



# Local Law 2 (2023)

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*2023 Report*



## I. Introduction

This report has been prepared pursuant to Local Law 2 (LL2) of 2023 which mandates the Department of Citywide Administrative Services (DCAS) to create a civil service ambassador program to provide education and outreach at civil service pathways. Civil service pathways are defined as “any facility or program operated, funded, or contracted by the city that serves a population that the commissioner determines could benefit from access to information regarding the civil service system and civil service examinations, and includes, but is not limited to, high schools, colleges, universities, trade schools, mental health programs, social work programs, juvenile justice facilities, foster care programs, shelters, and drop-in centers.” Such outreach should provide information about the benefits of joining the civil service system, requirements for civil service examinations, and the post-examination civil service process.

The law requires DCAS to conduct at least ten such presentations every quarter, with at least one in each borough. Additionally, DCAS is required to distribute educational materials on the civil service process to as many civil service pathways as practicable. These materials are also to be posted on DCAS’s website.

The DCAS Office of Citywide Recruitment (OCR) is required to submit a report annually, by December 31, on the education and outreach performed during the preceding fiscal year pursuant to LL2. The report shall include, but not be limited to, the number of presentations conducted, disaggregated by the type of civil service pathway and borough where each such presentation was conducted, and a description of any other education and outreach performed.

This report covers Fiscal Year 2023 (July 1, 2022 through June 30, 2023) and includes information on all OCR outreach activities to educate communities that are underserved and underrepresented in City government about the civil service and examination process. Such communities are often represented among the various aforementioned civil service pathways that LL2 outlines.

In FY 2023, OCR participated in over 209 outreach events, reaching over 25,600 participants. Of those events, 86 were with civil service pathways and included a presentation on the city’s civil service and hiring process as defined in the LL2.

## II. Overview

The Civil Service Ambassador Program of LL2 is designated to operate under DCAS’ Office of Citywide Recruitment (OCR). OCR was established in 2015 and spearheads large-scale

recruitment initiatives to promote the vision that the City of New York is an employer of choice with a growing, talented, and diverse workforce.

Since its initiation, through June 30, 2023, OCR has participated in over 1875 events drawing over 106,200 participants. OCR works to create a diverse and inclusive workforce pipeline for City agencies by conducting extensive outreach to educate historically underserved and underrepresented communities about City government careers, the civil service system, and the civil service examination process. OCR also advises agencies on creative recruitment strategies to augment their recruitment capacity, provides diverse and inclusive recruitment guidelines and training, and partners with various agencies to conduct extensive outreach to build pathways, including for qualified persons with disabilities, to enter careers in government service.

To carry out its mission, OCR conducts targeted outreach to share information with historically underserved communities, such as veterans, the justice-involved, people with disabilities, youth, the unemployed, the LGBTQI+ community, and ethnic and racial groups that are underrepresented in City government. OCR has now expanded its outreach to include the civil service pathways as defined in LL2. It does this by actively building and cultivating partnerships with educational institutions, community-based organizations, faith-based institutions, and elected officials to host or attend outreach events. OCR participates in approximately 15 events per month across the five boroughs and includes events through virtual platforms. These events include career and resource fairs, panel discussions, workshops, and “Civil Service 101” information sessions.

The COVID-19 pandemic resulted in many outreach activities being held virtually on a Citywide scale. The emergence of hybrid working environments has allowed OCR to expand its outreach by holding events both virtually and in person, with a special emphasis on hosting events in a manner that works best for the community they are trying to reach.

### **III. Outreach Activities**

#### **Civil Service 101 Information Sessions**

“Civil Service 101” information sessions (CS101) are educational sessions that simplify information about the civil service process by guiding participants through the requirements for entering the civil service system and showcasing how municipal government service is a viable career choice. Attendees at these sessions learn about the benefits of becoming a city employee, the different career pathways into City government, and gain a comprehensive understanding of both the City's hiring process, including the examination process requirements for entering competitive titles, and how to access other employment positions posted publicly. During these sessions, attendees are provided information about the civil service examination

process, where to apply for and take an exam, the timeline for applying for exams and the various fee waivers available. Attendees are also provided information on what to expect after taking and passing an exam, and how to view and protest their exam score.

The CS101 sessions include a tour of the City's job board ([nyc.gov/jobs](https://nyc.gov/jobs)) and a tour of the DCAS examination page ([nyc.gov/exams](https://nyc.gov/exams)), where candidates are shown how to view the yearly examination schedule, the notice of examinations, and how to apply for exams that are open for filing. Moreover, participants can ask questions related to the civil service hiring process. This interaction with event participants ensures they develop a well-informed and empowered perspective on the available opportunities and application processes. Attendees from these sessions are then provided with a copy of the PowerPoint presentation and additional resources including a CS101 Frequently Asked Questions (FAQ) sheet and Civil Service 101 summary sheet that simplifies the application process.

In addition to Civil Service 101 information sessions that are conducted for the public, OCR also conducts targeted CS101 sessions for current City employees. These sessions serve to educate current City employees on the civil service process, what it means to be a provisional employee, and the importance of taking and passing civil service exams in order to gain permanent status.

## ***CityTalk* Panel Discussions**

*CityTalk* panel discussions are designed to educate the public and spotlight employees across various agencies and the different career paths available in City government. These engaging discussions at times strategically coincide with various heritage months, emphasizing DCAS's commitment to promoting diversity and inclusion.

*CityTalks* provide a platform for insightful conversations centered around the panelists' unique journeys into civil service, shedding light on their entry points and career trajectories, and the type of important work they perform to sustain City services. By delving into these personal narratives, attendees gain valuable perspectives on the diverse pathways individuals take to make meaningful contributions to the public sector.

## **Agency Spotlights**

Agency Spotlights are events designed to showcase the dynamic range of services and functions various City agencies provide. These events offer a comprehensive overview of the roles and responsibilities of different government entities, allowing attendees to gain insights into the inner workings of New York City's public sector. By highlighting the contributions and accomplishments of each agency, Agency Spotlights not only enhance public awareness but also foster a deeper understanding of the collaborative efforts that go into serving the needs of the City's residents.

## **Career and Resources Fairs**

OCR participates in career and resource fairs as an integral component of its commitment to building a diverse talent pipeline for the City of New York. Participation in these events enables OCR to connect with a diverse array of job seekers at various education and career levels and to share information about career opportunities within City government, including insights into the civil service examination process, exam schedules, current vacancies, and an informational brochure.

## **NYC Government Hiring Halls**

The NYC Government Hiring Halls provided the opportunity for individuals expressing interest in civil service to engage with representatives from various City agencies. These events are characterized by on-the-spot interviews conducted by the agencies who had budget-approved positions. These Hiring Halls were strategically hosted across all five boroughs of New York City during the last two quarters of FY 2023, ensuring accessibility and outreach to a broad spectrum of potential candidates and offered a unique chance for attendees to apply for and obtain City government positions.

By facilitating direct interactions and immediate interviews, these events played a crucial role in streamlining the hiring process and connecting qualified individuals with diverse job opportunities within City government. The Hiring Halls were a massive citywide initiative that allowed all City agencies to participate in order to address the recruitment needs and resource strains that arose during the COVID-19 pandemic. A total of 14 Hiring Halls were held between February and June 2023 with over 12,000 participants. This initiative also had an impact on the reduction of the City's overall vacancy rate.

## **Career Readiness Workshops**

Career Readiness Workshops are events created to assist job seekers in preparing for hiring events and job interviews. These workshops include an overview of the City's hiring and examination process, tips on how to prepare for a hiring event and on how to do well during job interviews. Attendees at these events have the opportunity to share their "Elevator Pitch" (a short description about someone's professional and educational background and relevant skills and interest) and receive feedback from OCR staff and attendees.

## **Other Events/Pathways Outreach**

In addition to the events listed above, OCR actively participates in various workshops and panel discussions hosted by a variety of community and educational partners (elected officials,

professional affinity organizations, colleges, high schools, etc.) to promote employment opportunities.

## IV. Educational Materials

DCAS issues a monthly NYC Jobs Newsletter to job seekers who participate in OCR events, those who subscribe on our [DCAS website](#), and to our career services partners at various organizations and educational institutions. The Jobs Newsletter plays a pivotal role in keeping the public abreast of developments in the hiring and civil service examination processes. These publications often feature updates on job opportunities within City government, examinations currently open for filing, and upcoming recruitment events being held by various City agencies.

The newsletter serves as a crucial resource for individuals seeking employment with the City. By announcing new job openings, highlighting recruitment initiatives, informing prospective candidates about the latest requirements and procedures, and offering guidance on navigating the civil service examination process, the newsletter contributes to a transparent and accessible hiring process.

In addition to the newsletter, DCAS provides event attendees with Civil Service 101 Frequently Asked Questions (FAQ) sheets, the current yearly examination schedule, a brochure that outlines the civil service process and includes contact numbers and websites such as the [City's job board](#), and instructional videos on how to create an account on the City's [Online Application System \(OASys\)](#) website in order to submit examination applications. The [DCAS examination page](#) contains a wealth of information about the City's hiring and civil service process.

## V. Civil Service Pathways Outreach Summary

The tables below outline the number of events conducted by the Office of Citywide Recruitment within the civil service pathways defined in LL2 and other qualifying civil service pathways. While OCR was able to participate in 86 events at different civil service pathways, they did not conduct presentations at every pathway listed and in each borough every quarter, especially because some of this activity preceded when the LL2 and its requirements was enacted. While the office participated in other types of outreach events, such as career and resources fairs, across all five boroughs and almost all civil service pathways, they are not included in the tables because they did not meet the presentation criteria as outlined in LL2. This can be attributed to a preference by community partners to host career and resources fairs in-person and host information sessions virtually as they are able to garner more interest and attendees when the information sessions are held virtually.

The Office of Citywide Recruitment will continue its drive to host in-person information sessions in each borough every quarter. Through strategic outreach efforts and a dedication to diversity, equity, and inclusion, DCAS continues to pave the way for accessible information and opportunities within City government for all New Yorkers.

## Report Tables

Table 1: FY 2023 Civil Service Pathway Outreach Events

Civil Service Pathways	Total Events
Social Work Programs	3
Adult Workforce and Career Training Programs	5
Drop-in Centers	2
Youth Workforce and Career Training Programs	20
Other*	6
Adult Reentry Programs	3
High Schools	9
Colleges/Universities	15
DCAS Office of Citywide Recruitment**	23
<b>FY 2023 Total</b>	<b>86</b>

\*“Other” includes events that were conducted in partnership with community boards.

\*\*In addition to events in partnership with the above civil service pathways, OCR hosts monthly citywide events to broaden community outreach and create greater access to underserved communities.

Table 2: FY 2023 Civil Service Pathway Outreach Events by Borough

Civil Service Pathways	Bronx	Brooklyn	Manhattan	Queens
Adult Workforce and Career Training Programs	-	-	1	-
Colleges/Universities	-	1	1	1
High Schools	-	2	1	2
Youth Workforce and Career Training Programs	1	1	5	-
FY 2023 Total by Borough*	1	4	8	3

\*The remaining 70 events were held on virtual platforms and included participants from multiple boroughs.



# DCAS

[nyc.gov/dcas](https://nyc.gov/dcas)

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