



THE CITY OF NEW YORK
OFFICE OF THE MAYOR
NEW YORK, NY 10007

OFFICE OF THE MAYOR
DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN
FISCAL YEAR 2022

I. Introductory, Commitment and Accountability Statement by the Mayor (Agency Head).

As the 110th **Mayor of the City of New York**, I am proud to represent the greatest city in the world—a city whose diversity is its strength. With nearly 8.7 million people representing a diverse array of backgrounds, ethnicities, experiences, and identities, and speaking more than 800 languages, calling our city home, I am resolutely committed to supporting and enforcing the rights and protections afforded by the New York City Equal Employment Opportunity (EEO) Policy, the City and State Human Rights Law, and all other relevant laws. These rights and protections extend to all New York City employees, applicants for employment, external contractors, consultants, and agency partners, as well as members of the public served by our Agency.

New York City is home to everyone from everywhere. We are the Tokyo of America, the Kolkata of America, the Kyiv of America, the Port-Au-Prince of America, the Santo Domingo of America, and the Tel Aviv of America. We are the home of Stonewall and one of the largest LGBTQ+ populations in the country, and as New York goes, so goes America, and as America goes, so goes the world. That is why I will never stop striving to achieve the greatest possible diversity among our amazing and talented workforce. Representation truly matters, and it is so important that we at the New York City Mayor's Office lead by creating an inclusive culture of cooperation, openness, and tolerance in our workplaces. We do this by promoting equity in all its aspects, and by examining and eliminating any and all structural obstacles to equal treatment, such as in the recruitment, selection, development, advancement, and retention of our workforce. Our diverse workforce must be reflective of our City's population.

For too long, too many in our great city have been un- and under-represented. In my Administration that all changes. My executive leadership team has been working tirelessly to enhance and promote the values of equity, inclusion, and respect for everyone. The debased for too long covenant between government and the people of our city, in which you pay your taxes, and we deliver your tax dollars through goods and services, will be administered with faithful parity and integrity by my executives, managers, and supervisors. They take very seriously the responsibility for ensuring our inclusive and safe work environment, and for delivering equally effective and equitable services to the public we serve.

All Agency staff must be compliant with the City's EEO Policy and the implementation of this Diversity and EEO Plan, which is why, as Mayor, I will hold accountable our Agency's top

leadership—as well as the Chief EEO officer, all EEO professionals, human resources professionals, legal professionals, managers, and supervisors—who are charged with ensuring that the Mayor’s Office does not discriminate against employees or applicants for employment. We are all committed to supporting and strengthening our Agency’s diversity, equity, and inclusion initiatives by abiding by EEO mandates and working to achieve our Agency’s goals in this area.

My plan to achieve these goals will include my involving the Mayor’s Office’s Chief EEO officer in critical human resources (HR) decisions, including recruitment and selection strategies, workforce projections, succession planning, promotion of training and career development opportunities, and strategic planning.

We will also report to the New York City Department of Citywide Administrative Services (DCAS) on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders (EOs) and laws prohibiting employment discrimination in New York City, as well as on the progress in implementing this plan.

Our Agency’s Chief EEO, Diversity and Inclusion Officer, **Melody Ruiz**, will serve as the primary resource for managers and supervisors by providing best practices and direction in addressing EEO issues. Her contact information will be prominently available to all employees.

During Fiscal Year (FY) 2022, I will be announcing this Commitment Statement to all the employees who work at the Mayor’s Office, to affirm the principles of diversity, inclusion, and EEO, and to proudly avow our Agency’s dedication to equity and all the values that drive us toward this goal.

*Please note on January 1, 2022, the Adams Administration joined the Mayor’s Office. We submit this report with the full understanding of being with the office for the past 6 months.

This statement is the same as last year.

II. Recognition and Accomplishments

Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2021) to advance Equal Employment Opportunity, Equity, Diversity, and Inclusion; for example, completing training goals, introducing new equity programs, or launching employee resource groups. Use the Additional Comments section to list more than five items.

As of fiscal 2021, our agency accomplished the following as part of our commitment to Equal Employment Opportunity, Equity, Diversity, and Inclusion:

1. The Mayor’s Office utilized 24% M/WBE vendors for \$1,107,701 in purchases.
2. Reignited the internship program (in-person) with a strong recruitment effort at SUNY/CUNY schools.
3. Sexual Harassment Prevention Training including employees, interns, fellows, volunteers, and consultants has been completed for 507.
4. All hiring managers continued to complete all required trainings and have attended virtual sessions of the Unconscious Bias/Structured Interviewing training
5. Staff members attended supervisory and/or management training.
6. Continuing efforts to monitor diversity & inclusion via the recruitment and promotional process.
7. Continue to emphasize the importance of panel interviews and have seen a significant increase in the use of these interview styles.

The agency recognizes employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity, equity, 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 under “Additional Comments”*

- The agency will continue to recognize employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity and equal employment opportunity in FY 2022.

Additional Comments:

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2021

Total Headcount: __ 415 __

Please provide the number of employees whose Race/Eth and/or Gender is 'Unknown'

Race/Ethnicity: __ 25 __ Gender: __ 0 __ Both R/E and Gender: __ 0 __

(These figures are available on the total line for your agency in the EBEP210 CEEDS report)

1. Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.

In FY 2022, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- NYCAPS Employee Self Service (by email; strongly recommended every year)
- Agency's intranet site
- Newsletters and internal Agency Publications
- On-boarding of new employees
- Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- In FY 2022, the agency will inform and remind employees of the option to add preferred name in ESS.

Additional Comments:

During orientation employees are reminded to complete ESS Self-ID information.

NYCAPS forms are available from the HR Department.

- Describe the review process of the quarterly CEEDS reports on workforce composition, utilization, and new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency’s EEO Officer, Personnel Officer and Agency Head work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.

NOTE: If necessary, the agency can reach out to DCAS OCEI for guidance on interpreting their underutilization reports. However, it is the agency’s responsibility to use that data to inform the formulation of its recruitment plans and efforts to reduce/eliminate underutilization.

- The agency conducts regular reviews of the CEEDS workforce reports, and the summary dashboard sent to the EEO Officer by DCAS’ Office of Citywide Equity and Inclusion (OCEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

Reviewed with	Frequency
Agency Head	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Human Resources	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
General Counsel	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Other (___ specify)	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____

- The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).
- The agency reaches out to DCAS to serve as a resource in identifying strategies and best practices to address barriers to entry as well as to receive guidance concerning the interpretation of underutilization reports.

Additional Comments:

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2022

1. **Proactive Strategies to Enhance Diversity, Equity, Inclusion and EEO in areas of Workforce, Workplace, and Community.**

State below the central goals of your strategy for FY 2022 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted. Workforce goals are directed at the composition of your workforce, recruitment, retention, promotion, and professional development. Workplace goals have to do with inclusion, workplace culture, and employee activities. Community goals are directed at the external environment of your agency: the public and entities served by the agency. Describe special initiatives to enhance equity and focus on race relations in item 4.

1. Workforce: Enhance internal and external applicant pools to address underutilization.

The goal is to enhance the recruitment process by utilizing a diverse pool of sourcing options to ensure we are recruiting candidates that reflect the city we serve. Examples of posting sources: AARP, internal agencies such as DVS and DFTA. Viable sources will also include iHispano, AsianCareers, BlackCareerNetwork and ProAble.

We will review CEEDS report to ensure equitable hiring. We will specifically focus on addressing all areas of underutilization.

2. Workplace:

We will revamp and reenergize the Mayor Office Jobs Newsletter to promote positions periodically to contacts at colleges, community-based organizations, community boards, NYC agencies, and the inhouse leadership team.

We will garner the support of the Mayor’s Office of Appointments in the effort to promote diversity and leadership through their vast pool of candidates.

Annual Employee Relations and EEO flyers provided will be provided all staff.

3. Community:

The Mayor’s Office will reform its partnership with DCAS’ Office of Citywide Recruitment to facilitate community outreach events and work closely with colleges and universities on job/career fairs.

4. Equity and Race Relations Initiatives:

Mayor Adams appointed Sideya Sherman as commissioner to the newly created Mayor’s Office of Equity in May of Fiscal year 2022. “Mayor’s Office of Equity builds on the successful work of the Taskforce on Racial Inclusion and Equity, which broke down silos across city agencies to drive

resources and prioritize the communities hardest hit by the pandemic. The office will bring city agencies together around a shared vision of equity and build lasting change through the following domains: Structural reforms, programs and initiatives, culture and practice, external engagement, and public policy. The Office of Equity has an intersectional focus and is comprised of the Commission on Gender Equity, Young Men’s Initiative, Unity Project, Racial Justice Commission, Taskforce on Racial Inclusion & Equity and Pay Equity Cabinet.

Women’s City Network Event within the Mayor’s Office – features various guest speakers that explain they career experiences, growth, and how to navigate career growth while staying focused on self-growth, self-care, and career expansion.

2. Describe the ongoing and new programs, actions, and initiatives planned for FY 2022, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: **WORKFORCE**, **WORKPLACE**, and **COMMUNITY**.

A. WORKFORCE:

In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workforce.

NOTE: Please address the specific recruitment, selection and promotion strategies, sources, and procedures in Sections V and VI, below.

The actions listed below require internal agency collaboration and are not limited to the EEO Office.

The agency will address underutilization in FY 2022 by:

- Expanding internal and external applicant pools to address the underutilization through outreach strategies for broader recruitment.
- Launching outreach efforts to inform and encourage applications for the upcoming civil service examinations.
- Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts.
- The agency will implement the following strategies to address the impending retirement of employees and possible loss or gap in talent:
 - Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service, especially for critical managerial positions.

- Encourage agency employees to take promotional civil service examinations.

The agency will implement the following initiatives to develop and retain employees:

- Identification of Ready Now & High Potential Talent.
- Institute coaching, mentoring and cross training programs.
- Implement initiatives to improve the personal and professional development of employees.
- Conduct assessment to ensure pay and promotions are equitable.

Describe specific actions designed to enhance equity:

Additional Initiatives, Programs, or Comments:

As a result of the COVID-19 pandemic, the agency has put some of its programming on hold, however when it is possible to do so, the agency will restart the Mentorship and internship programs.

B. WORKPLACE:

In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workplace.

The agency will take initiatives to create an inclusive work environment that values differences, and to maintain focus on retaining talent across all levels.

Promote employee involvement by supporting Employee Resource Groups (ERGs).

List below the names of existing ERGs:

Agency will create a Diversity Council to leverage equity and inclusion programs.

Agency Diversity Council is in existence and active.

Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion.

Agency will actively inform employees of their rights and protections under the New York City EEO Policy.

Agency will keep employees informed of the EEO complaint and reasonable accommodation processes and circulates *DCAS EEO Complaint Procedural Guidelines and Reasonable Accommodations Procedural Guidelines*.

Agency will ensure that its workplaces post anti-hate or anti-discrimination posters.

In FY 2021, the agency conducted the following survey(s) to improve the recruitment, hiring, inclusion, retention, and advancement of people in underrepresented groups:

Engagement /Job Satisfaction/ Employee Morale Survey(s)

Workplace Insight Survey for Exiting (WISE) Managers

Exit interview or surveys developed by the agency

Other (specify): _____

The agency will adopt in FY 2022 the following initiatives based on the analysis of the results of these survey(s):

1. As a result of the COVID-19 pandemic, the agency has put some of its programming on hold, however, the agency has refocused on restarting and increasing the number of panels focused on diversity and inclusion.

2.

Describe specific actions designed to enhance equity and initiatives to address race relations in the agency:

EEO and Reasonable Accommodation information was sent via email agency wide to all staff. EEO and Reasonable Accommodation procedures were also posted at all Mayor's Office locations.

Additional Initiatives, Programs, or Comments:

C. COMMUNITY:

In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Community.

In FY 2022, the agency will:

- Continue or plan to promote diversity and EEO community outreach in providing government services.
- Promote participation with minority and women owned business enterprises (MWBES).
- Conduct a customer satisfaction survey.

- Identify best practices for establishing a brand of inclusive customer service.
- Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.
- Expand language services for the public.

Describe specific actions designed to enhance equity:

Additional Initiatives, Programs or Comments:

V. Recruitment

A. Recruitment Efforts

1. Summary of Recruitment Efforts – Include steps that will be taken to give notice to all employees of discretionary job postings within the agency as well as proactive efforts/strategies planned to market positions externally.

The agency will implement the following recruitment strategies and initiatives in FY 2022:

- Review policies, procedures, and practices related to targeted outreach and recruitment.
- Utilize Inclusive Recruitment Guide Issued by the Office of Citywide Equity and Inclusion to develop strategic recruitment plans.
- Review underutilization in job groups to inform recruitment efforts.
- Identify resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment.
- Put in place an operating, up-to-date, accessible website, mobile application, and social media presence related to EEO protection and rights.
 - Currently in operation.
- Assess agency job postings to ensure new diversity, inclusion, and equal opportunity employer messaging is included.

- 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.
- Reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at citywiderecruitment@dcas.nyc.gov
- If your agency is an eHire agency, post ALL vacancies on NYC Careers.
- Ensure that agency personnel involved in both the discretionary and the civil service hiring process have received:
 - Structured Interviewing training
 - Unconscious Bias training
 - Everybody Matters EEO and Diversity and Inclusion Training
- Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

Additional Strategies, Initiatives and Comments:

B. Recruitment Sources

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded diverse applicant pools.
1. City Agencies (MOPD, DVS and DFTA)	1. Diverse talent pool <input type="checkbox"/> Previous hires from this source
2. AARP	2. Diverse talent pool <input type="checkbox"/> Previous hires from this source
3. iHispano	3. Diverse talent pool <input type="checkbox"/> Previous hires from this source
4. BlackCareerNetwork	4. Diverse talent pool <input type="checkbox"/> Previous hires from this source
5. AsianCareers	5. Diverse talent pool <input type="checkbox"/> Previous hires from this source

C. Internships/Fellowships

Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2021 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2022.

The agency provided the following internship opportunities in FY 2021:			
Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	10	Asian: 3 Two or more races: 2 White: 5 Non-Hispanic: 8 Hispanic: 2	M __ F 7 Non-Binary 1 Other __ Unknown __

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2. NYC Service Corps Member	22	Asian: 5 Black or African American: 6 Two or more races: 3 I choose not to disclose: 2 White:6 Non-Hispanic: 13 Hispanic: 8 I choose not to Disclose Hispanic or Non-Hispanic: 1	M _5_ F_17_ Non-Binary _0_ Other __ Unknown __
3. NYC Vista Member	14	Asian: 2 Black or African American: 1 Two or more races: 1 I choose not to disclose: 3 White: 7 Non-Hispanic: 9 Hispanic: 15	M _4_ F_9_ Non-Binary _1_ Other __ Unknown __
4. Paid Fellow	71	American Indian or Alaska Native: 1 Asian: 19 Black or African American: 14 Two or more races: 5 I choose not to disclose: 8 White: 24 Non-Hispanic: 52 Hispanic: 15 I choose not to Disclose Hispanic or Non-Hispanic: 4	M _23_ F_45_ Non-Binary _1_ Other __ Unknown/I choose not to Disclose: _2_
5. Academic Fellow	6	Asian: 1 Black or African American: 0 Two or more races:0 I choose not to disclose: 0 White:5 Non-Hispanic: 4 Hispanic: 4	M _0_ F_6_ Non-Binary __ Other __ Unknown __
6. Unpaid Fellow	53	American Indian or Alaska Native: 3 Asian: 11 Black or African American: 7 Two or more races: 2 I choose not to disclose: 3 Native Hawaiian or Pacific Islander: 1 White: 26 Non-Hispanic: 40 Hispanic: 11	M _14_ F_38_ Non-Binary _0_ Other __ Unknown/I choose not to Disclose: _1_

		I choose not to Disclose Hispanic or Non-Hispanic: 2	
7. College Aide	52	American Indian or Alaska Native: 1 Asian: 15 Black or African American: 7 Two or more races: 1 I choose not to disclose: 8 White: 20 Non-Hispanic: 39 Hispanic: 13	M _12_ F _F_37_ Non-Binary _2_ Other __ Unknown/I choose not to Disclose: _1_

*** Self-ID data is obtained by EEO Office from NYCAPS.**

- The agency will utilize the internship/fellowship programs to improve a pipeline of candidates from underutilized groups for entry-level positions, including in mission-critical occupations.
- The agency has hired former interns/fellows.
- The agency plans to provide internship/fellowship opportunities in FY 2022.

Additional Comments:

The agency will conduct further community outreach to recruit in underserved neighborhoods.

D. 55-a Program

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into a competitive civil service position without having to take a civil service examination. The City encourages agencies to use the 55-a program as a tool to build a diverse workforce and create greater access to City employment for qualified candidates with disabilities.

The Mayor has directed Mayoral agencies to hire candidates under 55-a, even though the Mayor’s Office is exempt from the requirement.

1. Please discuss plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities.

Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.

Agency does not use the 55-a Program and has no participating employees.

2. Indicate the goals of your 55-a Program Coordinator for FY 2022. Also include your agency plans to do the following: participate in career and job fairs; use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants; and promote and encourage 55-a program participants to take civil service examinations.

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities and plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities in FY 2022.

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

There are ____ [number] participants who have been in the program less than 2 years.

Last year, a total of ____ [number] new applications for the program were received and ____ participants left the program due to [state reasons] _____.

If there have been no new participants in the program for less than two years, please indicate initiatives taken to hire new 55-a employees.

The agency will actively educate hiring managers about the 55-a program and the benefits of hiring individuals with disabilities.

Based on the June 7, 2016, 55-a memorandum, issued by DCAS, the agency will carefully evaluate each request by longtime provisional employees for designation under §55-a to serve non-competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of Civil Service Law §65(3). In addition, the agency will reiterate to provisional staff that 55-a certification should not be used as a substitute for passing a civil service exam. The agency will encourage 55-a participants to take civil service examinations.

The agency plans to participate 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.

Additional Goals, Initiatives, and Comments:

The agency does not participate in the 55A program. All staff are at-will and discretionary hires which allows continuous flexibility in hiring during changes in administration. These types of hires do not lend itself to the civil service system.

The Mayor has directed Mayoral agencies to hire candidates under 55-a, even though the Mayor's Office is exempt from the requirement.

VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared in consultation with the Agency Personnel Officer.

A. Career Counselors

For FY 2022, if your agency is fiscally able to hire new employees and/or backfill open positions, please discuss the planned duties of the agency Career Counselor(s) with regard to advising employees of opportunities for promotion as well as overall career development.

The goals of the 55-a Coordinator for FY 2021 are:

- 1.
- 2.
- 3.
- 4.

These goals are the same as last year.

In FY 2022, the agency's Career Counselor will perform the following tasks:

- Review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations).
- Promote employee awareness of opportunities for promotion and transfer within the agency.
- Arrange for agency wide notification of promotional and transfer opportunities.
- Encourage the use of training and development programs to improve skills, performance, and career opportunities.
 - Provide information to staff on both internal and external Professional Development training sources.
 - Explain the civil service process to staff and what it means to become a permanent civil servant.
 - Provide technical assistance in applying for upcoming civil service exams.
- Provide agency staff with citywide vacancy announcements, civil service exams notices and other career development information.
- Assist employees and Job Training Program participants in assessing and planning to develop career paths.
- Provide resources and support for:
 - Targeted job searches
 - Development job search strategies
 - Resume preparation
 - Review of effective interview techniques
 - Review of techniques to promote career growth and deal with change
 - Internship exploration

Additional Initiatives and Comments:

B. New Hires and Promotions

Monitoring, review, and assessment of the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions.

In FY 2022, the agency will do the following:

- Review, revise and/or develop a protocol for in-title promotions and salary increases.
 - Promotion and salary increase protocol in existence.
 - Assess the criteria for selecting/promoting persons for mid-level to high level positions.
- Publicly post announcements for all positions, including senior level positions.
- Actively reach out to networks of underrepresented groups as part of its outreach.
- Reach out to the Mayor’s Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.
- Compare the demographics of current employees to the placements.
- Ensure promotion justification is included in all promotion requests.
- Review and analyze the demographics race\ethnicity and gender for those who received the promotion\salary raises to ensure such practices are equitable.
- Review on a regular basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).
- Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.

Additional Comments:

C. Selection Process

Identify the steps that are taken to ensure that selection process is objective, and job related.

<p>During FY 2022, the agency will do the following:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure that hiring managers are trained in structured interviewing techniques to avoid unintentional biases in the hiring process. <input checked="" type="checkbox"/> Assess the manner in which candidates are selected for employment, to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group. <input checked="" type="checkbox"/> If adverse impact is discovered, determine whether the criteria being utilized are job-related. If the criteria are not job-related, the agency will discontinue using that method. <input checked="" type="checkbox"/> Engage in a collaborative effort between EEO, HR and managers where necessary, develop action plans to eliminate identified barriers. <input checked="" type="checkbox"/> In conducting job interviews, ensure nondiscriminatory treatment by conducting a structured interview, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question. <input checked="" type="checkbox"/> Use a diverse panel of interviewers to conduct the interview. <input checked="" type="checkbox"/> EEO Officer is asked to review the interview questions.
<p><i>Additional Comments:</i></p>

D. Review of Hiring, Promotion, and selection Practices

For FY 2022, what steps will your agency take to review the positions filled during the year?

A. Discuss your current practice in utilizing the NYCAPS Applicant Interview Log reports to identify applicants by gender and race/ethnicity.

- The agency will use the NYCAPS Applicant Interview Log Report to track applicant sources and identify the best sources of applicants.
- The agency does not use the NYCAPS Applicant Interview Log Report.
- The agency will schedule orientation with NYCAPS Central.

B. Discuss all planned steps taken to identify barriers to entry for positions and actions under consideration to address such barriers.

- Identify at least two or three people from diverse gender and racial\ethnic backgrounds to review received applications.
- Ensure hiring panels are composed of staff from diverse backgrounds (e.g., diversity based on experience, gender, age, race, and ethnicity).

C. When identifying groups of subject matter experts to assist the DCAS test development team in creating civil service exams, please describe efforts that will be taken to select a diverse and inclusive group of individuals in the test development process:

- The agency will identify a diverse group of subject matter experts (e.g., race, gender, age, assignment’s location, etc.) when requested by DCAS.
- The agency will use objective job-related criteria to identify the subject matter experts who will participate in test development.
- The agency will make an effort to ensure different staff members are given the opportunity to participate in test development.

Additional Comments:

E. EEO Role in Hiring and Selection Process

Briefly detail which stages of selection involve your EEO Officer (pre- and post-selection).

In FY 2022, the agency EEO Officer will do the following:

PRE-SELECTION:

- Collaborate with the Director of Human Resources to ensure that an updated listing of sources for diverse applicants, including schools and professional organizations, is maintained.
- EEO reviews vacancy postings to ensure elimination of language that has the potential for gender stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns).
- Actively monitor agency job postings.
- Ensure all job postings include updated EEO Employer statement released in 2021.
- EEO is consulted regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- Advise Human Resources in the development of a comprehensive guide for hiring managers.
- Assist the hiring manager if a reasonable accommodation is requested during the interview.
- Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- Other: _____

POST-SELECTION:

- Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- Perform advisory role to Human Resources in the selection process and conduct post-audit review.
- Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- Other: _____

Additional Comments:

F. Layoffs

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age? *It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.*

- The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 2021.
- The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Target Number of Participants	Targeted Dates
1. Everybody Matters – EEO and Diversity & Inclusion (e-learning)	All employees	415	
2. Everybody Matters – EEO and Diversity and Inclusion (classroom/live webinar)			
3. Sexual Harassment Prevention (e-learning)	All employees	415	
4. Sexual Harassment Prevention (classroom/live webinar)			
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees All other employees	415	
6. IgbTq – Power of Inclusion (classroom/live webinar)			
7. Disability Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Managers and Supervisors		
9. Other (specify)			
10. Other (specify)			

VIII. Reasonable Accommodation

Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.

- Managers, supervisors, human resources personnel and discipline personnel are **required** to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- The agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- The agency follows the City’s Reasonable Accommodation Procedure.
- The agency grants or denies request 30 days after submission or as soon as possible.
- The Agency Head or designee must review and grant or deny the appeal fifteen (15) days after submission of appeal.
- If the review and decision on appeal is not done by the Agency Head.
(Review and decision on appeal are completed by both agency head and designee.)
Provide the name and title of the designee¹ : Ama Dwimoh - Special Counsel to the Mayor _____
- The designee reports directly to the Agency Head.
- The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.
- The agency analyzes the reasonable accommodation data and trends.

¹ EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency’s General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.
<http://extranet.dcas.nycnet/eoo/diversityeoo/media/19647/reasonable-accommodation-procedural-guidelines-lc-12116.pdf> (p17).

The agency has posted/will circulate the *Reasonable Accommodations at a Glance* sheet for the workforce.

Briefly describe procedures and speed of resolution, including the protocol for deciding appeals of Reasonable Accommodation decisions. Does the agency analyze statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals?

IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws

A. Executive Order 16: Training on Transgender Diversity and Inclusion

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public.

- The agency plans to train all new employees within 30 days of start date.
- All the managers, supervisors, and front-line employees were re-trained within the last two years.
- All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.
- In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

Additional Comments:

B. Executive Order 59: Chief Diversity Officer/Chief MWBE Officer

Under Executive Order No. 59 of 2020, all agencies shall appoint a Chief Diversity Officer/Chief MWBE Officer, with the appropriate experience and knowledge to oversee the agency's MWBE program, to report directly to the agency head. Agency heads shall ensure internal candidates are considered for the Chief Diversity Officer/Chief MWBE Officer.

- The agency appointed a Chief Diversity Officer/ Chief MWBE Officer by August 28, 2020.

Provide the name and title of the Chief MWBE Officer: Mir Bashir - Chief Diversity Officer for W/MBE and Chief Administrative Officer _____

Additional Comments:

C. Local Law 92 (2018): Annual Sexual Harassment Prevention training

- The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- The agency will train all current employees on Sexual Harassment Prevention (Cycle 4 – September 1, 2021 – August 31, 2022) as indicated in the Section VII Training above.

Additional Comments:

D. Local Law 97 (2018): Annual Sexual Harassment and Complaint Reporting

- The agency will input sexual harassment complaint data on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.
- The agency will input **all types of complaint** data on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.
- The agency will ensure that sexual harassment complaints are closed within 90 days.
- The agency will ensure that all other complaints are closed within 90 days.

Additional Comments:

E. Local Law 101 (2018): Climate Survey

The agency, in collaboration with DCAS, conducted a climate survey in FY 2021 and will proceed to do the following in FY 2022:

- Continue to implement initiatives identified in the 2018 Climate Survey Action Plan which was submitted to DCAS and reported to City Council Speaker in 2020.
- Analyze FY 2021 survey data once provided by DCAS.
- Develop an Action Plan to address concerns raised in the FY 2021 Climate Survey and submit it to DCAS by July 31, 2022. *[Further guidance will be provided to agency by DCAS in 2022.]*

Additional Comments:

X. Audits and Corrective Measures:

Please check the statement(s) that apply 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 currently being audited or preparing responses to an audit conducted by the EEPC or _____ [**another governmental agency – please specify**] specific to our EEO practices. **Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2022 to include and implement EEPC recommendations that will be implemented during the fiscal year.**
- The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify _____].
Please attach a copy of the document setting out the oversight parameters and the agency’s most recent report to the oversight agency.
- Within the last two years the agency was involved in an audit conducted by the EEPC or _____ [**another governmental agency – please specify**] specific to our EEO practices.
- The agency will continue/be required to implement measures during the year that this plan is in effect (please attach a copy of the audit findings.)
- The agency received a Certificate of Compliance from the auditing agency.
Please attach a copy of the Certificate of Compliance from the auditing agency.

XI. Agency Head Signature

NOTE: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.

Eric Adams

Print Name of Agency Head



Signature of Agency Head

August 24, 2022

Date

APPENDIX

Contact Information for Agency EEO Personnel

Please provide contact information (name, title, e-mail, telephone number and full office address) for the following EEO roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert table rows as needed.

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer	Melody Ruiz	mruiz@cityhall.nyc.gov	(718) 213 5993
2.	Agency Deputy EEO Officer	TBD		
3.	Agency Chief Diversity and Inclusion Officer	Melody Ruiz	mruiz@cityhall.nyc.gov	(718) 213 5993
4.	Agency Diversity & Inclusion Officer [if designated]	N/A		
5.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Mir Bashar	mbashar@cityhall.nyc.gov	(212) 788-8482
6.	ADA Coordinator	Melody Ruiz	mruiz@cityhall.nyc.gov	(718) 213 5993
7.	Disability Rights Coordinator	Melody Ruiz	mruiz@cityhall.nyc.gov	(718) 213 5993
8.	Disability Services Facilitator	Noel Haight	nhaight@mopd.nyc.gov	(212) 788-2964
9.	55-a Coordinator	N/A		
10.	Career Counselor(s)	DeShanna Alexander	dalexander@cityhall.nyc.gov	(212) 788-7534

OFFICE OF THE MAYOR FY 2022 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

11.	Training Liaison(s)	LaKeshia Battle	lbattle@cityhall.nyc.gov	(212) 788-1510
12.	EEO Counselor(s)	Tanesha Honeygan	thoneygan@cityhall.nyc.gov	(929) 492 1209
13.	EEO Compliance Officer(s)	Melody Ruiz Tanesha Honeygan	mruiz@cityhall.nyc.gov thoneygan@cityhall.nyc.gov	(718) 213 5993 (929) 492 1209



EMPLOYEE RELATIONS EQUAL EMPLOYMENT, DIVERSITY & INCLUSION

Office of the Mayor

The Mayor's Office of Employee Relations & Equal Employment Opportunity (EEO), Diversity & Inclusion prohibits all forms of harassment sexual and non-sexual—that is, conduct or language of a sexual nature—and harassment based on gender or any other protected characteristic. Every employee is entitled to work in a safe environment free of harassment and discrimination. Our mission is to provide an all-inclusive and welcoming environment to encourage the growth and development of our team.

We provide advocacy and assistance with Employee Relations & EEO matters as well as deploy diversity and inclusion initiatives throughout the agency. You may contact us via email at eeo@cityhall.nyc.gov or on our hotline at 212-346-5770. All communications are confidential to the extent provided by the law.

EEO@CITYHALL.NYC.GOV
or **HOTLINE - 212-346-5770**

Equal Employment, Diversity and Inclusion Office Contacts

Melody Ruiz

Chief Equal Employment,
Diversity & Inclusion Officer
718-213-5993

MRuiz@cityhall.nyc.gov

Tanesha Honeygan

Manager of the Equal
Employment, Diversity &
Inclusion Unit
929-492-1209

THoneygan@cityhall.nyc.gov

The EEO, Diversity & Inclusion Office is here for you. Feel free to contact us with questions and inquiries about the following:

- The City's EEO policy
- EEO complaint process
- Diversity & Inclusion
- Discuss and/or file an EEO complaint
- Request a Reasonable Accommodation
- Employee Assistance

The EEO Hotline is monitored daily for incoming messages and all information will remain confidential to the full extent of the law. Additional information on the City's EEO policy is available on our agency intranet and the Department of Citywide Administrative Services (DCAS) website at www.nyc.gov/dcas

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

Additional Supporting Documents Provided by the Mayor’s Office:

2021 Events Attended

<u>Event Title</u>	<u>School/Organization</u>	<u>Event Date</u>
American University Job & Internship Fair	American University	Wednesday, February 3, 2021
Fordham University Virtual Spring Career Fair	Fordham University	Thursday, February 11, 2021
Spring 2021 Virtual IT & Engineering Job & Internship Fair	Stony Brook University	Friday, February 12, 2021
Virtual Business Career and Internship Fair	St John's University	Thursday, February 18, 2021
2021 Government, Education, and Non-Profit Career Fair	Baruch College/Georgetown University	Friday, February 19, 2021
Miami University Architecture, Design & Emerging Technology Fair 2021	Miami University	Tuesday, February 23, 2021
BLAC Career Expo	Clarkson University	Wednesday, February 24, 2021
Cornell University Spring Career Fair 2021	Cornell University	Wednesday, February 24, 2021
Spring 2021 Virtual Nonprofit, Government and Public Service Fair	Fairleigh Dickinson University	Wednesday, February 24, 2021
BLAC Career Expo	Clarkson University	Thursday, February 25, 2021
Spring 2021 Virtual All Majors Career Fair	Howard University	Thursday, February 25, 2021
2021 Virtual Public Service Career Expo	NYU's Robert F. Wagner Graduate School of Public Service	Thursday, March 4, 2021
Virtual Just in Time Career Fair 2021	St John's University	Thursday, April 15, 2021

Recruitment List for Colleges, Universities, Events, and Fairs:

Colleges & Universities

Marx School of Public and International Affairs
St Joseph's College
Mailman School of Public Health
Baruch College
NYU Wagner
Pace University
SUNY
CUNY

Recruitment Events & Fairs

Baruch College Job & Internship Fair
Public Service Career Expo
Social Impact Career & Internship Fair
NYU Wagner Career Fair
Barnard Job & Internship Fair
Manhattan College

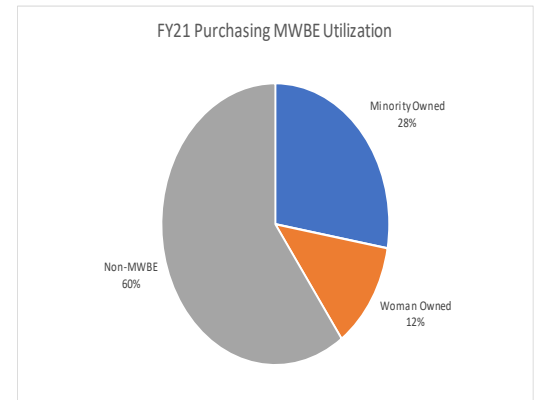
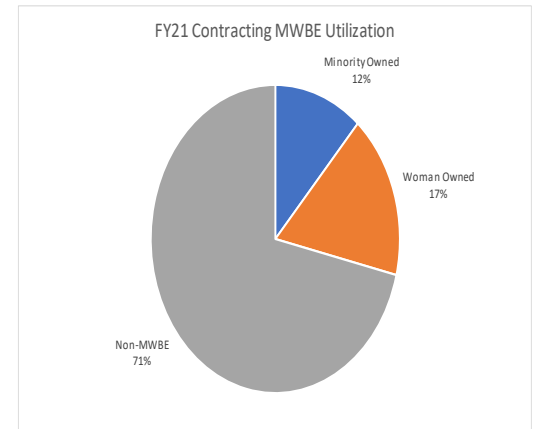
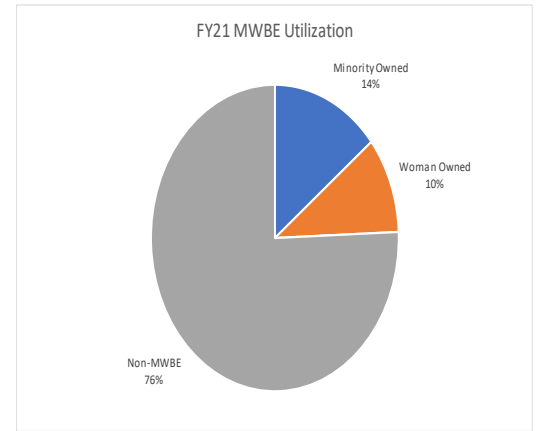
Recruitment Sites Sources:

Source Name:

Handshake
Idealist
Indeed
LinkedIn
Dice
Mayor's Office of Appointments
Archinect
Nex City
Johnson and Wales
Goinhouse
City & State
Monster.com
NY Times
careerbuilder.com
Veterans Exchange

NYC Office Of The Mayor Minority Or Woman Owned Business Enterprize Utilization

Vendor Type	Purchase Type	Expenditure	Percentage
Minority Owned	Cleaning Services - Contractual	\$ 8,925	0%
	Contractual Services - General	\$ 93,894	2%
	Data Processing Equip. Maint. - Cont	\$ 296,184	7%
	Data Processing Equipment	\$ -	0%
	Equipment - General	\$ 33,827	1%
	Food	\$ 1,062	0%
	Local Travel - General	\$ -	0%
	Printing Services - Contractual	\$ 16,210	0%
	Printing Supplies	\$ 4,650	0%
	Professional Services - Comp Serv - Cont	\$ 20,000	0%
	Professional Services - Other - Cont	\$ -	0%
	Purchasing of Data Processing Equipment	\$ 95,149	2%
	Security Equipment	\$ 8,437	0%
	Supplies and Materials	\$ 29,802	1%
	Temporary Services Contractual	\$ 37,870	1%
Minority Owned Total		\$ 646,008	14%
Woman Owned	Advertising	\$ 91,955	2%
	Contractual Services - General	\$ 228,919	5%
	Data Processing Equip. Maint. - Cont	\$ 12,222	0%
	Data Processing Equipment	\$ 39,717	1%
	Equipment - General	\$ 27,684	1%
	Printing Services - Contractual	\$ 9,339	0%
	Purchasing of Data Processing Equipment	\$ -	0%
	Supplies and Materials	\$ 8,277	0%
	Temporary Services Contractual	\$ 43,580	1%
Woman Owned Total		\$ 461,693	10%
Non-MWBE	Advertising	\$ 13,921	0%
	Automotive Supplies and Materials	\$ 50	0%
	Books - Other	\$ 250,228	6%
	Cleaning Services - Contractual	\$ 13,341	0%
	Contractual Services - General	\$ 375,645	8%
	Data Processing Equip. Maint. - Cont	\$ 61,565	1%
	Data Processing Equipment	\$ 11,098	0%
	Equipment - General	\$ 1,642	0%
	Food	\$ 54,373	1%
	Fuel Oil	\$ 180	0%
	Heat Light and Power	\$ 769,493	17%
	Local Travel - General	\$ 8,468	0%
	Maintenance and Repairs - General - Cont	\$ 499	0%
	Non-Local Travel - General	\$ 8,929	0%
	Non-Local Travel - Special	\$ -	0%
	Office Equipment	\$ 80	0%
	Office Equipment Maintenance - Cont	\$ -	0%
	Office Furniture	\$ 300	0%
	Office Services	\$ 295,579	7%
	Postage	\$ 35,396	1%
	Printing Services - Contractual	\$ 6,763	0%
	Printing Supplies	\$ 72	0%
	Professional Services - Comp Serv - Cont	\$ -	0%
	Professional Services - Legal Services - Cc	\$ 3,484	0%
	Professional Services - Other - Cont	\$ 62,354	1%
	Prompt Payment Interest	\$ -	0%
	Purchasing of Data Processing Equipment	\$ 83,236	2%
	Rentals - Land, Building and Structures	\$ 486,547	11%
	Rentals - Misc. Equipment	\$ 30,297	1%
	Security Equipment	\$ -	0%
	Supplies and Materials	\$ 76,515	2%
	Supplies Intra-City	\$ 2,698	0%
	Telephone and Other Communications	\$ (921)	0%
	Telephones - Intra-City	\$ 734,781	16%
	Temporary Services Contractual	\$ 16,815	0%
	Training Program for City Employees - Cor	\$ 32,688	1%
	Transportation Services - Contractual	\$ 2,111	0%
Non-MWBE Total		\$ 3,438,226	76%
Grand Total		\$ 4,545,927	100%



Disability Service Facilitators (DSF)

AccessibleNYC

Accessibility Waivers

ASL Direct

Disability Service Facilitators (DSF)

EmpoweredNYC

Inclusive Design Guidelines

MOPD Meeting Guide

Project Open House

Share Print

The DSF Program

New York City agencies are required to appoint a Disability Service Facilitator (DSF) in efforts to comply with and carry out its responsibilities under the ADA and other federal state and local laws and regulations concerning accessibility for persons with disabilities.

[Full List of Disability Service Facilitators \(Updated 07/29/2021\)](#)

For any unit with the Mayor's Office please contact:

New York City Mayor's Office (DSF)
Noel Haight
100 Gold Street, 2nd Floor
New York, NY 10038
Voice Phone: 646-527-0865
ASL Video Phone: 646-396-5830
New York Relay users dial 711
[Email the Mayor's Office DSF, Noel Haight](#)

[Full List of Offices represented by the New York City Mayor's Office Disability Service Facilitator](#)

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About DSFs

As a result of [New York City Local Law 27 of 2016](#), city agencies are required to appoint a Disability Service Facilitator. The Disability Service Facilitator shall coordinate its efforts to comply with and carry out its responsibilities under the ADA and other federal, state and local laws and regulations concerning accessibility for persons with disabilities. These individuals are liaisons to New Yorkers with disabilities, connecting people with disabilities to city government.

The functions of the disability service facilitator shall include, but not limited to:

1. Serve as the primary contact within that respective agency for persons with disabilities requesting auxiliary services;
2. Coordinate auxiliary services for persons with disabilities;
3. Respond to inquiries from members of the public concerning accessibility;
4. Develop agency policies and procedures to ensure full programmatic and communication accessibility for persons with disabilities;
5. Conduct periodic training for agency staff on disability access issues, as may be required by the head of such agency;
6. Provide accessible notices to members of the public advising them of their rights under the ADA, the New York State Human Rights Law, the New York City Human Rights Law, and regulations promulgated by such agency related to persons with disabilities, as well as the agency's ADA grievance procedure;
7. Assist in the investigation of any complaint communicated to such respective agency alleging its noncompliance with the ADA and/or other applicable federal, state, and local laws relating to people with disabilities, or alleging any actions that would be prohibited by such laws;
8. Document and maintain records of complaints made pursuant to the ADA and other applicable federal, state, and local laws relating to people with disabilities, and forward such complaints to the Mayor's Office for People with Disabilities (MOPD);
9. Analyze and make recommendations to the head of each agency and to the MOPD to resolve physical and programmatic access issues; and
10. Perform any other functions as may be assigned by the head of each agency.

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Know Your Rights

Find out more about disability rights and learn about [the Mayor's Office for People with Disabilities' Notice and Grievance Procedure](#).

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Disability Service Facilitator Academy

The New York City Mayor's Office for People with Disabilities provides in-classroom training to its Disability Service Facilitators (DSFs) as well as other city employees interested in making their agency more accessible to people with disabilities.

[Disability Service Facilitator Training Academy Materials](#)

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