

AGENCY QUARTERLY REPORT FY 2016

Agency Name: NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES

- 1st Quarter (July -September), due October 31**
- 2nd Quarter (October - December), due January 31**
- 3rd Quarter (January -March), due April 30**
- 4th Quarter (April -June), due July 31**

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Date Submitted: October 30, 2015

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Date Received: _____ **Name of Reviewer:** _____

PART I: NARRATIVE SUMMARY

I. STRATEGIC PLAN INITIATIVES

Please describe your progress this quarter in implementing the primary goals in your Agency Diversity and EEO Plan for FY 2016 with regards to Section V: **Proactive Strategies to Enhance Diversity, EEO and Inclusion:**

WORKFORCE:

Objective(s): Define steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.

New Hires:

During this quarter a total of (30) staff was hired. This group of hires included (1) intern and (4) consultants and captured the following categories and demographics:

(5) White males, (3) Black males, (7) White females, and (4) Black females, (8) Asian females, and (3) Hispanic males. These new hires were made in both managerial and non-managerial positions. These vacancies were posted on the SBS’ website, “INDEED.com” and “IDEALIST.org” job sites.

Salary Increases:

During this quarter (20) salary increases were awarded to staff and the ethnic breakdown for these increases is as follows: (4) White male, (4) White females, (1) Asian male, (6) Black females (1) Hispanic males and (4) Hispanic females.

Promotions:

One SBS staff person was promoted this quarter which was a White female.

Separations:

During this first quarter (23) employees separated from the agency. This group consisted of the following demographics: (6) White females, (5) White males, (3) Black males (5) Black females, (1) Hispanic female and (1) Hispanic male. This pool included staff who retired from city service, staff who returned to school and staff who pursued other career opportunities.

Civil Service Certifications:

During this quarter SBS certified (2) Hispanic females in the title of Staff Analyst and (1) White male in the title of Bookkeeper.

Objective(s): Define 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.

During this quarter the EEO Officer shared strategies with the Executive Director of Human Resources to address areas of underutilizations.

A. WORKPLACE:

Objective(s): Define steps that will be 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.

In July the Human Resources Division accepted nominations for the 2015 Exceptional Service Awards, to honor several dedicated and talented staff working at the agency. This year's award program was comprised of four categories:

1. The Excellence Award (exemplified a commitment to the Agency through leadership)
2. Extra Mile Award (went above and beyond to support agency's mission)
3. Bringing Out the Best: Everyday Leadership Award (manager who developed trust through open, respectful communication)
4. Rising Star Award (recipient in their first year at SBS)

Managers and Supervisors submitted names of candidates for consideration and the recipients

were announced at the SBS Annual Picnic, which was held in July at Brooklyn Bridge Park.

During this quarter Human Resources announced that DCAS was accepting applications for the 2016-17 Mayor's Graduate Scholarship Program. Staff was advised of the deadline for filing and was encouraged to apply for this competitive program.

Human Resources informed all staff of the Health Benefits Program's annual transfer period for Fall 2015. Staff was advised that Transfer Period will be in effect from October 1, 2015 through October 31, 2015. Staff was further advised that they may independently make a change their plan or contact NYCAPS Central to add/drop a dependent or optional rider.

In addition, the Director of Human Resources informed all staff of the Flexible Spending Account Program enrollment for Plan Year 2016. She advised staff that the FSA allows City employees to deposit a portion of their pre-tax income into accounts maintained for certain health and dependent care expenses. She also noted that the annual incentive payment amount increased to \$1,500 for waiving individual coverage and \$3,000 for waiving family coverage effective for Plan Year 2016.

A communication from Human Resources went out to all staff making them aware of the variety of discount programs available for City employees. The announcement spoke about the discounts available on theater tickets, cell phone service, and more. A link was provided in the email to the City Share website where staff could see all the discounts and promotions accessible to City employees.

B. COMMUNITY:

Objective(s): Define 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.

In August of this year, an SBS Assistant Commissioner participated in a Bronx town hall meeting for small businesses. Sponsored by the Mayor's Community Affairs Unit, this event provided attendees with information about the variety of City programs and services that will help small businesses start, operate and grow.

This quarter the SBS Business Development Division partnered with Goldman Sachs to offer three info sessions for their "10,000 Small Businesses" program at the NYC Business

Solutions Centers in Upper Manhattan, Brooklyn, and Queens. These sessions called “Early Stage for Female Entrepreneurs” provided the attendees with resources they would need to grow their business and create jobs.

In July, our Division of Economic and Financial Opportunity (DEFO) hosted a table and participated in two panels at the 2015 Competitive Edge Conference, which was attended by more than 500 small businesses. This unique conference provides small business attendees with new strategies and opportunities to grow their business in New York City.

Staff of the SBS DEFO attended the Construction Contractors Open House hosted by Brooklyn Borough President Eric Adams, the NYC Department of Design and Construction (DDC) and the Mayor's Office of Contract Services. This open house helped to educate local Brooklyn-based construction contractors and sub-contractors on the DDC's Construction Project Pipeline.

The Assistant Commissioner of our Neighborhood Development Division attended the opening of WHEDco's Boogie Down Booth project on Southern Boulevard in the Bronx. This project offers an interactive place to sit and rest, learn about community events, view artwork by local youth, and hear a playlist of local Bronx music. The project is funded through Neighborhood Challenge, an SBS, NYC Economic Development Corp. and NYC Business Assistance Corp. partnership, where community-based organizations are awarded grants to stimulate new ideas and approaches to common neighborhood and commercial corridor issues.

SBS Workforce Development Division staff hosted the graduation ceremony for the more than 50 graduates of the summer 2015 cohort of the Brooklyn Tech Triangle Internship Program (BTTIP). Since the launch of the program, more than 200 students have completed internships.

In a partnership with the NYC Housing Authority, the NYC Economic Development Corporation, and Citi Community Development, SBS celebrated the graduation of the second cohort of the Food Business Pathways program. Participants received several weeks of classroom training, a chance to apply for free kitchen space, grants to cover costs of licenses and permits, as well as additional business coaching.

II. STATISTICAL SUMMARY OF EEO ACTIVITIES

Please refer to the accompanying MS Excel spreadsheet and Appendix (Training Details tab) to report statistical performance indicators concerning programmatic, compliance and training functions of EEO office in your agency.

III. EEO PERSONNEL PROFILE

Please indicate changes (additions, deletions, reassignments) in your EEO personnel roster during the quarter in Section A of the Statistical Summary AND in Appendix 2 below.

Please write additional comments, if any, here:

There were no EEO Personnel staff changes during this quarter.

IV. EEO POLICIES, PROGRAMS AND INITIATIVES

A. EEO Policy

Please report your agency’s activities in Section B of the Statistical Summary.

Please write additional comments, if any, here:

Dissemination of Diversity and EEO Policy:

DISTRIBUTION OF CITY EEO POLICY *If only portion(s) of the EEO policy was/were distributed, indicate specific section/s and the date of distribution:*

CONVERSION OF EEO POLICY INTO ALTERNATIVE FORMAT(S)

Large Print Audio-cassette Others (specify)

<input type="checkbox"/>	DISSEMINATION OF EEO INFORMATION [X] Posting of Posters: (Specify topic) _____ [X] Distribution of leaflets/pamphlets/brochures: (Specify venue) _____ [X] Discussion on EEO Matters in Meetings: (Specify) _____
<input type="checkbox"/>	INCLUSION OF EEO RELATED ARTICLES IN AGENCY NEWSLETTER
<input type="checkbox"/>	POSTING ON AGENCY SITES: [X] Intranet [X] Internet
<input type="checkbox"/>	OTHER: (Specify) _____

B. 55-A Program

Please report your 55-a program activities in **Section B of the Statistical Summary**.
 Please write additional comments, if any, here:

55-a Program Support:	
X	RE: Posting of 55a information on Bulletin Boards/Electronic Bulletin Boards/E-mail
X	RE: Postings in Personnel/Interviewing Areas for applicants/employees
<input type="checkbox"/>	RE: Distribution of 55a pamphlets/ brochures with pay checks
<input type="checkbox"/>	RE: Distribution of 55a pamphlets/ brochures at training sessions
X	RE: Discussion on 55a program at orientation/training sessions
<input type="checkbox"/>	RE: Inclusion of an article on 55a program in agency newsletter
<input type="checkbox"/>	Others: (Specify) _____

C. Other EEO Initiatives

Please report other Diversity and EEO-related initiatives here:

Other EEO-Related Activities: 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 activity/ies occurred.

In September, the EEO Office held four half-day classroom workshops for line staff on Sexual Harassment prevention called “Respect and Dignity in the Workplace”. The workshops were facilitated by an expert in sexual harassment prevention and (68) non-managerial staff attended the training sessions. Once again, the EEO Office received several comments regarding the positive impact the training had on staff who attended.

To celebrate Hispanic Heritage Month the EEO Office purchased Heritage Posters that were prominently displayed throughout the agency. Information was shared with staff about events happening around town to celebrate Hispanic Heritage Month.

As is our standard practice, the EEO unit uploaded a variation of cultural events on the Agency’s EEO Diversity Calendar to make staff aware of cultural activities they may want to participate in.

Below is a complete listing of the events posted on the EEO Cultural Calendar on WOMT:

JULY 2015 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR

- Book Talk: Ginger Adams Otis, Firefight: The Century-Long Battle to Integrate New York's Bravest
- Shaping Lawrence: Mixing Civic Influence and Cultural Access at MoMA Museum
- Arthur Browne, One Righteous Man: Samuel Battle and the Shattering of the Color Line in New York
- African Diaspora International Film Festival at Columbia University
- Loiza Festival in El Barrio!

AUGUST 2015 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR

- Exhibition: Curators' Choice: Black Life Matters
- OCA-NY 9th Annual Hate Crimes Prevention Youth Exhibition
- Curators' Tour: The Art of Tyrus Wong
- MOCACITIZEN: APA Trivia Night at the Museum of Chinese in America

- Films at the Schomburg: ALTHEA
- Listening Party - Great South African Vocalists at Jazz at Lincoln Center
- Roots of South African Jazz Listening Party at Jazz at Lincoln Center
- MOCAFILMS: Preview of Lucky Chow at the Museum of Chinese in America
- HAF: Latino Pride Center - Social Friday!
- Harlem Meer Performance Festival: Garifuna International

SEPTEMBER 2015 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR

- Conversations in Black Freedom Studies - Fallen Freedom Fighters
- First Fridays: Labor Day A the Schomburg Center
- MOCAFILMS: 9-Man at the Museum of Chinese in America
- MOCAFILMS: Cinema on the Edge Animation Series at the Museum of Chinese in America
- Between the Lines: Ari Berman
- 46th Annual African-American Day Parade
- Between the Lines: Arthur Brown and Khalil Gibran Muhammad at the Schomburg Center
- SUB URBANISMS: Casino Urbanization, Chinatowns and the Contested American Landscape
- Chinese Style: Rediscovering the Architecture of Poy Gum Lee, 1923-1968 at the Museum of Chinese in America
- MOCAEATS: The Essential Techniques of Authentic Chinese Cooking at the Museum of Chinese in America
- WHO WE ARE: Selections from the Broadway Housing Collection An Exhibition Celebrating the Latino Communities of Harlem

D. Recruitment\Selection and Outreach

Please report your agency’s Recruitment/Selection and Outreach activities in **Section C of the Statistical Summary**. Please write additional comments, if any, here:

<p>JOB VACANCY POSTING:</p> <p><input checked="" type="checkbox"/> Bulletin Boards _____</p> <p><input checked="" type="checkbox"/> Electronic Bulletin Boards _____</p> <p><input checked="" type="checkbox"/> Electronic Mailing Lists _____</p> <p><input checked="" type="checkbox"/> Distribution of Vacancy Notices through a mailing list of libraries, organizations, etc. _____</p> <p><input type="checkbox"/> Advertising job vacancy though newspaper, radio and television _____</p> <p><input type="checkbox"/> Participation in career fairs, job expo, school career day activities, street fairs, etc. _____</p> <p>Recruitment resources used: <input type="checkbox"/> DCAS Recruitment Guide <input type="checkbox"/> DCAS Managing Diversity Website</p>
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E. Workforce Development (other than Training)

Please report your agency’s Workforce Development initiatives in **Section C of the Statistical Summary**. Please write additional comments, if any, here:

<p>SBS and the Mayor's Office of Housing Recovery Operations offered free pre-apprenticeship training to eligible job seekers to provide admission to New York State registered apprenticeship programs in the construction trades. Since June, 2015 the Sandy Recovery Workforce1 Career Center has connected more than 30 Sandy-impacted New Yorkers to these pre-apprenticeship trainings.</p> <p>Also, the Agency’s Career Counselor notified all staff of the variety of courses at the Citywide Training Center (CTC). Staff was advised of the series of interactive trainings at CTC that include collaborative team building, defusing workplace aggression and effective problem solving. A list was provided of courses available from October 2015 thru January 2016 and staff was invited to apply for training.</p>

F. Complaints and Reasonable Accommodation Requests

Please report your agency’s activities in **Section B of the Statistical Summary**.

Report all complaints through DCAS/CDEEO Complaint Tracking System by logging into your CICS account at: <https://mstpva-dcslnx01.csc.nycnet/Login.aspx>

Please write additional comments, if any, here:

During this quarter the Agency received an external complaint from the United States District Court that was filed by a former SBS employee. The complaint alleged Sexual Harassment by the respondents named in the complaint.

V. AGENCY AUDITS

If the agency was audited by the EEPC or other entities, list the recommendations made by the auditing entity which the agency implemented during the quarter. Indicate also the agency’s progress toward implementing each recommendation.

Agency is being audited
 Name of entity conducting the audit: _____
 Agency has implemented all the recommendations
 Attach or list below audit recommendations and progress of implementation:

COMMENTS:
 The agency did not undergo an audit during this quarter.

APPENDIX 2: EEO PERSONNEL DETAILS

EEO PERSONNEL FOR FIRST QUARTER, FISCAL YEAR 2016

Agency Name: NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES

Personnel Changes this Quarter:		×No Changes	
Employee's Name			
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Start/Termination date of EEO Function	Start Date: Termination Date (if applicable):	Start Date: Termination Date (if applicable):	Start Date: Termination Date (if applicable):
NOTE: Please attach CV/Resume of new staff to this report			
For Current EEO Professionals Only			
Title	NANCY GANNIE	MICHAEL JAMES	
EEO Function	<input checked="" 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 checked="" 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 type="checkbox"/> Other: (specify) _____ %	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify) _____ %	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify) _____ %
Attended EEO Training	<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
EEO Training Source	<input checked="" type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other: (specify)	<input checked="" type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other: (specify)

Number of Addition to EEO Staff this quarter: 0

Number of Deletion to EEO Staff this quarter: 0

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2016

1. Parts of the narrative report which are mandatory are **outlined in blue**. These include Section I, Section II, Section III, Section V, and Appendix 2.
2. We suggest that you draft Section I on Strategic Plan Initiatives first; this will guide you in filling out other sections.
3. Then complete Section II – Statistical Summary of EEO Activities – in Excel format. Please note that the last column YTD/ANNUAL, , except for the EEO Staffing and 55-a participants, will populate automatically, giving you an instant Year-To-Date summary of indicators (“Yes” or “Partial” entries will count as “1” for each quarter]. Please note that the Excel sheet includes two tabs; the second tab contains **Appendix 1** which requests more specific details on training.
4. More extended comments on EEO activities in your agency (Section IV) are strongly encouraged.
5. In the Appendix to Statistical Summary (Training Details), under ‘Other Special Topics,’ 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.