

Local Law 2 (2023)

2025 Report

Annual Report on the Civil Service Ambassador Program

Reporting period: Fiscal Year 2025

Submission Date: December 31, 2025

I. Introduction

This report is submitted pursuant to Local Law 2 of 2023 (LL2), which requires the Department of Citywide Administrative Services (DCAS) to establish and implement the Civil Service Ambassador Program to provide education and outreach at civil service pathways locations. LL2 defines a civil service pathway as any facility or program operated, funded, or contracted by the City that serves a population that DCAS determines could benefit from access to civil service information, such as high schools, colleges, trade schools, mental health and social work programs, juvenile justice facilities, foster care programs, shelters, and drop-in centers.

Education and outreach must include presentations conducted by current or former civil service employees, and the distribution of educational materials. These presentations and outreach materials should explain the benefits of joining the civil service system, the requirements, instructions and timelines applicable to civil service examinations (including exam fees and fee waivers), and the post-civil service examination process. DCAS must also include information on opportunities to seek review of civil service examination results, certification for eligible candidates, interviews, and employment offers.

LL2 mandates that DCAS deliver a minimum of 10 presentations each quarter, ensuring at least one presentation takes place in every borough each quarter. In addition, DCAS must make best efforts to distribute educational materials on the civil service process to as many civil service pathways as feasible. These resources are also available on DCAS' website for broader accessibility.

DCAS' Office of Citywide Recruitment (OCR) must submit an annual report to the Mayor and the Speaker of the Council by December 31. LL2 requires that each report detail the outreach activities completed in the prior fiscal year along with any additional education and outreach performed.

In Fiscal Year 2025 (FY25), OCR engaged in 308 outreach events, connecting with over 15,000 participants. Of these events, a total of 178 were held specifically with civil service pathways and featured presentations on the City's civil service and hiring process as outlined in LL2.

II. Overview

The Civil Service Ambassador Program, established under LL2, is administered by the OCR. Since its creation in 2015, OCR has led citywide recruitment strategies that promote the City of

New York as an employer of choice, with a focus on cultivating a highly skilled, diverse, and inclusive workforce.

OCR strives to develop a diverse and inclusive workforce pipeline for City agencies by conducting broad outreach to inform historically underserved and underrepresented communities about city government careers, the civil service system, and examination processes. From its inception through June 30, 2025, OCR participated in over 2,300 events, engaging with more than 138,000 individuals. OCR also supports agencies with innovative recruitment strategies, providing guidance on diversity and inclusion best practices, and extends outreach to build pathways into government careers, including targeted support for qualified individuals with disabilities through initiatives such as the 55-a program.

In alignment with its mission, OCR maintains active partnerships with educational institutions, workforce development organizations, community-based groups, and elected officials. Each month, OCR conducts outreach activities ranging from career fairs and agency panel discussions to *Civil Service 101 (CS101)* workshops, ensuring New Yorkers have access to the resources needed to pursue City employment.

The growing demand for virtual programming has further expanded OCR's reach, allowing the office to adapt its outreach strategies to meet participants where they are. By integrating both in-person and online formats, OCR continues to strengthen its role as a bridge between city government and the communities it serves.

I III. Outreach Activities

Civil Service 101 Information Sessions

CS101 sessions are designed to explain the components of the civil service system and guide participants step-by-step through the process of securing a career in city government. These sessions highlight the benefits of public service, introduce the multiple pathways into city employment, and provide a detailed overview of the hiring process. Topics include civil service examinations, eligibility requirements, application timelines, exam fees and available fee waivers, as well as post-examination procedures such as score notification, list certification, and appointment.

Participants also receive a guided demonstration of the City's employment platforms, including the NYC Jobs portal (nyc.gov/jobs) and the DCAS Examinations page (nyc.gov/exams). In this walk-through, attendees learn how to navigate the City's annual exam schedule, access Notices of Examination, and submit applications. The interactive format promotes direct engagement and ensures participants leave with practical knowledge about how to pursue city employment. Following each session, attendees are provided with a copy of the presentation, a Frequently Asked Questions (FAQ) sheet, and a concise *CS101* summary guide.

In addition to sessions open to the general public, OCR conducts tailored *CS101* presentations for current City employees. These sessions focus on the importance of civil service examinations for employees in provisional status, and how exams support career advancement within city government.

CityTalk Panel Discussions

CityTalk panel discussions provide a platform to showcase the personal stories and professional experiences of City employees while highlighting the breadth of career opportunities within government. Timed to align with heritage and awareness months, these events reflect DCAS' commitment to celebrating diversity, fostering inclusion, and presenting the City of New York as an employer of choice.

Panelists share their individual journeys into civil service and the contributions they make to sustaining essential services. These conversations offer participants a deeper understanding of the many career paths available, demonstrating that there is no single path to public service.

CityTalk panel discussions also encourage participants to consider how their skills and experiences can translate into meaningful government careers.

Agency Spotlights

Agency spotlights are designed to provide participants with a closer look at the missions, services, and workforce needs of individual City agencies. By highlighting the essential functions and roles of each agency, these events broaden public awareness of how city government operates and underscores the impact of public service careers. Agency spotlights provide participants with an informed view of the varied career opportunities available across agencies, while also strengthening connections between agencies and potential candidates.

Career Fairs, Resource Fairs and Hiring Halls

OCR actively participates in career fairs, resource fairs, and hiring halls throughout the five boroughs as part of its mission to connect New Yorkers with employment opportunities. Hiring halls are particularly important in neighborhoods with higher-than-average unemployment rates. This provides residents with direct access to job opportunities, workforce development programs, training resources, and public benefits.

At these events, OCR representatives provide information on civil service careers, including details on exam schedules, exam preparation resources, and application procedures. These fairs and hiring halls create direct engagement between job seekers and city government, helping to expand the pipeline of diverse candidates interested in public service.

Other Events/Pathways Outreach

Beyond its major initiatives, OCR participates in workshops, information sessions, and panel discussions organized by educational partners, community organizations, professional associations, and elected officials. These collaborations extend outreach to new and diverse audiences, furthering OCR's mission to expand access to city employment opportunities and ensure that New Yorkers are informed about the civil service system.

IV. Educational Materials

DCAS produces and distributes a range of informational resources to guide prospective candidates through the civil service process. Chief among these is the monthly *NYC Jobs Newsletter*, which reaches more than 200,000 subscribers—including participants from OCR events, individuals who subscribe through the DCAS website, and career services partners across educational institutions and community-based organizations. The newsletter provides timely updates on City job openings, civil service exam schedules, and upcoming recruitment events, serving as a critical tool for job seekers navigating the application process.

In addition to the newsletter, OCR distributes a suite of printed and digital resources at events. These include CS101 FAQ sheets, the annual examination schedule, and brochures that outline the civil service process and direct individuals to key online resources such as the City's job board and examination portal. Instructional videos on how to create an Online Application System (OASys) account further support candidates preparing to apply for civil service exams. Collectively, these materials ensure that job seekers have access to accurate, practical information at every stage of their journey.

V. Civil Service Pathways Outreach Summary

The tables below summarize the number of outreach events conducted by OCR within the civil service pathways defined by LL2. In FY25, OCR nearly doubled its engagement across these pathways, conducting a total of 178 events compared to 95 in Fiscal Year 2024 (FY24), an increase of over 85 percent.

Report Tables

Table 1: FY24 Civil Service Pathway Outreach Events

Key areas of growth included high schools, which saw a threefold increase from 13 to 43 events, and adult workforce and career training programs, which more than tripled from 11 to 27 events. Outreach to adult reentry programs also expanded five-fold, from two events in FY24 to 10 in FY25. Several pathways that had no recorded events in FY24 were newly engaged in FY25,

including mental health programs (five events), foster care programs (three events), and juvenile justice facilities (four events). Other categories, such as shelters, trade schools, and youth workforce programs, also experienced notable increases, reflecting OCR's commitment to reaching historically underserved populations.

Overall, FY25 demonstrates OCR's enhanced capacity to connect with a wide range of civil service pathways, while maintaining ongoing engagement with colleges/universities and citywide recruitment events. These efforts underscore OCR's strategic approach to broadening access to civil service careers and strengthening workforce pipelines across New York City.

Civil Service Pathway	Total Events FY24	Total Events FY25
Adult Reentry Programs	2	10
Adult Workforce and Career Training Programs	11	27
Colleges/Universities	15	19
DCAS Office of Citywide Recruitment*	28	25
Drop-In Centers	1	4
Foster Care Programs	--	3
High Schools	13	43
Juvenile Justice Facilities	--	4
Mental Health Programs	--	5
Shelters	2	7
Social Work Programs	4	6
Trade Schools	1	4
Youth Workforce and Career Training Programs	3	8
Other**	15	13
TOTAL	95	178

* In addition to events in partnership with the above civil service pathways, OCR hosts monthly citywide events to broaden community outreach and create greater access to underserved communities.

** “Other” includes events that were conducted in partnership with other City agencies and community boards.

Table 2: FY24 Civil Service Pathway Outreach Events by Borough

OCR made substantial gains in FY25, significantly expanding its outreach across all boroughs. A total of 114 in-person LL2-eligible events were conducted across the five boroughs, compared to 48 in FY24.

Additionally, OCR nearly doubled its outreach efforts in the Bronx, increasing from 10 events in FY24 to 19 in FY25. Brooklyn almost doubled its events, rising from 14 to 26, while Manhattan grew from 14 to 24 events. Queens experienced the largest progress, growing from seven to 38 events—an increase of more than 400 percent. Staten Island also expanded its participation, growing from three events in FY24 to seven in FY25.

Several boroughs reflect expanded engagement with populations that OCR has not previously reached. For example, juvenile justice facilities and foster care programs were engaged in FY25, establishing new connections that OCR will continue to develop over time. Mental health programs were also engaged in the Bronx and Manhattan for the first time. These efforts demonstrate OCR’s commitment to broadening access and building sustainable connections across historically underserved communities.

Civil Service Pathway	Bronx	Brooklyn	Manhattan	Queens	Staten Island
Adult Reentry	1	1	-	6	-
Adult Workforce and Career Training Programs	2	5	3	6	4
Colleges/Universities	-	1	5	1	-
DCAS Office of Citywide Recruitment (OCR)	-	-	2	-	-
Drop-In Centers	-	-	2	-	2
Foster Care Programs	-	1	-	1	-

High Schools	11	7	5	15	1
Juvenile Justice Facilities	1	3	-	-	-
Mental Health Programs	3	-	2	-	-
Shelters	-	1	1	3	-
Social Work Programs	-	1	1	-	-
Trade Schools	-	-	-	3	-
Youth Workforce and Career Training Programs	-	4	1	3	-
Other	1	2	2	-	-
FY25 Total by Borough*	19	26	24	38	7
FY24 Total by Borough	10	14	14	7	3

* Sixty-four additional events were held on hybrid or virtual platforms, reaching participants from multiple boroughs and further broadening the reach of OCR's programming. While these achievements reflect increased capacity and strategic planning, OCR continues to identify opportunities to enhance engagement in underrepresented areas and with populations that remain harder to reach.

V. Conclusion

The substantial increase in pathway and borough-specific activities demonstrates OCR's continued commitment to broadening its reach and addressing the unique needs of communities across New York City. In FY25, OCR expanded engagement with several populations that had limited engagement in the prior year, including juvenile justice facilities and foster care programs, allowing the office to reestablish and strengthen relationships over time. Additionally, mental health programs were engaged in select boroughs for the first time ever, reflecting OCR's ongoing efforts to diversify outreach across civil service pathways.

Borough-level engagement also grew, with notable expansions in all five boroughs, while additional hybrid and virtual events further extended OCR's reach citywide. These achievements

illustrate DCAS' strategic approach to enhancing access to civil service careers for historically underserved and underrepresented communities.

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