

## FY 2022 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

<b>AGENCY NAME:</b> <u>CONSUMER &amp; WORKER PROTECTION</u>			
<input type="checkbox"/> 1 <sup>st</sup> Quarter (July -September), due October 29, 2021	<input checked="" type="checkbox"/> 2 <sup>nd</sup> Quarter (October - December), due January 31, 2022		
<input type="checkbox"/> 3 <sup>rd</sup> Quarter (January -March), due April 29, 2022	<input type="checkbox"/> 4 <sup>th</sup> Quarter (April -June), due July 29, 2022		
<b>Prepared by:</b>			
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<b>Date Submitted:</b> <u>2/18/22</u>			
<b>FOR DCAS USE ONLY:</b>		<b>Date Received:</b>	

**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): Customer Service Week

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

On October 5<sup>th</sup> Commissioner Hatch sent an agencywide email to thank everyone for the work and innovation he learned about during his first week being at the agency. He went on to highlight specific examples of dedicated efforts that he experienced throughout various divisions and the specific projects and initiatives that he witnessed. On October 8<sup>th</sup>, agency employees were thanked through our agency social media page in celebration of customer service week. On October 19<sup>th</sup> and agency wide email was sent from Commissioner Hatch to

thank everyone for providing the best customer service possible. In this communication he also announced the 2021 Excellence in Customer Service Award Winners. On October 19<sup>th</sup> the agency bought breakfast for designated staff from each division that were awarded with customer service awards.

**III. WORKFORCE REVIEW AND ANALYSIS**

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

Q1 (9/30/2021): 365 Q2 (12/31/2021): 382 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): 8/28/21  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: 7/13/21 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 \_\_\_\_\_

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 <b>Workforce Goal(s)</b> 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 <b>Workforce Goal(s)</b> set/declared in your plan. <ul style="list-style-type: none"> <li>● <b>Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.</b></li> </ul>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Propose the agency’s collaboration with LinkedIn Talent Solutions to work on our agency’s active recruitment efforts to increase our candidate pool among dormant applicants and expand agency service recognition.	<b>Received our quote for LinkedIn Recruiter and submitted it onto our agency Financial Information Tracking system.</b>	<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 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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Encourage agency employees to take civil service exams	<b>The Director of Human Capital sends agency wide communications whenever civil service exams become available, and the 55a program booklet along with FAQ’s regarding the civil services process are shared. There is also a section all about Civil Service exams that is included in New Hire orientation. Whenever staff members have questions on the process, they are encouraged to set up a meeting to discuss any specific questions that they have.</b>	<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 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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>Promote Work Well events and initiatives with our workforce to ensure that staff are reminded of the fitness and meditation classes offered, the events to help us all de-stress and other resources made available to employees to help everyone stay informed on various topics.</p>	<p><b>We collaborated with WorkWell to host a flu and COVID-19 vaccination clinic on October 28th. On October 14<sup>th</sup> the agency shared information on Breast Cancer Awareness month and the Work Well NYC for Making Strides Against Breast Cancer Walk in Central Park.</b></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 checked="" 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>Send out monthly emails to celebrate diversity and cultural events</p>	<p><b>With the hire of a College Aide to our team, we will make sure to have this be a priority for them and will have to plan out what our year will look like. Interviews conducted to find the candidate.</b></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"/> Completed</p>	<p><input checked="" 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>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.</p>					
Empty space for reporting underutilization					

**B. WORKPLACE:**

Please list the <b>Workplace Goal(s)</b> 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 <b>Workplace Goal(s)</b> set/declared in your plan.  <ul style="list-style-type: none"> <li>• <b>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.</b></li> </ul>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Launch a pilot mentorship program where division heads will submit a designated mentor and mentee from their division to attend monthly sessions hosted by EEO and HC where mentorship skills will be developed, and progress will be evaluated for future topics.	Plan to compile training resources from LinkedIn Learning, podcasts, books, and other online materials. We also discussed that we need to meet monthly to put together the material we have found and create a theme for each month's session.	<input checked="" type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Completed</b>	<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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Continue promoting the use of LinkedIn Learning within divisions and send agency wide monthly recommendations to foster a culture of continued employee development.	<p>October's Recommended courses were on How to Ask Productive Questions, The Decision Makeover, and on how to Enhance Your Productivity with Effective Notetaking.</p> <p>November's Recommendations were on Stress and Moving Forward, Accessing our Brain's Hidden Potential, Learning Emotional Intelligence, and Balancing Work and Life.</p> <p>December's Recommended courses included Building Resources for Resilience, Being more Strategic, Embracing Unexpected Change, Time Management and Chair Yoga.</p>	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input checked="" type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Completed</b>	<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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>Launch an internal onboarding survey that would help the agency assess how we can improve the onboarding process.</p>	<p>Update our new hire orientation to provide more information during onboarding while also reducing the time HR, DAO, EEO spend conducting orientation every week. We updated our presentation expanding the civil service, health benefits and other portions of the training to give new hires as much information as possible. We plan to conduct the orientation every 2 weeks now and have it over teams to accommodate the size of the group.</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"/> Completed</p>	<p><input checked="" 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><input type="checkbox"/> Planned  <input type="checkbox"/> Not started  <input 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 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.</p>					
<p><b>Discussing sending Newsletters/Emails to celebrate Diversity &amp; Inclusion celebrations that occur throughout the year.</b></p>					



**C. COMMUNITY:**

Please list the <b>Community Goal(s)</b> 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 <b>Community Goal(s)</b> set/declared in your plan. <ul style="list-style-type: none"> <li>• <b>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.</b></li> </ul>	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Attend virtual career fairs to promote the mission of the agency and services provided along with the career opportunities available. Share our agency How to Apply for DCWP positions fliers with the External Affairs and Office of Financial Empowerment division for them to share during their outreach events.	As the recruitment team gets an additional team member, we plan to be able start attending career fairs to promote our vacancies.	<input checked="" type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Completed</b>	<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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Created a task force to promote vaccine equity in the city's vaccine efforts.	Promote information regarding vaccination as well as incentives that have become available through outreach efforts as well as across social media platforms.	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input checked="" type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Completed</b>	<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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>Coordinate with different front facing divisions to learn about the current ways in which consumers/members of the public are informed of their ability to request reasonable accommodations and implement ways to improve the availability of this information.</p>	<p>We have the reasonable accommodation application and contact information on our agency website and we are interested in reviewing all the different areas online and in applications that this information on so that we can ensure the information is readily available for members of the public that do not have regular internet access.</p>	<p><input checked="" type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input checked="" 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>Coordinate additional MWBE events for our divisions to interface with potential MWBE vendors/ partners</p> <p>Continuing to identify procurements opportunities where we can do business with MWBE vendors/partners</p> <p>Work with SBS to identify new MWBE’s that the agency can work with.</p>		<p><input checked="" type="checkbox"/> <b>Planned</b>  <input type="checkbox"/> <b>Not started</b>  <input type="checkbox"/> <b>Ongoing</b>  <input type="checkbox"/> <b>Delayed</b>  <input type="checkbox"/> <b>Deferred</b>  <input type="checkbox"/> <b>Completed</b></p>	<p><input type="checkbox"/>  <input type="checkbox"/>  <input checked="" 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 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.</p>					
<p><b>In the first week of October our outreach team visited homeowners in Bushwick, Brooklyn who were affected by storm Ida to share tips when hiring contractors for home repairs.</b></p> <p><b>On October 7<sup>th</sup>, the agency collaborated with SEIU 32BJ to host a Know Your Rights webinar on NYC’s Fair Work Week Law to discuss coverage eligibility, what is covered, and new protections like “just cause”.</b></p> <p><b>On October 11<sup>th</sup>, in solidarity with indigenous people’s day the agency highlighted that our “Know Your Rights” resources are available in five different indigenous languages and shared the link to access these.</b></p> <p><b>Throughout the month, the agency continued to remind the public to claim advance child tax credit payments by November 15, 2021.</b></p> <p><b>Shared and promoted campaigns to remind New Yorkers of their right to Safe and Sick Leave during this quarter.</b></p>					

Collaborated with NYC Hospitality Alliance and NYC Chamber to host a webinar on NYC's Fair Work Week Law.

On October 20<sup>th</sup>, the agency attended a Hurricane Ida Recovery Resource Fair to connect the community to city resources and services.

On October 21<sup>st</sup>, shared NYC resources on our agency social media to raise awareness, prevent, and address domestic violence.

On October 26<sup>th</sup>, Commissioner Hatch met with the NYC Commission on Human Rights and the Union Settlement leadership team to discuss ongoing efforts to help NYC families claim Child Tax Credit Payments.

Our agency hosted a COVID-19 and Flu clinic for our employees on October 28<sup>th</sup>. On this day our agency also shared the link to find vaccine locations near by as well as employee rights to take time off for vaccination on our social media.

On October 28<sup>th</sup>, our outreach team also attended the City Hall in Your Borough: City Resource Fair to inform the community on the Child Tax Credit, tips on immigration assistance service providers, and informing workers of workplace rights.

During the month of October, DCWP reached a settlement agreement with Southwest Airlines to reinstate and pay over \$15k in lost wages to a worker who was illegally fired for using sick leave. The agency made this announcement and encouraged other Southwest ground crew workers who have been denied their leave to file a complaint with our agency.

On November 3<sup>rd</sup>, announced that the agency filed cases against two used car dealership companies for engaging in deceptive and unlawful trade practices. The agency encouraged consumers to read our Used Car Consumer Bill of Rights before signing a sales contract.

On November 16<sup>th</sup>, participated in the City Hall in your Borough: City Resource Fair to address the public's questions and concerns regarding quality of life, public health, safety and more.

On November 16<sup>th</sup> in collaboration with the Mayor, and the NYS Attorney General, \$18.8 million dollars in restitution were secured for 12,00 home health aides to resolve violations of the NYC Paid Safe and Sick Leave Law and Wage and Hour Laws. In this announcement the agency also shared the website to go to for information on their rights or to file a complaint with us.

Hosted a Virtual Summit for Partners and Volunteers on November 17<sup>th</sup> to discuss how volunteer preparers can participate to help families save on high tax prep fees and claim valuable tax credits.

Hosted a webinar with Freelancers Hub NYC on November 19<sup>th</sup> to inform the public on Freelancer Rights in NYC.

During the month of November, the agency also shared tips on how consumers can help protect their identity and money during the holiday season.

In December the agency promoted the NYC Small Business Resilience Grant for businesses that were adversely impacted during the pandemic. The website to learn more about and apply for this grant was included for New Yorkers to access.

On December 14<sup>th</sup>, the agency announced the first “Just Cause” settlement and provided information on the law adding critical new job protections for fast food workers in addition to the existing fair scheduling protections under the City’s fair Workweek Law. The agency took this announcement to also share the resources provided by our agency where workers can file complaints, retaliation, and learn more about their rights under the law.

Throughout the month of December with the announcement from the NYC Health Commissioner regarding the omicron variant our agency also shared the advisory and provided contact information where the public can find information on getting vaccinated and to find a testing site near them. There was also communications sent out when the incentive payments were being provided for getting vaccinated.

During the month of December, the agency shared research gathered by the Columbia Population Research Center and the Center on Poverty and Social Policy at Columbia examining the scope of student loan debt in New York City and the impact it has on borrowers’ lives. Along with these findings we also shared the resources available through our Office of Financial Empowerment.

Throughout December, the agency announced the expansion of NYC’s Paid Safe and Sick Leave Law to include an extra few hours of sick leave per child 5-18, per COVID-19 injection.

On December 27<sup>th</sup>, the agency highlighted that the student loan payment pause was extended through May 1, 2022 and highlighted our Office of Financial Empowerment appointments via social media.

On December 28<sup>th</sup> the agency highlighted the work of Empowered NYC accomplished in helping people with disabilities and their families reduce their debt and save. This pilot program that will continue to be implemented with the support of Citi was collaboration with NYC Mayors Office for People with Disabilities, the National Disability Institute, the NYC Mayor’s Fund, and our Office of Financial Empowerment.

On December 29<sup>th</sup>, the agency posted the #EssentialToNYC campaign to highlight essential workers and promote the city resources available to support everyone regarding of their immigration status.

On December 29<sup>th</sup>, the agency’s social media highlighted 11 resolutions to improve ones finances in the New Year, promoting the free financial counseling offered via phone or in person by our Financial Empowerment Center.

#### **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.

Continue developing and distributing our Quarterly EEO Newsletter to continually provide staff members with information regarding EEO rights and processes. During this Quarter our Newsletter released in August focused on the protected categories included in the NYC EEO Policy. We provided a timeline detailing the dates when amendments were made to the EEO policy to include additional protected classes over the years, as well as the actions that we take to ensure that our practices are free from discrimination. In this newsletter we also reminded staff members to complete the Racial Justice Commission Agency Staff Survey to voice their ideas on how the City could advance racial justice.

**V. RECRUITMENT**

**A. RECRUITMENT EFFORTS**

Please list <b>Recruitment Strategies and Initiatives</b> 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 <b>Recruitment Goal(s)</b> set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Launch structured interview training and unconscious bias trainings for all hiring managers along with guidance on how to formulate interview questions.	We plan to use our LinkedIn Learning platform and other free resources to compile information that can be useful to hiring managers throughout the recruitment process.	<input checked="" type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Completed</b>	<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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Continue to share vacancies on College/University Career websites, with various Associations and with the resources provided in the inclusive recruitment guide.	Plan to expand the partnerships that we have so that our vacancies can be shared across new resources that we haven't utilized in the past.	<input type="checkbox"/> <b>Planned</b> <input type="checkbox"/> <b>Not started</b> <input checked="" type="checkbox"/> <b>Ongoing</b> <input type="checkbox"/> <b>Delayed</b> <input type="checkbox"/> <b>Deferred</b> <input type="checkbox"/> <b>Completed</b>	<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 type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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.					

**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	0		M ___ F ___ N-B ___ O ___ U ___
2. Public Service Corps	0		M ___ F ___ N-B ___ O ___ U ___
3. Summer College Interns	0		M ___ F ___ N-B ___ O ___ U ___
4. Summer Graduate Interns	0		M ___ F ___ N-B ___ O ___ U ___
5. Other (specify):	0		M ___ F ___ N-B ___ O ___ U ___

*Additional Comments:*

**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):   1   Q2 (12/31/2021):   1   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   0   participants left the program due to [state reasons] \_\_\_\_\_.

During the 2nd Quarter, a total of   0   [number] new applications for the program were received.  
 During the 2nd Quarter   0   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 <b>Selection Strategies and Initiatives</b> 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 <b>Selection (Hiring and Promotion) Goal(s)</b> 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><b>When new civil services exams are released, the recruitment team assesses if employees in certain divisions would benefit from taking the exam and the HC Director advises the division head to encourage staff members to consider taking exams.</b></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><b>For promotion requests division’s submit performance evaluations, the latest tasks &amp; standards/management position descriptions, along with a draft of what the updated position entails, a justification for the change and the current and proposed division organization chart.</b></p> <p><b>For New Hires the internal personnel system requires hiring managers to submit the candidate’s resume and a justification for why they are the selected candidate.</b></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><b>Currently the EEO Officer role is primarily involved post appointment when data is reviewed for trends and underutilization.</b></p>
<p>Analyzing the impact of layoffs or terminations on racial, gender and age groups</p>	<p><b>The impact of terminations on racial, gender and age groups is discussed during our EEO Swat Team review’s.</b></p>

Other:	The LinkedIn Learning platform provided for all personnel has various resources on resume preparation, effective interview techniques and plans for career growth. On a quarterly basis when sharing job vacancies with the agency, we plan to include a LinkedIn Learning Path containing this content for everyone to easily access.				
During this Quarter the Agency activities included:		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	# of Vacancies	# <u>63</u>	# <u>51</u>	# _____	# _____
	# of New Hires	# <u>20</u>	# <u>63</u>	# _____	# _____
	# of New Promotions	# <u>36</u>	# <u>38</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://mspwva-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.

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**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:*

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

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**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**

<b>Personnel Changes this Quarter:</b> <input type="checkbox"/> No Changes		<b>Number of Additions: 1</b>	<b>Number of Deletions: 1</b>
<b>Employee's Name &amp; Title</b>	1. <b>GINNA VARGAS-OTERO, Reasonable Accommodation Coordinator &amp; DSF</b>	2. <b>Kayla Flores, EEO Counselor</b>	3.
<b>Nature of change</b>	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
<b>Date of Change in EEO Role</b>	Start Date or Termination Date: 12/12/21	Start Date or Termination Date: 12/6/2022	Start Date or Termination Date:
<b>Employee's Name &amp; Title</b>			
<b>Nature of change</b>			
<b>Date of Change in EEO Role</b>			
<b>For New EEO Professionals:</b>			
<b>Name &amp; Title</b>	4. <b>Kayla Flores, EEO Counselor</b>	5.	6.
<b>EEO Function</b>	<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)
<b>Percent of Time Devoted to EEO</b>	<input type="checkbox"/> 100% <input checked="" type="checkbox"/> Other: (specify %): 5%	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
<b>Name &amp; Title</b>			
<b>EEO Function</b>			
<b>Percent of Time Devoted to EEO</b>			



**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. Diana Morales, EEO Officer	2. Kayla Flores, EEO Counselor	3.
<b>Completed EEO Trainings:</b>			
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Completed OCEI Trainings:</b>			
A. EEO Officer Essentials: Complaint/Investigative Processes	<input checked="" type="checkbox"/> Yes <input 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
C. Understanding CEEDS Reports	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name & EEO Role	4.	5.	6.
<b>Completed EEO Trainings:</b>			
1. Everybody Matters-EEO/D&I	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. EEO Awareness	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Diversity & Inclusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Sexual Harassment Prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input 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 type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Unconscious Bias	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Disability Etiquette	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Completed OCEI Trainings:</b>			
A. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
B. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
C. Understanding CEEDS Reports	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input 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 &amp; Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<u>EEO Officer/Director</u>	Diana Morales	<u>Customer Information Representative</u>	<u>25%</u>	<a href="mailto:dmorales@dcwp.nyc.gov">dmorales@dcwp.nyc.gov</a>	<u>(212)436-0376</u>
<u>Deputy EEO Officer OR Co-EEO Officer</u>					
<u>Chief Diversity &amp; Inclusion Officer</u>					
<u>Diversity &amp; Inclusion Officer</u>					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	<u>Lalita Belgrave</u>		<u>25%</u>	<a href="mailto:lbelgrave@dcwp.nyc.gov">lbelgrave@dcwp.nyc.gov</a>	<u>(212)436-0238</u>
ADA Coordinator	<u>Diana Morales</u>		<u>25%</u>	<a href="mailto:dmorales@dcwp.nyc.gov">dmorales@dcwp.nyc.gov</a>	<u>(212)436-0376</u>
Disability Rights Coordinator					
Disability Services Facilitator					

55-a Coordinator	<u>Margaret Mateo</u>	<u>Admin Business Promotion Coordinator</u>	<u>25%</u>	<a href="mailto:mmateo@dcwp.nyc.gov">mmateo@dcwp.nyc.gov</a>	<u>(212)436-0338</u>
Career Counselor	<u>Margaret Mateo</u>	<u>Admin Business Promotion Coordinator</u>	<u>25%</u>	<a href="mailto:mmateo@dcwp.nyc.gov">mmateo@dcwp.nyc.gov</a>	<u>(212)436-0376</u>
EEO Counselor	<u>Rodger Hayes</u>	<u>Community Associate</u>	<u>5%</u>	<a href="mailto:rhayes@dcwp.nyc.gov">rhayes@dcwp.nyc.gov</a>	<u>(212)436-0241</u>
	<u>Juana Abreu</u>	<u>Community Coordinator</u>	<u>5%</u>	<a href="mailto:jabreu@dcwp.nyc.gov">jabreu@dcwp.nyc.gov</a>	<u>(212)436-0165</u>
	<u>Kayla Flores</u>	<u>Clerical Associate</u>	<u>5%</u>	<a href="mailto:kflores@dcwp.nyc.gov">kflores@dcwp.nyc.gov</a>	<u>(212)436-0172</u>
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison	<u>Diana Morales</u>	<u>Customer Information Representative</u>	<u>25%</u>	<a href="mailto:dmorales@dcwp.nyc.gov">dmorales@dcwp.nyc.gov</a>	<u>(212)436-0376</u>
Other (specify) Reasonable Accommodation Coordinator	<u>Diana Morales</u>	<u>Customer Information Representative</u>	<u>25%</u>	<a href="mailto:dmorales@dcwp.nyc.gov">dmorales@dcwp.nyc.gov</a>	<u>(212)436-0376</u>
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.