee@dss.nyc.gov</u>	<u>929.221.7281</u> <u>929.221.6677</u>
55-a Coordinator	Mercedes Jaramillo	Strategic Initiative Specialist	<u>5%</u>	<u>jaramillom@dss.nyc.gov</u>	<u>929.221.5460</u>
Career Counselor	Sharon James	Administrative Staff Analyst III	<u>5%</u>	<u>jamessh@dss.nyc.gov</u>	<u>929.221.5574</u>
EEO Counselor	Patty Baez Marlene Wright	Investigator (DISCP) III Fraud Investigator Level I	<u>100%</u>	<u>baezp@dss.nyc.gov</u> <u>wrightm@dss.nyc.gov</u>	<u>929.221.5143</u> <u>929.252.2155</u>
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison					

Other (specify)					
Other (specify)					

* Please note changes (new personnel filling the specified role). You may insert additional entries as needed. Title refers to the civil service title. If there is an EEO\ Diversity role that your staff performs that is not on the list above, you may indicate it on the chart. You may provide full contact information once if several roles are performed by the same person.