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Diversity, Equity, Inclusion and Equal Employment Opportunity Plan (DEI-EEO Plan”)

Fiscal Year 2026

Department for the Aging (NYC Aging)



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I. Introduction

This Diversity, Equity, Inclusion and Equal Employment Opportunity Plan (“EEO Plan”) describes measures and programs that the agency will undertake in FY 2026 to ensure fair and effective efforts to provide equal employment opportunity, including for minority group members and women¹

In FY 2026, NYC Aging will expand its outreach efforts to community organizations, houses of worship, and underserved neighborhoods across the five boroughs of New York City. Efforts to include minority group members and women will include participation in job fairs and virtual hiring events specifically aimed at underrepresented populations and hard-to-reach communities. Job announcements will be reviewed to ensure inclusive language and criteria, with any biased or exclusionary language removed.

Our Internships and Youth Workforce Engagement team develops and maintains strategic partnerships with various City agencies, academic institutions, and community-based organizations within NYC. Through these innovative partnerships, we are proud to provide our city’s youth and students with an invaluable work-based learning experience and professional development opportunity through internships, apprenticeships, and college-aide opportunities. By investing in these diverse populations and fostering these inter-generational communities, the unit seeks to further the Agency’s mission to increase diversity, eliminate ageism, and ensure the dignity and quality of life for all New Yorkers.

The organization will continue to use the CEEDS workforce reports to conduct utilization analyses and identify gaps in the representation of underrepresented groups, including perform barrier analyses in hiring, promotion, and disciplinary actions using workforce demographic data. Corrective action plans will be implemented to address any systemic barriers identified, and accountability will be ensured through performance metrics aligned with EEO and DEI objectives. The Training and Development Unit will ensure that employees complete all City-mandated trainings, including *Disability Awareness and Etiquette*. Managers and supervisors will also receive ongoing training in *Structured Interviewing* and *Unconscious Bias*.

NYC Aging is committed to improving both physical and digital workplace accessibility for employees with disabilities. We will enhance employee resource groups (ERGs) to foster inclusion and belonging and conduct regular climate surveys to assess employee experiences and perceptions of equity within the agency.

Success will be measured using key performance indicators (KPIs), which may include increased applications and hires from underrepresented populations if necessary; improved retention and promotion rates among women and minority employees; and enhanced employee engagement scores related to inclusiveness and workplace equity.

¹ See the Agency EEO Plans of the NYC EEO Policy (Section X) as well as the Agency Guide for preparing this template.

II. Annual Commitment, Accountability, and EEO Statement (EEO Policy Statement).

The New York City Department for the Aging (NYC Aging) is committed to upholding fair employment practices in alignment with the City's Equal Employment Opportunity (EEO) Policy, as well as applicable City, State, and Federal human rights laws. As Commissioner, I affirm our unwavering support for the rights and protections afforded to all employees, job applicants, agency partners, and members of the public served by NYC Aging.

We are equally dedicated to fostering a workplace rooted in Justice, Diversity, Equity, and Inclusion (JDEI). Our diverse workforce is one of our greatest strengths, and we are committed to recruiting, developing, and retaining a staff that reflects the rich cultural fabric of New York City. Managers are expected to value the unique perspectives of their teams and to promote a workplace that embraces inclusion, equity, and mutual respect.

All employees, including managers, supervisors, Human Resources staff, EEO professionals, and the Agency Diversity, Equity & Inclusion Officer, are accountable for supporting these goals and ensuring a discrimination and harassment-free environment.

EEO Guidance and Resources

Information for the EEO Officer and EEO Counselors/Investigators is available to all employees and is prominently posted throughout the agency's physical office locations as well as on the virtual bulletin board. Employees are encouraged to contact the EEO Officer or any EEO Counselor/Investigator with questions, concerns, or complaints related to the EEO Policy.

EEO Officer and Disability Rights Coordinator: Heava Lawrence-Challenger,
Hlawrence@aging.nyc.gov or 212-602-6926

EOE Counselors/Investigators

Eric Rivera – Erivera@aging.nyc.gov or 212-602-7760

Dianna Maus – Dmaus@aging.nyc.gov or 212-602-7759

Abubaker Daud – Adaud@aging.nyc.gov or 212-602-4488

All employees are expected to comply with both the letter and the spirit of the City's EEO Policy. Every employee plays a role in maintaining a respectful and inclusive workplace, where diversity is valued, and inter-collegial understanding is promoted. Managers and supervisors are specifically directed to make all employment-related decisions in accordance with the City's EEO Policy and to ensure full compliance within their teams.

NYC Aging continues to meet all EEO training requirements and remains committed to building an informed, inclusive, and equitable workforce.

EEO Policy and Protected Categories

Information about City, State, and Federal protected categories—as well as resources related to the City's EEO Policy—can be found on the Geras Intranet. Navigate to the Resources section and select EEO from the homepage menu. This information is also available on the bulletin boards on each floor.

NYC Aging is committed to City, State, and Federal laws prohibiting employment discrimination based on:

<ol style="list-style-type: none">1. Age2. Arrest, Conviction Record, or Pending Case3. Cannabis Use4. Caregiver Status5. Color6. Consumer Credit History7. Disability8. Familial Status9. Gender Identity or Expression10. Gender/Sex (Including Pregnancy, Childbirth, or Related Medical Conditions)11. Height12. Immigration or Citizenship Status13. Marital or Partnership Status	<ol style="list-style-type: none">14. National Origin/Ethnicity15. Predisposing Genetic Characteristics16. Pre-employment Marijuana Testing17. Race18. Religion or Creed19. Salary or Pay History20. Sexual and Reproductive Health Decisions21. Sexual Orientation22. Status as a Veteran or Active-Duty Military Service Member23. Unemployment Status24. Victim of Domestic Violence, Sex Offenses, and Stalking25. Weight
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1. EEO Policy (Updated 2024)
[EEO Policy 2024.pdf](#)
2. About EEO Handbook (companion booklet to the EEO Policy)
[EEO Policy Handbook.pdf](#)
3. Reasonable Accommodation Procedural Guidelines
[City of New York Reasonable Accommodation Procedural Guidelines 2024.pdf](#)
4. Reasonable Accommodation Request Form
[Reasonable Accommodation Request Form.pdf](#)
5. Reasonable Accommodation Process at a Glance
[Reasonable Accommodation at a Glance.pdf](#)

☐ This statement is the same as last year.

NOTE: If this statement has been in use for more than **two** years the Agency Head should issue a revised statement.

☒ This statement will be disseminated to all employees in the agency, at least annually, as required by the EEO Policy.

☒ Agency fulfills its obligation to inform employees of their rights and protections under the New York City EEO Policy

III. Recognition and Accomplishments

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2025) to advance DEI and EEO goals. For example, recognizing employee contributions to DEI goals through awards and employee recognition, introducing new equity programs, training all staff on mandatory training, or launching employee resource groups. If some of the accomplishments listed below are a continuation of what was included in previous Annual plans, you will need to provide a statement on how it has changed and/or developed in the past year. Add more items as needed.]

In the past year, NYC Aging accomplished the following as part of our commitment to DEI and EEO:

1. **Agencywide Employee Recognition:**
NYC Aging honored employees for their years of service and contributions to advancing cultural diversity within the agency and in collaboration with community partners.
2. **NYC Talent is Timeless Competition:**
In partnership with community organizations across the five boroughs, the United Palace Theatre, Brooklyn Academy of Music, Allen Community Center, Pregones Theater, and Lincoln Center's Alice Tully Hall, NYC Aging staff coordinated an executed its third annual citywide competition, *Talent is Timeless*. Together with our community partners – including Older Adult Centers (OACs) Naturally Occurring Retirement Community (NORCs) and Case Management Agencies (CMs) – we hosted more than 81 competitions featuring 424 acts, including singing, dancing, musical ensembles, comedy, and more. This event showcased the diverse cultural talents of over 940 older adults
3. **Welcome Wagon Program:**
NYC Aging launched the Welcome Wagon Program to support new employees in their transition to the agency. The program helps foster early social connections, provides guidance on agency culture, and promotes a sense of belonging from the start. The goal of this program is to enable new staff to feel, from the onset, included in the culture of the organization and to have a tenured staff, at their disposal, as a type of mentor.
4. **Intergenerational Engagement Initiatives:**
In collaboration with the NYC Department of Youth and Community Development (DYCD), NYC Aging expanded intergenerational programs, including the Foster Grandparent Program and *My New York Story*. These initiatives connected older adults with youth through volunteerism, storytelling, creative writing, and other shared activities that build mutual understanding and respect.
5. **Equity-Focused Hiring Toolkit**
Developed and distributed a DEI-informed Hiring Toolkit for managers, which includes structured interview templates, guidance on reducing implicit bias, and recruitment.
6. **Expansion of Employee Resource Groups (ERGs)**
Building on the foundation established in FY24, the agency expanded its ERGs to

include new groups for LGBTQ+ employees, and employees with disabilities. Membership increased as staff become more aware of the initiatives.

7. The Muster Committee is responsible for hosted the agency's cultural and professional development events virtually for staff including, Cultural events celebrating the diverse cultures of all staff represented at NYC Aging, this is done in tandem with onsite events. In FY2025, completion of a cohort of 24 supervisors who participated in the leadership academy.

IV. Workforce Review and Analysis

Total Headcount: 340

Unknown Race/Ethnicity 0 Unknown Gender 0 Unknown Both 0

Pursuant to Local Law 27 (2023) ** provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2025. If your agency conducted such analysis in previous years, please describe agency actions undertaken as a result of the analysis.

*** Please note: The agency is responsible for providing the above information regarding pay equity analysis. In addition, it is the agency's responsibility to prepare and submit a separate report pursuant to Local Law 27 (2023).²*

Occupational segregation is deemed to exist when a group is under-represented or over-represented in any job type or field of work, when such group is protected by the employment related provisions of the City's Human Rights law, and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability within the job type or field of work. Occupational segregation may appear in lower paying as well as higher paying job types.

1. [While DCAS has engaged an external vendor to conduct a citywide job evaluation pay equity analysis of the city government workforce, pursuant to Local Law 27 (2023), agencies must conduct their own analysis of compensation practices and measures to address pay disparity and occupational segregation with regard to the various titles they use.

- Describe below your agency's analysis of compensation data, including conformity with collective bargaining agreements and Mayor's Personnel Orders (MPO).

The Office of Human Resources and the EEO Officer ensures that established measures and programs are fair and with the effective affirmative employment plan to provide equal employment opportunity for minority group members and women who are employed by, or who seek employment with, the agency and, in accordance with the uniform procedures and standards established by the department of citywide administrative services. The Office of Human Resources analysis of compensation data in conformity with collective bargaining agreements and the Mayor's Personnel Orders (MPO) include:

- Analysis of the agency's compensation data for pay disparity.
- Review the DCAS pay equity report along with the collective bargaining agreements and MPO.
- Review the agency civil service title code roster.

² Local Law 27 (2023) requires that a separate report be submitted by September 30 annually to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission.

- Also describe possible indicators of occupational segregation such as significant over- or under-utilization of certain ethnic or gender categories in major Job Groups.

White males are currently an underutilized group within the agency. NYC Aging has recognized this underrepresentation and has undertaken targeted outreach efforts — including engagement with colleges and participation in career fairs — to increase white male representation in the workforce.

- If such analysis was conducted in previous years, describe actions undertaken to reduce occupational segregation.]

To address possible pay disparities across the board, NYC Aging conducted an exercise to audit positions to ensure they are appropriately classified, and employees are not only working within the correct title but being paid accordingly to the non-city minimum and incumbent minimum rate as applicable based on the citywide contractual agreement. Additionally, the Office of Human Resources collaborates with our EEO Officer to review our CEEDS reports and titles used for filling positions.

a) Analysis of Agency Compensation Data:

NYC Aging Office of Human Resources has successfully conducted the Agency Compensation Data exercise to audit positions, salary, and additions to gross (ATG) in FY 2025. As a result of this exercise an audit was done to ensure that employees working in the correct title are being paid accordingly to the non-city and incumbent rates. Our payroll unit conducted a thorough audit to ensure employees are being paid in accordance with the citywide contracts and the Mayor's Personnel Order (MPO). The audit included and confirmed that employees are receiving the two-year incumbent rate upon completing two years of active city service, as well as the appropriate ATGs for the title they are serving in.

b) Indicators of Occupational Segregation:

At NYC Aging, workforce representation is generally reflective of the agency's mission as a social service provider, with most staff identifying as women and people of color. According to the CEEDS report, staff are evenly distributed across all demographic groups in terms of race, ethnicity, and gender, except for one notable exception of white males.

c) Actions undertaken to reduce occupational segregation considering previous analyses:

No occupational segregation found in any other demographic groups.

2. [Indicate, below, all 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. Check all appropriate boxes.]

At NYC Aging, staff are encouraged to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) via email on a quarterly basis. Additionally, staff are reminded periodically during the agency's weekly muster.

In FY 2026, 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
- ☒ On-boarding of new employees
- ☒ In FY 2026, the agency will inform and remind employees of the option to add preferred name in ESS.

3. Review and Analysis of Workforce Reports

[Indicate below your agency process in reviewing and analyzing quarterly workforce reports (CEEDS reports). Check the appropriate boxes to indicate the units involved and the frequency of reviews.]

NYC Aging conducts quarterly CEEDS meeting with staff from the Office of the Human Resources, Office of the General Counsel, Office of the Commissioner, Office of Human Resources, and the EEO Office. This group is task with reviewing the CEEDS workforce reports, and the summary dashboard analyzing the workforce and identifying gaps in the representation of underrepresented groups and determine if occupational segregation is present.

- ☒ The agency conducts regular reviews of the CEEDS workforce reports, and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) 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.
- ☒ 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 EEO officer conducts workforce review with the following agency units:

Agency Head

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other Updated by DEI Officer

Human Resources

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

General Counsel

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

Other (specify): DEI Officer

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other DEI Officer

V. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2026

A. WORKFORCE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workforce.

[Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]

NYC Aging Workforce goals focuses on the makeup of the workforce in terms of diversity, representation, and inclusion. In FY 2026, we aim to increase workforce diversity to better reflect the communities served, achieve equitable representation across all levels of the organization, including leadership, and conduct regular workforce audits to track diversity metrics and identify gaps in representation.

Our recruitment goals are to attract top talent from a wide range of backgrounds and improve access to opportunities including expanding outreach efforts to underrepresented groups through partnerships with diverse professional organizations and educational institutions, implement structured bias-reducing hiring practices, standardized interview questions, blind resume reviews, and establish internship/apprenticeship pipelines for early-career professionals from historically excluded communities

Our retention goals focus on keeping talented employees engaged and reducing turnover, especially among underrepresented groups. We will achieve this by improving employee engagement and satisfaction scores through regular surveys and responsive action plans, build upon our already existing inclusive workplace culture initiatives, such as employee resource groups (ERGs) and monitor and reduce disparities across demographic groups.

We will work to provide equitable advancement opportunities within the organization, ensure transparency in promotion criteria and processes to reduce bias and favoritism, track and close promotion rate gaps between demographic groups, and work to create programs to support career advancement of high-potential employees from marginalized backgrounds.

NYC Aging strongly believes in developing its workforce. Our Professional Development Goals offer equitable access to training and development programs, including leadership and technical skill-building, require individualized development plans for all employees in collaboration with managers, and invest in upskilling/reskilling programs to prepare staff for evolving roles and technologies.

Planned Programs, Initiatives, Actions aimed at Workforce:

In FY 2026, NYC Aging is committed to advancing equity, diversity, and inclusion across all facets of our workforce. We recognize that underutilization is represented in our white males, and male in general and we will take proactive steps to address this underutilization in specific job groups within the agency. To address these disparities, the agency will continue to implement strategies that includes data-driven monitoring, strategic partnerships, and targeted outreach. NYC Aging will continue to use quarterly CEEDS Utilization Reports and EEO Dashboards to monitor workforce composition, track progress on diversity goals, and identify trends in underutilization. These tools will help guide data-informed decision-making in real time and ensure that our interventions are responsive and targeted.

The EEO Office will work closely with the Office of Human Resources to review and revise job postings and qualifications to remove potential barriers and ensure inclusive language, ensure that hiring panels are diverse and trained in bias awareness, and Outreach efforts to ensure diverse applicant pools.

Additionally, we will participate in job fairs hosted by organizations that serve diverse communities, as well as virtual hiring events targeting neighborhoods that have historically had limited access to City employment opportunities. We will also engage in university career fairs, including those held at CUNY campuses, and Hispanic-Serving Institutions.

Progress toward eliminating underutilization will be tracked through quarterly updates to executive leadership. Recruitment outcomes will be assessed against hiring goals, and any persistent gaps will trigger further review and intervention.

Beyond recruitment and hiring, our agency is investing in broader equity, diversity, and inclusion efforts, including:

- Multigenerational Workforce Initiatives: Hosting dialogue forums where employees from different age groups can exchange perspectives and build mutual understanding.
- Supporting Employee Resource Groups (ERGs) that focus on race, ethnicity, disability, age, and veteran status to provide feedback on policies and inform training.
- Anti-Racism Action Framework: Educate community partners, elected officials, schools and youth organization by expanding our anti-racism learning series to include policy reviews, equity audits, and restorative practice sessions.

NYC Aging partnered with the MTA on a campaign to advertise Anti-Ageism messages in NYC Subways. We also anticipate following our previous benchmark of introducing our pioneer Anti-Ageism Resource guide to other schools through NYC.

The success of our FY 2026 strategy requires a coordinated effort across all departments, including Human Resources, EEO, executive leadership, and program offices. Through intentional data analysis, targeted outreach, capacity-building, and an agency-wide commitment to equity, we will work diligently to eliminate underutilization and ensure an inclusive, high-performing workforce.

NYC Aging will use its community-based events to advertise civil services exams and recruit prospectives in communities that may be hard to reach otherwise. We continue to be mindful of underutilized groups and increase efforts to reach those individuals. Our recruitment efforts will also include technology-driven, staff referral, and our internal internship collaboration with CUNY.

B. WORKPLACE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workplace and cultural environment.

1. Launch an annual DEI Champions Recognition Program to honor employees who actively promote equity, inclusion, and cultural awareness in the workplace. Honorees are nominated by peers and acknowledged at agency-wide meetings and in internal newsletter.
2. Strengthen internal career development services with the creation of targeted career coaching sessions for underrepresented staff.
3. Continuation of the of the leadership initiative with a new cohort of supervisors from diverse backgrounds.
4. Publish a monthly DEI Spotlights highlighting cultural observances, employee stories, and inclusive practices. These communications will help to build awareness and foster an inclusive agency culture.
5. Achieve a 100% completion rate for mandatory annual EEO and DEI training across all staff.
6. Through intentional and measurable actions, NYC Aging continues to foster an inclusive workplace culture rooted in equity and anti-racism. By integrating inclusive practices across hiring, employee development, communication, and cultural engagement—and by centering age and identity inclusivity—the agency ensures that its values are reflected in every aspect of its operations.

Planned Programs, Initiatives, Actions aimed at Workplace:

NYC Aging is committed to building an inclusive, equitable workplace free of racism where all employees—regardless of age, race, background, identity, or ability—feel seen, heard, and supported. We continue to advance equity, inclusion, and anti-racism across all agency programs and activities. Our agency recognizes that fostering a truly inclusive workplace and service environment requires intentional strategies that address ageism,

racial bias, underrepresentation, and generational engagement. The following initiatives reflect our agency's commitment to these priorities:

To reinforce a culture of inclusivity and shared responsibility, NYC Aging will launch an annual DEI Champions Recognition Program to honor employees who actively promote equity, inclusion, and cultural awareness within the agency.

- Employees are nominated by peers and acknowledged at agency-wide meetings and in the internal newsletters.
- The program highlights contributions from staff across all age groups and backgrounds, with specific efforts to ensure older and long-tenured employees are recognized.
- Continue to strengthen career development opportunities by launching targeted career coaching for underrepresented staff, including racial minorities, individuals from non-traditional backgrounds, and those in mid- or late-career stages.
- The continued expansion of our leadership initiative with a new FY26 cohort of supervisors from diverse backgrounds. This initiative ensures that leadership pathways are inclusive of age-diverse and culturally diverse candidates, creating a leadership pipeline that reflects our employees.
- Our monthly DEI Spotlights will highlight cultural observances, employee experiences, inclusive practices, and important dates that reflect the diversity of our workforce and the communities we serve. This communication amplifies the voices of employees from all walks of life—including older adults and long-serving staff—to foster agency-wide awareness and belonging.
- We promote intergenerational dialogue and participation in diversity events to ensure that DEI is a shared value embraced across age groups.
- NYC Aging ensures that all agency worksites and meeting spaces are physically and digitally accessible, in compliance with ADA standards.
- The Internships and Youth Workforce Engagement Unit actively implements special initiatives that advance equity, inclusion, and anti-racism within our programs and agency-wide efforts and creating inclusive spaces that foster mutual learning and respect across generations.
 - Bridge generational divides by intentionally creating spaces for both early-career youth and experienced professionals to collaborate. We work closely with community-based organizations, CUNY campuses, and local high schools to ensure that recruitment efforts intentionally include students from underrepresented racial and ethnic groups, youth with disabilities, LGBTQ+ youth, multilingual learners, and those from low-income or immigrant backgrounds.
 - Our youth programs incorporate training modules that promote anti-racist practices, cultural awareness, and inclusive workplace behaviors
 - Programmatic content and structure are shaped by participant feedback, ensuring that diverse voices—especially from marginalized youth populations—are centered in shaping their work-based learning experiences. We also routinely review and update policies and practices to ensure they are equitable, anti-racist, and responsive to emerging needs.

- ☒ Promote employee involvement by supporting Employee Resource Groups (ERGs).
List below the names of existing ERGs:

1. WECAN (Wellness Engagement Culture Action Network)
2. Welcome Wagon
3. Disability Awareness Group
4. Wellness Group
5. Cultural Awareness Group

- ☐ Agency does not presently have any ERGs.

- ☒ Agency will create and leverage equity and inclusion programs through its Diversity and Inclusion Officer and/or a Diversity Committee

- ☐ Agency has an active Diversity Committee/Council

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

- ☒ Agency will continue to fulfill its obligation to inform employees of their rights and protections under the New York City EEO Policy

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

C. COMMUNITY and EQUITY, INCLUSION and ANTI-RACISM

State your Agency's general goals and strategies to enhance DEI and EEO in areas of Community and Anti-Racism.

NYC Aging is committed to fostering inclusive, equitable, and anti-racist communities through education, empowerment, and advocacy thus ensuring access to programs and services for all New Yorkers. Our DEI and EEO strategies aim to dismantle systemic barriers, reduce discrimination, and ensure equal opportunities for all, especially historically marginalized populations. In the context of Community and Anti-Racism, we focus on addressing ageism as a form of discrimination often overlooked in racial and equity dialogues.

Office of Interagency Collaboration & Innovation

Institute Anti-Ageism Education in Public Schools to Combat age-based discrimination by raising awareness early in life through education. Strategies include:

- Develop and implement an ageism-awareness resource guide in the nation's largest public school system.
- Collaborate with educators, anti-ageism experts, and community leaders to integrate intergenerational learning opportunities.
- Use age-inclusive language and representation in classroom materials to foster respect for older adults.

Empower Older Workers Through Rights-Based Training to promote equitable workplace access and protect older individuals from age discrimination. Strategies include:

- Deliver targeted training for older adults re-entering the workforce on their rights under the NYC Human Rights Law and other EEO protections.
- Provide culturally responsive resources that address intersectional issues of age, race, and socioeconomic status in employment discrimination.

Division of Programs:

The Foster Grandparent Program (FGP) will advance its community goals for 2026 by mobilizing approximately 222 older adults who volunteer across 60 sites in 33 Taskforce on Racial Inclusion and Equity (TRIE) communities. Through meaningful intergenerational engagement, these volunteers will support youth development while enhancing their own social connectedness, sense of purpose, and civic engagement. By aligning elder volunteerism with local priorities in education, wellness and mutual support, the FGP model will contribute to stronger, more resilient communities.

NYC Aging's commitment to DEI and anti-racism is embedded in both internal practices and external service delivery. The agency uses the following five strategic focus areas to frame its efforts:

1. NYC Aging allocates resources and program support to communities experiencing systemic barriers, including older adults who are low-income, limited-English proficient, isolated, or part of historically marginalized racial and ethnic groups.
2. Programs are tailored to reflect the cultural, religious, and linguistic diversity of the city's older adult population. This includes offering materials in multiple languages, employing multilingual staff, and ensuring that services are relevant and respectful to diverse traditions and values.
3. NYC Aging actively builds partnerships with grassroots organizations, faith-based institutions, and cultural associations to better reach underserved communities. The agency also hosts and participates in community events and forums to raise awareness and invite feedback from populations historically excluded from mainstream services.
4. Regular audits, feedback tools, and equity metrics are used to assess the effectiveness of programs in meeting the needs of diverse populations. This ensures transparency and accountability in delivering person-centered, bias-free services.
5. NYC Aging recognizes that a diverse workforce strengthens our ability to serve all New Yorkers. The agency supports inclusive hiring, professional development, and retention practices, and works closely with the Office of Human Resources to ensure that recruitment strategies reach candidates from underrepresented communities.

NYC Aging continues to create opportunities for community-based partners to deliver services to older adults and caregivers across all five boroughs through the release of Requests for Proposals (RFPs).

In addition, NYC Aging actively engages older adults, caregivers, and service providers to gather feedback and input. This participatory approach helps build stronger community connections and ensures that equity and inclusion remain central to all program planning and implementation.

Bureau of External Affairs

1. NYC Aging is committed to strengthen engagement with underserved communities. We are committed to continued and intentional outreach to communities of color, high-poverty neighborhoods, and historically marginalized groups. Our goal is to ensure that older adults in these communities are aware of, and can access, the full range of aging services and benefits. This includes personalized support to help navigate available programs and connect with other relevant city services.
2. Continue fostering cross-agency collaboration with the Mayor's Office, other city agencies, and the Cabinet for Older New Yorkers to increase visibility and promote NYC Aging events, benefit registration drives, forums, and town halls. These collaborations ensure that information and services are equitably distributed and that the voices of all older New Yorkers are included in program development and delivery.
3. We actively support external partners, community-based organizations, and advocates who focus on serving marginalized populations. By amplifying their efforts and aligning our initiatives, we aim to close gaps in service delivery and ensure that individuals traditionally excluded from government programs have equitable access to resources, supports, and benefits or entitlements.
4. Inclusive community engagement, education, outreach, and educational events to engage older adults and their caregivers in all racial and ethnic groups, LGBTQIA+ individuals, people with disabilities, and those from low-income and rural communities.
5. Build and sustain partnerships with grassroots organizations, faith-based entities, cultural institutions, and trusted community leaders. Leverage these partnerships to enhance trust and expand reach within historically excluded communities.
6. Expand language access services and provide culturally appropriate materials to better serve non-English speaking beneficiaries while increasing the availability of interpretation services at external events to ensure full participation.
7. Create meaningful volunteer opportunities for older adults, including retirees, across NYC Aging programs. Recognizing and leveraging the experience and contributions of older workers to enrich program delivery and community impact.
8. Recruit, train, and support a diverse group of staff and volunteers that reflect the communities we serve and values diversity across all dimensions, including age, race, ethnicity, gender identity, ability, and socioeconomic backgrounds.

Planned Programs, Initiatives, Actions aimed at Community, Equity and Anti-Racism:

Office of Interagency Collaboration & Innovation

- In partnership with NYC Public Schools and through the Cabinet for Older New Yorkers, NYC Aging is implementing a pioneering Anti-Ageism Resource Guide to educate students on the harmful effects of ageism and promote age-inclusive attitudes. This initiative launched as a pilot program in Brooklyn South high schools, with plans to expand citywide to kindergarten through 12th grade (K–12). The guide provides educators with tools to integrate intergenerational learning, challenge stereotypes about aging, and foster respect for older adults from an early age. This effort supports long-term cultural change by embedding equity and anti-ageism principles into the foundational education of NYC's youth.

- To advance workplace equity and protect older New Yorkers from discrimination, NYC Aging collaborates with the NYC Commission on Human Rights to deliver training sessions on the NYC Human Rights Law, with a focus on Age Discrimination in Employment. These trainings are specifically designed for older adults participating in NYC Aging's employment programs who are seeking to re-enter the labor force. The initiative ensures that older jobseekers understand their legal protections, can recognize discriminatory practices, and are equipped to advocate for themselves in the workplace. This collaborative approach not only strengthens individual empowerment but also contributes to a more inclusive and age-equitable labor market in New York City.

Planned Initiatives through the Division of Programs.

- The Foster Grandparent Program (FGP) continues to advance equity and inclusion through its expanded "Training Academy"—a dynamic, year-round platform accessible to all volunteers. The Academy offers inclusive, culturally responsive training content and will continue to grow with new resources, tools, and interactive activities. By diversifying its training modules, FGP supports volunteer wellness and empowerment across four key areas: health and wellness, childhood development, digital literacy, and anti-ageism. This approach not only enhances the effectiveness of intergenerational service but also centers equity, combats age-related bias, and deepens community engagement.
- NYC Aging prioritizes culturally competent service delivery by seeking providers in our Requests for Proposals (RFPs) who demonstrate an understanding of the unique needs of the communities they serve. Preference is given to providers who hire staff from within those communities, helping to ensure both cultural relevance and community trust.
- In upcoming RFPs for the Bureau of Community Services (BCS), we are exploring requirements for halal and kosher meals where appropriate, in addition to the existing requirement that all programs provide meals that are culturally relevant to the populations they serve.
- HDM providers are required to offer a variety of menus that reflect the cultural and dietary preferences of older adults. Our nutrition team works closely with providers to review and improve menus to ensure they meet the cultural and nutritional needs of diverse participants.
- In partnership with the Office of Human Resources (OHR), BCS has revised minimum job qualifications to expand eligibility and attract a more diverse pool of applicants for roles such as nutritionists and program officers. Outreach efforts are underway to promote these opportunities and encourage applications from candidates representing underrepresented communities.
- NYC Aging is preparing to release a concept paper outlining a new Caregiver Program. This initiative will be followed by focus groups to gather input from community providers, helping shape the direction of the program. Ultimately, NYC Aging plans to issue a Request for Proposals (RFP) for Caregiver Services.
- In parallel, NYC Aging is partnering with Ideas42's behavioral design team to improve service uptake among caregivers. This collaboration includes an in-depth qualitative study to identify the behavioral and structural barriers preventing caregivers from enrolling in full services after receiving initial information and assistance. Based on their findings, the team will provide recommendations to help address these barriers and enhance caregiver engagement.

Planned Initiatives through the Bureau of External Affairs/Press and Public Information

NYC Aging is committed to embedding equity, inclusion, and anti-racism into all agency operations, outreach, and public-facing programs. Our initiatives focus on creating accessible, inclusive environments for older adults from all communities while engaging a diverse cross-section of stakeholders, including non-traditional minority groups and older agency employees. Our initiatives include Community Conversations and Town Halls, providing a platform for older New Yorkers, especially from underrepresented communities, to share concerns, ask questions, and offer feedback. These events foster direct dialogue between residents, agency leadership, and community partners, helping to inform policy and program priorities with an equity lens. The Our Annual Plan Summary Hearings are open, inclusive forums that solicit public input on service priorities and program performance. Targeted outreach ensures participation from traditionally underserved communities, non-English speakers, and non-traditional minority groups, reinforcing our commitment to transparency and inclusive planning. We conduct NYC Aging 101 seminars tailored for elected officials and their staff to deepen understanding of aging services, barriers to access, and the unique needs of older adults in marginalized communities. These sessions emphasize racial equity, age inclusivity, and how elected leaders can support older residents more effectively.

- Utilize disaggregated demographic data to inform outreach strategies, with a focus on underserved ZIP codes and communities.
- Continue engagement with Houses of Worship and Faith-Based Organizations that serve diverse and historically marginalized populations.
- Increase collaborative outreach with city agencies such as:
 - Mayor's Office of Immigrant Affairs (MOIA)
 - NYC Commission on Human Rights (CCHR)
 - Department of Education
- Expand the use of translated materials in multiple languages and ensure content is available in plain language formats tailored to aging individuals, older adults, and caregivers from all backgrounds.
- Actively participate in civic and cultural events including senior fairs and advocacy days to enhance visibility within diverse communities. Key events include:
 - Juneteenth
 - Hispanic Heritage Month
 - LGBTQ+ Pride
 - Disability Awareness Month
 - Senior Fairs and Advocacy Days
- Programs such as HHCAP, NY Connects, the Volunteer Program, and Aging Connect contact center will track utilization data to:
 - Identify service gaps
 - Improve access for underrepresented groups
 - Inform future outreach and service delivery strategies
- In Fiscal Year 2026, NYC Aging will launch a marketing campaign to inform and empower older adults to enroll in the Medicare Savings Program, which helps individuals with limited income pay for their Medicare costs and supports application renewals. The campaign will be multilingual and placed across a range of community and ethnic media outlets. In addition, we will actively pursue earned media coverage in community and ethnic media to reach the diverse population of older New Yorkers and raise awareness of its programs, events, and initiatives

In FY 2026, 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)
- ☒ Expand language services for the public

VI. Recruitment

A. Recruitment Efforts

The NYC Aging Office of Human Resources staff continues to review policies, procedures, and practices related to targeted outreach and recruitment. We will also utilize the 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.

NYC Aging will continue targeted outreach to colleges, universities, and community programs in hard-to-reach areas of NYC, utilize the CEEDS committee to identify underutilization of job groups, and expand social media outreach to attract diverse talent.

B. Recruitment for Civil Service Exams

If fiscally able to hire new employees and/or backfill open positions, the Career Counselor will provide employees with information, advice and counseling on promotional opportunities, transfers, civil service examinations and career development. We will also provide guidance to employees regarding protocols for applying for job vacancies. We will advise employees of scheduled examinations, protocols for examination filing and follow-up with employees regarding list appointment procedures. In addition, we would meet with employees to assess their skills, education, experience, and career goals to ensure that these are paired with the best opportunities available.

During FY 2026 and going forward, NYC Aging will send annual communication to employees on the identity/type of guidance available from the Career Counselor. Notification will be made via all staff emails and posting them on bulletin boards and the agency Intranet.

NYC Aging's Career Counseling is available through the agency's Human Resources/Training and Professional Development unit to assist employees in making informed decisions regarding their professional development. NYC AGING's career counselor information and contact information are available on the agency intranet. The intranet provides all the topics covered by the career counselor during the counseling sessions. The career counselor planned duties for FY2026, and going forward will be to inform employees of the following:

- Civil Service

- Examination Process
- Hiring Process
- Promotional Opportunities

List any planned recruitment events for FY 2026 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Event Date	Event Name	Borough

List planned expenditures for FY 2026 related to recruiting candidates for open-competitive and promotion civil service exams.

Borough	Approximate Dollar Amount (\$)
Bronx	0.00
Brooklyn	0.00
Manhattan	0.00
Queens	0.00
Staten Island	0.00
Other (include online)	

C. Recruitment Sources

JobsNYC/Smart Recruiters

1. Mayor's Office for People with Disabilities
2. ACCESS-VR and NYSCB
3. LinkedIn
4. NYC Aging's social media
5. New York Urban League
6. NYC: ATWORK
7. Handshake – College recruitment source
8. DCAS citywide newsletter

D. Internships and Fellowships

NYC Aging offers internship/fellowship opportunities through the City University of New York (CUNY) Career Launch Program, CUNY Internship Program and Columbia University. Applications will be submitted for the CUNY Spring Forward Program; NYC Aging has hired interns at the completion of their program and will continue to do so when interest is expressed, and positions are available.

Describe your agency plans to recruit interns for FY 2026 and provide a brief outline of how they will help support your agency's mission. How will your internship program enhance the interns' professional development?

NYC Aging will continue its partnership the CUNY and Columbia University Internship Programs. We are currently working to include the CUNY Spring Forward Program. Our internship program is designed to significantly enhance the intern's professional growth by providing structured learning, practical exposure, and continuous mentorship. Interns will gain hands-on experience by actively participating in real organizational task, allowing them to apply theoretical knowledge in practical settings. With this experience, they will develop essential technical skills, improve their problem-solving abilities, and become more confident in navigating workplace environments.

The agency provided the following internship opportunities in FY 2025:

Type of Internship/Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	1	1-White	M __ F_1_ Non-Binary __ Other __ Unknown __
2. Public Service Corps	0		M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
5. Civil Service Pathways Fellows	0		M __ F__ Non-Binary __ Other __ Unknown
6. Other (specify): Apprenticeship	4	1-Black, 2 Hispanic 1 Asian/Pacific Islander	M_2_ F_2_ Non-Binary __ Other __ Unknown __

E. 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 and pass 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.

- Presently, the agency employs 2 [number] 55-a participant. [Enter '0' if none]
- There are 0 [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 0 [number] new applications for the program were received and 0 participant left the program due to [Reason].

☐ 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.

VII. Selection (Hiring and Promotion)

NOTE: This section must be prepared collaboratively among Agency EEO Officer, DEI Officer and Human Resources, and must describe the activities and future plans of Agency Career Counselors in A) below. EEO must respond to questions in C) below.

A. Career Counselors

Career Counselor advises employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities. The agency's Career Counselor plays a vital role in supporting employee career development, advancement, and mobility. Their core activities include individualized career counseling sessions, tailored workshops, and consistent communication of civil service opportunities.

Activities of the Career Counselor includes but are not limited to:

- One-on-One Career Counseling: Career Counselors provide individualized guidance to employees regarding career development, internal transfers, and promotional opportunities. These sessions help employees assess their skills, identify goals, and create development plans. Counselors also track and report counseling data.
- Civil Service Exam Preparation: Employees receive support in understanding civil service exam schedules, eligibility criteria, filing procedures, and preparation resources. Counselors help guide staff through the application process and connect them with relevant test preparation tools to enhance their chances of success.
- Transfer and Advancement Advising: Career Counselors assist employees in identifying opportunities for lateral moves or upward mobility across agency divisions and throughout City government.

- Workshops and Seminars: Sessions focus on résumé review, exam application processes, and understanding civil service titles and rules.
- Internal Communications: Regular email bulletins and internal postings inform staff of job openings, civil service exams, and professional development events.

B. New Hires and Promotions

In FY 2026, NYC Aging will continue to implement and strengthen equitable hiring and promotion practices to ensure transparency, fairness, and inclusivity across all staffing decisions. The following protocols and initiatives will guide appointment, promotion, and vacancy-filling efforts:

- All hiring managers are trained in Structured Interviewing to ensure objectivity and consistency in candidate evaluations.
- Selection for mid- and high-level discretionary positions follows a structured process involving:
 - Hiring managers trained in Selection Interviewing.
 - Coordination with the Mayor's Office of Appointments (MOA), in line with citywide vetting procedures for hiring and promotions.
- The agency maintains and will continue to review, revise, and/or develop a formal protocol for in-title promotions and salary increases.
- Promotion justifications must be included in all promotion requests.
- Criteria used to select and promote individuals into mid- and high-level positions will be continuously assessed for fairness and consistency.
- Announcements for all vacancies, including senior-level positions, will be publicly posted.
- The agency actively conducts outreach to networks representing underrepresented groups as part of ongoing recruitment efforts.
- Collaboration will continue with the Mayor's Office of Appointments to identify diverse talent pools and tap into additional networks for sourcing qualified candidates.
- Demographics of current employees will be compared to those of newly placed hires to monitor progress toward equity goals.
- The demographics of race, ethnicity, and gender for individuals receiving promotions and salary increases will be reviewed and analyzed regularly to ensure equitable practices.
- Demographic data is reported to both the Commissioner and Human Resources by the EEO Officer.
- The agency will monitor the impact of action plans on workforce composition, including changes in applications received and selection rates.
- When a vacancy occurs, the Chief Human Resources Officer (CHRO) and EEO Officer assess potential underutilization in the job group.
- Upon approval from oversight agencies (e.g., OMB), the position is posted in eHire.
- Interview questions are reviewed collaboratively by HR and the EEO Officer to ensure they are Job-related; Business necessity-based; and Compliant with EEO guidelines.
- Recruitment efforts are targeted to reach broadly qualified candidates, especially from identified underutilized groups.
- Resumes are screened to ensure minimum qualifications are met. Qualified applicants are forwarded for interviews.
- Post-selection, the resume of the selected candidate and a completed Interview Log are submitted to HR. The Interview Log includes ethnicity and gender of all applicants, including those not selected.

- The Commissioner is kept informed of demographic trends through regular updates from the DEI Officer.
- Applicant demographic profiles are tracked through eHire and reviewed via CEEDS Reports by the CHRO, EEO Officer, General Counsel, and DEI Officer to identify any adverse impacts on underutilized job groups.
- Once reviewed, the selected candidate proceeds to onboarding.

C. EEO Role in Hiring and Selection Process

In FY 2026, the agency EEO Officer will do the following:

- ☒ Ensure that all vacancy announcements include the revised NYC EEO Anti-Discrimination Statement.
- ☒ Be available for consultation on vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns as well as language that is age-inclusive).
- ☒ Refer hiring managers to Structured Interviewing and Unconscious Bias training.
- ☒ Collaborate with Human Resources to review workforce metrics that inform broader outreach in recruitment efforts and ensure recruitment strategy aligns with the diversity goals of the agency.
- ☒ Provide consultation 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.
- ☒ Assist the hiring manager if a reasonable accommodation is requested for an interview.
- ☒ Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- ☒ Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log and/or SmartRecruiter reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- ☒ Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- ☒ Other: Conduct Structured Interviewing Training for hiring managers and supervisors.

D. 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?

- ☒ 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 2026.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, ethnic, gender, age groups, and people with disabilities.
- ☒ Where layoffs or terminations would have a disproportionate impact on any protected category 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).

VIII. Training

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Annually (Cycle 3 must be completed by June 30, 2026.)	340 + College Aides, Interns Consultants	12/2025
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Annually (Cycle 3 must be completed by June 30, 2026.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2025 – August 31, 2026)	340 + College Aides, Interns Consultants	12/2025
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 7 runs between September 1, 2025 – August 31, 2026)		12/2025- 2/2026
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	340 + College Aides, Interns Consultants	12/2025
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees		
7. Disability Awareness and Etiquette		340 + College Aides, Interns Consultants	12/2025
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)		Hiring managers & supervisors	Ongoing quarterly
9. Other (specify) EEO Training for New Hires		New Hires	Ongoing
10. Other (specify)			

IX. Reasonable Accommodation

- ☒ 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.
- ☒ Absent any undue hardship, the agency provides reasonable accommodations for disability; religious observances; victims of domestic violence, sex offenses and stalking; and pregnancy, childbirth, or related medical conditions.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency adheres to the City's Reasonable Accommodation Procedural Guidelines published in July 2024.
- ☒ The agency initiates the cooperative dialogue within 10 days from notice of a Reasonable Accommodation need or request.
- ☒ The agency sends a written reminder to the individual at least 10 business days before an accommodation is set to expire.
- ☒ The agency issues a written notice of any decision granting or denying an accommodation and all appeal rights within 15 days from the conclusion of the cooperative dialogue.
- ☒ When necessary, in certain time-sensitive circumstances the agency conducts an expedited review and grants or denies request in less than 15 days.
- ☒ The Agency Head or designee reviews and grant or deny issues a written determination on appeals within fifteen (15) business days after submission of the appeal.
- ☐ If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the Agency Head's designee³ : _____
 - ☐ The designee reports directly to the Agency Head.
- ☒ The agency enters all the Reasonable Accommodation requests and determinations in the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and updates the information as needed.

³ **To avoid conflicts of interest, the EEO Officer or General Counsel cannot be designated** to review appeals of reasonable accommodation decisions.

X. Compliance and Implementation of Requirements Under Local Laws and Mayoral Executive Orders

A. 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 7 – September 1, 2025 – August 31, 2026) as indicated in the Section VII Training above.

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

- ☒ The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- ☒ The agency will input sexual harassment complaint data, as well as all other types of complaints, 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.

C. Local Law 121 (2020): Age Discrimination Training; Local Law 14 (2024): Anti-racism and Anti-racial Discrimination Training

- ☒ The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- ☒ The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 3: July 1, 2025 – June 30, 2026) as indicated in the Section VIII Training above.

D. Local Law 27 (2023): Access to Workplace Facilities

- ☒ Employees have access to gender appropriate bathrooms and lactation rooms.
- ☒ Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2025.

- ☐ Reassignment
- ☒ Modification of Work Schedule
- ☒ Flexible leave
- ☒ Modification or Purchase of Furniture and Equipment
- ☒ Modification of Workplace Practice, Policy and/or Procedure
- ☐ Grooming/Attire

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2026

- ☒ List of diversity and inclusion training for FY 2026 is included in section VII of this annual plan.

NYC Aging will ensure all staff are trained on the city's mandated training, Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees.

F. Local Law 27 (2023): Workforce Information Report for FY 2025

- ☒ The agency will submit the mandated annual report with workforce information to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission by September 30, 2025.

G. Local Law 28 of (2023): Diverse Recruitment and Retention in City Government

Under Local Law 28 (2023), agencies must provide information about agency-specific training programs that are required for, or relevant to, an applicant's appointment to a position based on an open-competitive or promotional civil service examination. Additionally, agencies must provide information on expenditures related to recruiting candidates for open competitive and promotional civil service examinations, a list of recruiting events to promote open-competitive civil service examination and a list of any preparatory materials developed for applicants or potential applicants for open-competitive and promotional civil service examinations. The deadline for submission of this information is the same as for the submission of the Annual Plan].

- ☒ The agency submitted all information required by Local Law 28 for FY 2025 using the form and templates provided.

H. 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 current Cycle 5 runs from April 1, 2024, to March 31, 2026.

- ☒ The agency plans to train all new employees within 30 days of start date.
- ☒ All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the second year of the training cycle, 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 single-sex facility (e.g., 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.

XI. Audits and Corrective Measures

- ☒ The agency is NOT currently subject of an audit conducted by NYC Equal Employment Practices Commission (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 CEI an amendment letter, which shall amend the agency plan for FY 2025 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 corrective actions 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.]

XII. Agency Head Affirmation and Signature

This annual Diversity, Equity, Inclusion and Equal Employment Opportunity Plan (“EEO Plan”) is hereby submitted and adopted for implementation pursuant to New York City Charter §815(a)(19)⁴

In addition, pursuant to New York City Charter § 815(i), the agency will submit quarterly reports reflecting the agency’s efforts during the previous quarter to implement the agency’s EEO Plan.

Lorraine Cortes-Vazquez
Print Name of Agency Head

Lorraine Cortes-Vazquez

Signature of Agency Head

11/26/2025
Date

⁴ Agencies shall file copies of their finalized EEO Plans with the Mayor, City Council, Equal Employment Practices Commission (EEPC), and City Civil Service Commission, and make EEO Plans available for reasonable public inspection.

Appendix A: Contact Information for Agency EEO Personnel and Career Counselors*

Agency EEO Office mailing address:

2 Lafayette Street, 9th Floor
New York, NY 10007

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Eric Rivera	Erivera@aging.nyc.gov	212-602-7760
4.	Chief Diversity Officer/ Chief MWBE Officer per E.O. 59	Erkan Solak	ESolak@aging.nyc.gov	212-602-4280
5.	ADA Coordinator	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
6.	Disability Rights Coordinator	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
7.	Disability Services Facilitator	Sandy March Heava Lawrence-Challenger	Smarch@aging.nyc.gov Hlawrence@aging.nyc.gov	212-602-4143 212-602-6926
8.	55-a Coordinator	Leon Madramotoo	Lmatramotoo@aging.nyc.gov	212-602-4409
9.	EEO Investigator(s)			
10.	EEO Counselor(s)	Eric Rivera Dianna Maus Abubaker Daud	erivera@aging.nyc.gov dmaus@aging.nyc.gov ADaud@aging.nyc.gov	212-602-7760 212-602-7759 212-602-4488

11.	EEO Training Liaison(s)	Heava Lawrence-Challenger	Hlawrence@aging.nyc.gov	212-602-6926
12.	Career Counselor(s)*	Justin Richards	Jrichards@aging.nyc.gov	212-602-44656
13.	Other (specify)			