

AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2020

AGENCY NAME: CONSUMER AFFAIRS

- 1st Quarter (July -September), due December 13, 2019
- 2nd Quarter (October - December), due January 30, 2020
- 3rd Quarter (January -March), due April 30, 2020
- 4th Quarter (April -June), due July 30, 2020

Prepared by:

Diana Morales Human Capital Manager / EEO Officer (212)436-0376

Name	Title	Telephone No.
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Date Submitted: 7/30/2020

FOR DCAS USE ONLY

Date Received:

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2020

1. Please save this file as '**XXXX Quarter X FY 2020 DEEO Quarterly Report**' 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 the attached Excel file. Under Section 10 ("Other"), include training classes co-organized or co-sponsored by 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. Please save this Excel file as '**XXXX Quarter X FY 2020 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): July 1st, 2020 No

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

Yes, On (Date): _____ No

2. 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 (Date): 7/23/2020 No

The review was conducted together with: Human Resources General Counsel
 Agency Head Other Disciplinary Advocacy Officer

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2020

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2020 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

A. WORKFORCE:

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 2020 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. <input type="checkbox"/> 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
Ensuring supervisors have conversations regarding EEO on a yearly basis with their employees.	Human Capital will highlight the importance of discussing EEO with the launch of the 2019 performance evaluation period.	<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"/> Ongoing <input type="checkbox"/> Completed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Ensuring employees know who is in the EEO team and increase the team’s visibility in other work locations.	Posters in Human Capital area contain the names and contact information of the EEO team members. This information is also available on DCA’s intranet page so that all employees can access it.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Continuing to take steps to foster cultural competency in agency interactions with the public.	Plan to continue to provide employees with trainings and discuss additional ways of promoting this.	<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"/> Ongoing <input type="checkbox"/> Completed	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" 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 checked="" 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.					

B. WORKPLACE:

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 2020 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 an inclusive work environment that 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
Citywide onboarding survey	The link to the citywide survey is included in Onboarding email that is sent to all new	<input type="checkbox"/> Planned <input type="checkbox"/> Not started <input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>

	hires.	<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"/>
Exit interview or surveys developed by the agency	When employees submit their resignation Human Capital schedules their exit interview on their last day and sends them an exit interview form that they are to fill out and bring with them on the day of their interview.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<ol style="list-style-type: none"> 1. Have supervisors recommend LinkedIn training courses to their staff members. 2. Encourage employees to engage in trainings found in LinkedIn Learning to have all the necessary tools to succeed. 3. Recommend courses that highlight diversity and inclusion. 	Monthly emails are sent to the agency to promote LinkedIn Learning usage, highlighting different courses every month.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please specify any other EEO-related activities 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.					
<ul style="list-style-type: none"> • Effective June 5th, 2020, we added a statement to all of our Job Vacancy Notices informing candidates of our commitment to providing reasonable accommodations (“We are committed to providing reasonable accommodations that enable people with disabilities to enjoy equal benefits and privileges of employment as are enjoyed by others. If you are contacted to attend an interview for one of our open vacancies and would like to request an accommodation for that date, please send an email to ReasonableAccommodationRequests@dca.nyc.gov”). • On July 1st, 2020 Commissioner Salas sent out an email to the agency to inform every one of the agency’s commitment to EEO, the responsibilities of the EEO Officer as well as the contact information for everyone on the EEO team. 					

- **We distributed our first Quarterly EEO Newsletter on July 7th, 2020 as a new initiative to keep our staff members informed on EEO matters. The first edition focused on informing employees on the EEO Complaint process, what the functions of the EEO Officer are, the reporting structure of the EEO office and where employees can access the EEO policies and forms. Employees were informed that the Quarterly EEO Newsletter was saved in the EEO section of the intranet and also in the shared drive.**
- **In our Annual EEO Swat Team meeting on July 23rd, 2020 where we discussed our employment practices and how to continue in our sexual harassment prevention efforts we decided to have our next Quarterly EEO Newsletter focus on the topic of sexual harassment.**
- **When we released this year's Customer Service training, we decided to make it mandatory for the entire agency since everyone provides customer service to some extent. This is something that can be of value to everyone and it is also a great opportunity to foster inclusion because there is a section on cultural competency.**
- **On July 14th we recommended 3 LinkedIn Learning training courses on diversity and inclusion to all staff members and on July 28th, 2020 we made those courses mandatory for all supervisors and hiring managers to complete.**

C. COMMUNITY:

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 2020 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. ○ 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 vast communities that are served.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Continue or plan to promote diversity and EEO community outreach in providing government services	<p>DCA regularly trains and reviews protocols for staff that have an external facing role.</p> <p>DCA’s touchscreens enable a critical feedback loop for this our Licensing division.</p> <p>The Licensing center, Consumer Services and Collections have “point to language” signs at each desk or window, and all staff are trained to use Language Line.</p> <p>In our Enforcement division, inspectors come from varied backgrounds and in some cases speak multiple languages.</p> <p>DCA continues to maintain a business compliance counsel that answers questions and provides guidance for the business communities. The compliance office which is supplemented by External Affairs has a series of “101” trainings for strategic consumer protection categories.</p> <p>Agency signage, documents and publications will continue t be translated into multiple languages.</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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" 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 checked="" type="checkbox"/>

V. RECRUITMENT

List Recruitment Strategies and Initiatives which you set/declared in your FY 2020 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
Review policies, procedures, and practices related to targeted outreach and recruitment.	The Human Capital division continues to observe these processes as core functions of its recruitment.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Direct resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment,	The Human Capital division continues to observe these processes as core functions of its recruitment.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Assess agency job postings to ensure appropriate diversity, inclusion, and equal opportunity employer messaging.	The Human Capital division continues to observe these processes as core functions of its recruitment.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>Share job vacancy notices with the Mayor’s Office for People with Disabilities at nycatwork@mopd.nyc.gov, (212) 788-2830 and ACCES VR by sending the job vacancy notices to Maureen Anderson at Maureen.Anderson@nysed.gov, (212) 630-2329 so they can share it with their clients.</p>	<p>The Human Capital division will share the vacancy notices with the agencies mentioned.</p>	<p><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"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Reach out to the DCAS Office of CitywideRecruitment (OCR) as a resource at citywiderecruitment@dcas.nyc.gov.</p>	<p>The Human Capital division continues to observe these processes as core functions of its recruitment.</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"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>If your agency is an eHire agency, post ALL vacancies on NYC Careers</p>	<p>The Human Capital division continues to observe these processes as core functions of its recruitment.</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"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Ensure that agency personnel involved in both the discretionary and the civil service hiring process have received: <input type="checkbox"/> structured interviewing training <input type="checkbox"/> unconscious bias training</p>	<p>Structured Interviewing and Unconscious Bias LinkedIn Learning trainings were mandated for hiring managers.</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"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

Use the NYCAPS eHire Applicant Interview Log to determine whether recruitment efforts and recruitment sources yield a diverse pool of qualified candidates.	Now that hiring managers were trained on using the eHire Applicant Interview Log we will have data to find trends and look for areas of improvement.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2019: [Demographic information is based on self-identification data]

<u>TYPE OF INTERNSHIP/FELLOWSHIP</u>	<u>TOTAL</u>	<u>RACE/ETHNICITY</u>	<u>#</u>	<u>GENDER</u>	<u>#</u>
COLLEGE INTERNS	4	Hispanic/Latino	0	Male	4
		Black/African American	0	Female	0
		Asian	0	Non-Binary	0
		Two or More Races	0	Other	0
		White	4	Unknown	0
TOBACCO AIDES	35	Hispanic/Latino	18	Male	11
		Black/African American	7	Female	22
		White	1	Non-Binary	0
		Two or More Races	5	Other	0
		Did not disclose	4	Unknown	2

Additional Comments: We previously didn't have a gender question in the self-identification form we provided our interns and aides with. For this quarter we had added the gender question but had only included two categories (male and female). Moving forward we will use the NYCAPS self-identification form which includes 5 categories for gender and also has a veteran status question.

C. 55-A PROGRAM

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

Currently, there are 0 [number] 55-a participants.

During this Quarter, a total of 1 [number] new applications for the program were received.

During this Quarter 0 participants left the program due to [state reasons] _____.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information through:

- e-mail Yes No
- training sessions Yes No
- agency website Yes No
- agency newsletter Yes No

2. Participated in career and job fairs and use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants Yes No

3. The program is promoted in all of the agency's vacancies posted in NYC jobs, information about the program is posted in the Human Capital area, and 55-a program information is disseminated to all new hires.

VI. SELECTION (HIRING AND PROMOTION)

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

List additional Selection Strategies and Initiatives which you outlined in your FY 2020 Diversity and EEO Plan (<i>include use of structured interviewing, EEO or APO representatives observing interviews, review of placement demographics, review of e-hire applicant data</i>).	Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Career Counseling: Advising employees of opportunities for promotion and career development;	The Human Capital division regularly meets with staff to discuss career development and promotional opportunity. The division also reinforces these practices as part of new hire orientations.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires), especially for mid- and high-level discretionary positions;	The Human Capital division provided hiring managers with training to learn how to use NYCAPS to enter interview details for all postings. Upon the completion of the training they also sent hiring managers two mandated LinkedIn learning courses having to do with Understanding Unconscious Bias in Hiring and Structuring the Interview.	<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 checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists;</p>	<p>The Human Capital division created a recruitment manual that touches on the various aspects of recruitment such as selecting civil service titles, what is necessary for Human Capital to approve and post vacancies, interviews and candidate selection, professional reference checks, etc.</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"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></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>With the implementation of hiring managers being required to enter interview logs in NYCAPS, EEO professionals will get a sense of where to start becoming more involved.</p>	<p><input type="checkbox"/> Planned <input checked="" type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Analyzing the impact of layoffs or terminations on racial, gender and age groups;</p>	<p>The EEO team comprised of the EEO Officer, the First Deputy Commissioner, the General Counsel, the Disciplinary Advocacy Officer, and the Director and Deputy Director of Human Capital will met to discuss this.</p>	<p><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"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>Other Selection Strategies and Initiatives:</p>		<p><input type="checkbox"/> Planned <input type="checkbox"/> Not started <input type="checkbox"/> Ongoing <input type="checkbox"/> Delayed <input type="checkbox"/> Deferred <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed</p>	<p><input type="checkbox"/> <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"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

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VII. TRAINING

Provide your training information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.

VIII. REASONABLE ACCOMMODATION

Please report your reasonable accommodation requests for this quarter 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>

All R/A requests in the current quarter are up-to-date in the DCAS Citywide Tracking System. Yes No

There were no new R/A requests in the current quarter.

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

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

Provide E.O. 16 Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.

B. EXECUTIVE ORDER 21: PROHIBITION ON INQUIRY REGARDING JOB APPLICANT’S PAY HISTORY

- The agency has reviewed its practices (including application and interview forms) regarding prohibition on inquiry about pay history.
- All personnel involved in job interviews is required to go through structured interview training.

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

Provide Sexual Harassment Prevention Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” on the separate Excel template.

D. LOCAL LAW 93: RISK ASSESSMENT SURVEY

Please provide a short description of planning and progress in implementation of strategies aimed to reduce/minimize the risk of sexual harassment in your agency.

<p><i>Within the timeframe provided in your Annual Plan, provide any progress on the following, and if none write N/A:</i></p> <p><i>Risk 1: Homogenous Workplace:</i> <u>DCA includes sexual harassment prevention training in the Disciplinary Advocate’s presentation to new hires.</u></p> <p>_____</p> <p>_____</p> <p><i>Risk 2: Cultural and Language Differences in the Workplace:</i></p>
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EEO material is accessible on our intranet page and the EEO Officer has editing permission to ensure the website is up to date with accurate resources.

Risk 3: Workplaces with Significant Power Disparities:

The Commissioner reinforces the values of tolerance via email communications and during agency wide meetings.

Risk 4: Isolated Workplaces:

Sexual harassment trainings for its Enforcement staff who work out on the field.

Risk 5: Decentralized Workplaces:

DCA staff in borough offices receive emails reinforcing the policy on sexual harassment prevention.

E. 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 as they occur.
- The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates as they occur.
- The agency ensures that complaints are closed within 90 days.

Report all complaints and reasonable accommodation requests through DCAS/CDEEO Complaint Tracking System by logging into

your CICS account at: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

F. LOCAL LAW 101: CLIMATE SURVEY

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 climate survey:

- DCA has updated the agency's intranet homepage to include a more visible/accessible EEO section. This section provides detailed information regarding citywide EEO and Reasonable Accommodation policies and forms. It also provides internal and external contact information for all EEO related requests and inquiries in addition to the agency's internal processes.
- The Commissioner and EEO Officer both send a number of communications throughout the year to keep DCA staff informed about updates, training mandates and resources regarding EEO.
- DCA conducts annual mandated Sexual Harassment Prevention and other EEO trainings throughout the agency as required by DCAS. The EEO Office also follows up with individual staff as necessary to ensure compliance.
- As part of DCA's recruitment process, we have published an agency recruitment manual that outlines the EEO guidelines and best hiring practices to promote a more diverse workforce and enforce equitable employment practices.
- For all new hires, the agency provides a detailed in-person overview of the citywide EEO policy and the resources/contacts.
- When made aware of potential EEO issues within agency divisions, the agency have taken the initiative to conduct impromptu, in-person trainings with division staff to ensure that they are kept aware of the agency's policies and resources.
- The Commissioner and First Deputy Commissioner have organized an internal agency task force consisting of members of various divisions to help promote employee engagement and EEO compliance.

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: NYC EEPC.
- Attach or list below audit recommendations.
- The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2020.

Corrective Action #1: Include in the complaint file a completed Complaint Intake Form, or a written complaint that captures facts (including pertinent dates) that identify the respondent(s) with reasonable specificity and provide the essence of the circumstances which gave rise to the complaint.

Corrective Action #2: Serve the respondent with a notice of the complaint that includes the respondent's right to respond to the allegations and

right to be accompanied by a representative of his/her choice. Maintain in the complaint file documentation regarding the service of notice on the respondent.

Corrective Action #3: Take thorough notes of words spoken and facts provided, during each interview. Include these notes in each complaint file.

Corrective Action #4: Issue a conclusive report within 90 days of the date the complaint was filed. Commence an investigation immediately if allegations raised sufficiently warrant an investigation.

Corrective Action #5: In rare circumstances where a complaint investigation cannot commence immediately, or where a conclusive report cannot be issued within 90 days, specify in the complaint file the reason for the delay and project a time frame for completion of the report. Notify the complainant and respondent of the delay.

Corrective Action #6: Maintain complaint files in a secure area and ensure that they can be located and reviewed by the agency head, agency general counsel, and other appropriate staff identified by the agency head.

Corrective Action #7: Establish and implement a policy whereby the agency head (or an approved direct report other than the General Counsel) reviews the principal investigator's conclusive report; issues a written/electronic determination adopting, rejecting, or modifying the recommended action; and signs each determination, via writing or electronically, to indicate it has been reviewed and adopted.

Corrective Action #8: Inform each complainant and respondent of the conclusion and outcome of their complaint investigation in writing as part of the agency's complaint procedure.

Corrective Action #9: Ensure each internal discrimination complaint file contains a written determination of its outcome and corrective action(s) taken as a result.

Corrective Action #10: Establish and utilize a complaint tracking and monitoring system that permits the agency to identify the location, status, and length of time elapsed in the complaint investigation process, the issues and bases of the complaints, the aggrieved individuals, and other information necessary to analyze complaint activity to identify trends.

Corrective Action #11: Ensure that the principal EEO professional, HR professional, and General Counsel reviewed the number of sexual harassment complaints, and the agency's employment practices, policies and programs on an annual basis to identify whether there are barriers to employment opportunities that may be related to sexual harassment and determine what, if any, actions are required to correct deficiencies.

Corrective Action #12: Assign the principal EEO Professional (or EEO-related designee) the responsibility to supervise the activities of EEO professionals, and ensure that: the policies against sexual harassment and complaint procedures are distributed /posted at all agency locations; employees/managers receive sexual harassment prevention training; EEO-related policies are made available in alternative formats (i.e., large print, audio recording and/or Braille) upon request; managers, supervisors and human resource professionals receive guidance on issues pertaining to sexual harassment; and allegations of sexual harassment are promptly investigated.

Corrective Action #13: Maintain documentation regarding directives or decisions between the agency head (or a direct report other than the General Counsel) and the principal EEO professional that impact the administration and operation of program, policies or procedures concerning sexual harassment.

Corrective Action #14: Submit to the EEPC an Annual Plan of measures and programs to provide equal employment opportunity, and quarterly reports on efforts to implement the Plan within 30 days following each quarter. Include a breakout of sexual harassment complaint activity in each quarterly report.

APPENDIX: [CONSUMER AFFAIRS] EEO PERSONNEL DETAILS

EEO PERSONNEL FOR 4th QUARTER, FISCAL YEAR 2019

A. PERSONNEL CHANGES

Personnel Changes this Quarter:		<input checked="" type="checkbox"/> No Changes	Number of Additions:	Number of Deletions:
Employee's Name & Title	Diana Morales		Johana Bonny	Rodger Hayes
Nature of change	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion		<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date: 10/23/2019		Start Date or Termination Date: 10/23/2019	Start Date or Termination Date: 10/23/2019
Employee's Name & Title	Steven Ettannani EEO Officer		Fred Riley Jr EEO Counselor	
Nature of change	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion		<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	
Date of Change in EEO Role	Start Date or Termination Date: 10/22/2019		Start Date or Termination Date: 7/3/2019	

NOTE: Please attach CV/Resume of new staff to this report

For Current EEO Professionals:

Name & Title	Juana Abreu			
EEO Function	<input type="checkbox"/> EEO Officer <input checked="" 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)	
Proportion of Time Spent on EEO Duties	<input type="checkbox"/> 100% <input checked="" type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	
Attended EEO Professional On-Boarding at DCAS	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Completed Trainings: EEO Diversity & Inclusion lgbTq: The Power of Inclusion	<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 <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	

Structured Interviewing and Unconscious Bias Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training Source(s):	<input checked="" type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other

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

DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF QUARTER (2) FY 2019 *					
<u>Name</u>	<u>Civil Service Title</u>	<u>EEO\ Diversity Role</u>	<u>% of Time Devoted to EEO & Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<u>Diana Morales</u>	<u>Customer Service Representative</u>	<u>Diversity & Inclusion Officer</u>	50%	<u>dmorales@dca.nyc.gov</u> <u>v</u>	<u>(212)436-0376</u>
<u>Diana Morales</u>	<u>Customer Service Representative</u>	<u>EEO Officer/Director</u>	50%	<u>dmorales@dca.nyc.gov</u> <u>v</u>	<u>(212)436-0376</u>
		Deputy EEO Officer			
		ADA Coordinator			
<u>Diana Morales</u>	<u>Customer Service Representative</u>	<u>Disability Rights Coordinator</u>		<u>dmorales@dca.nyc.gov</u> <u>v</u>	<u>(212)436-0376</u>
<u>Ginna Vargas-Otero</u>	<u>Principal Administrative Associate</u>	<u>Disability Services Facilitator</u>		<u>gvargas@dca.nyc.gov</u>	<u>(212)436-0199</u>
<u>Margaret Mateo</u>	<u>Business Promotion Coordinator</u>	55-a Coordinator		<u>mmateo@dca.nyc.gov</u>	<u>(212)436-0338</u>
<u>Margaret Mateo</u>	<u>Business Promotion Coordinator</u>	Career Counselor		<u>mmateo@dca.nyc.gov</u>	<u>(212)436-0338</u>
<u>Juana Abreu</u>	<u>Community Coordinator</u>	EEO Counselor		<u>jabreu@dca.nyc.gov</u>	<u>(212)436-0165</u>
<u>Rodger Hayes</u>	<u>Community Associate</u>	EEO Counselor		<u>rhayes@dca.nyc.gov</u>	<u>(212)436-0241</u>
<u>Johana Bonny</u>	<u>Research Assistant</u>	EEO Counselor		<u>jbonny@dca.nyc.gov</u>	<u>(212)436-0081</u>

		EEO Investigator			
		EEO Counselor/ Investigator			
		Investigator/Trainer			
<u>Diana Morales</u>	<u>Customer Information Representative</u>	EEO Training Liaison		<u>dmorales@dca.nyc.go v</u>	<u>(212)436-0376</u>
		Other (describe)			

* Please indicate changes (i.e. if new personnel is filling a 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 please indicate it on the chart.