



Human Resources
Administration
Department of
Homeless Services

Department of
Social Services



Diversity & Equity

DSS – HRA – DHS

OFFICE OF DIVERSITY AND EQUITY

NYC COALITION ON THE CONTINUUM OF CARE

Ariel Emmanuel – Gender Equity Liaison – She/Her

NYC Department of Social Services

The New York City Department of Social Services (DSS) is comprised of the NYC Human Resources Administration (HRA) and the Department of Homeless Services (DHS). Through integrated management and shared services, DSS can serve New Yorkers more effectively and meet clients' complex service needs.

HRA is dedicated to fighting poverty and income inequality by providing New Yorkers in need with essential benefits such as Food Assistance and Emergency Rental Assistance. As the largest local social services agency in the country, HRA helps over 3 million New Yorkers through the administration of more than 12 major public assistance programs.

DHS is the largest organization of its kind committed to preventing and addressing homelessness in New York City. DHS works to prevent homelessness before it occurs, reduce street homelessness, and assist New Yorkers in transitioning from shelter into permanent housing. DHS remains committed to meeting its legal mandate to provide temporary emergency shelter to those experiencing homelessness in a safe and respectful environment.

DSS' Equity Statement

THE DEPARTMENT OF SOCIAL SERVICES (DSS) IS DEDICATED TO ENSURING THAT ALL NEW YORKERS ARE HEALTHY, HOUSED, AND FINANCIALLY SECURE TO LIVE SAFE AND SELF-DETERMINED LIVES.

DSS IS COMMITTED TO PROVIDING ALL EMPLOYEES, CLIENTS AND INDIVIDUALS WHO INTERACT WITH OUR AGENCIES A SAFE, HEALTHY, INCLUSIVE, AFFIRMING AND DISCRIMINATION-FREE ENVIRONMENT.

The Office of Diversity and Equity

DSS created the Diversity & Equity Office to advance the agency's collective efforts to increase diversity and equity across all levels of DSS-HRA-DHS.

The Diversity and Equity Office is charged with developing agency-wide policies on diversity and inclusion and ensuring that we are laser focused on the multiple factors that can impact diversity and equity in the workplace as well as in the services we provide.

The Diversity and Equity Office is empowered to develop and deliver innovative solutions to increase diversity across DSS-HRA-DHS through the creation of agency initiatives that address staff engagement, recruitment, and advancement as well as partner with all our programs in efforts to incorporate equity-informed practices into our service delivery.



**DIVERSITY
+ EQUITY**

Anti-Bias Trauma-Informed Training (ABTI)

DSS IS DEVOTED TO EQUIPPING STAFF MEMBERS WITH THE TOOLS TO SERVE OUR DIVERSE CLIENTS FROM THE VERY BEGINNING OF THEIR TENURE. WE HOPE THE NEW TRAINING INITIATIVES WILL BOLSTER THE ABILITY OF STAFF MEMBERS TO SUPPORT THEMSELVES, EACH OTHER, AND OUR CLIENTS; WHILE AT THE SAME TIME SENDING A POWERFUL MESSAGE OF OUR AGENCY'S COMMITMENT TO DIVERSITY AND EQUITY IN THE WAY IT RESPONDS SENSITIVELY TO OUR CLIENTS

*THIS TRAINING WILL BE ADMINISTERED TO ALL 17,000 STAFF ACROSS DSS-DHS-HRA.



Gender Equity Initiative

DEPARTMENT OF SOCIAL SERVICES



Gender Equity Initiative

The Department of Social Services (DSS)'s Gender Equity Initiative is responsible for ensuring our services are affirming and equitable for people regardless of their gender identity and/or expression.

This initiative aims to increase gender equity by creating “gender lens” to guide services and decrease barriers to access.

Overview of Gender Equity Work

Our approach to gender equity uses five main strategies to increase equitable policies and practices.



Implicit or Unconscious Bias

Implicit or Unconscious Bias

Implicit or Unconscious biases are social stereotypes about certain groups of people that individuals form outside their own conscious awareness.

Everyone holds *unconscious* beliefs about various social and identity groups, and these *biases* stem from one's tendency to organize social worlds by categorizing.

How Bias Affects Our Actions

Whether we are aware of it or not, unconscious and implicit bias affects who we interact with, how we interact with them, and our reasons for doing it.

So how do you stop yourself from falling prey to the dangers of unconscious bias?



The first step is simple – make the unconscious, conscious. By acknowledging the different types of unconscious bias, we can start to address them.

How Bias Affects Our Actions

- Yes, in reality our biases affects us and our decision-making processes in a number of different ways:
 - **Our Perception** – how we see people and perceive reality
 - **Our Attitude** – how we react towards certain people
 - **Our Behaviors** – how receptive/friendly we are towards certain people
 - **Our Attention** – which aspects of a person we pay most attention to
 - **Our Listening Skills** – how much we actively listen to what certain people say
 - **Our Micro-affirmations** – how much or how little we comfort certain people in certain situations

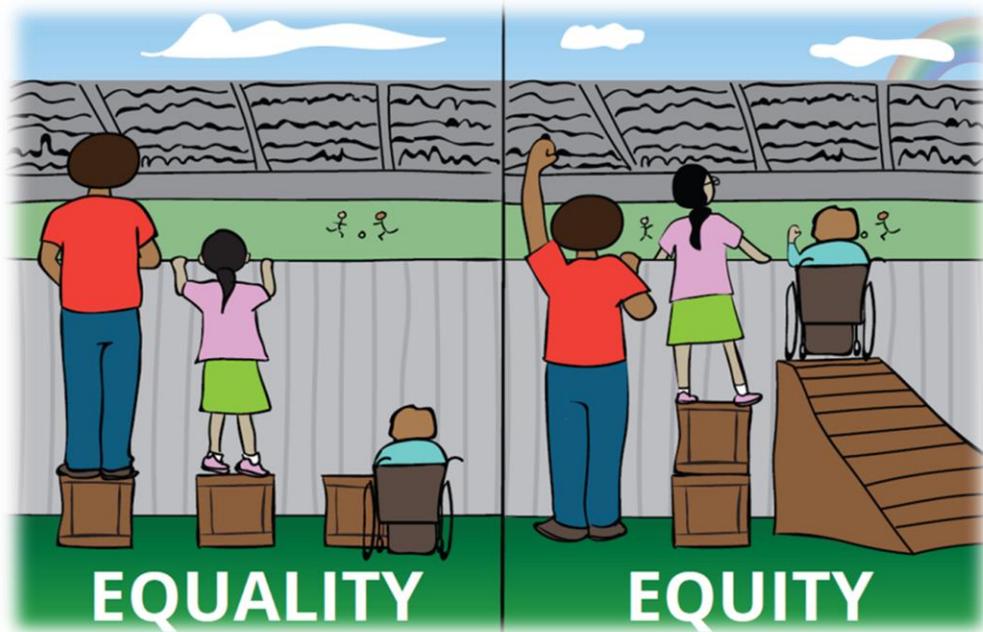
Understanding Diversity and Equity

Equity is the quality of being fair and impartial.

Equity differs from **equality** because equality is sharing equal and exact divisions, whereas equity confirms that each amount is fair while taking other factors into consideration.

Why We Focus On Equity

Why We Focus On Equity



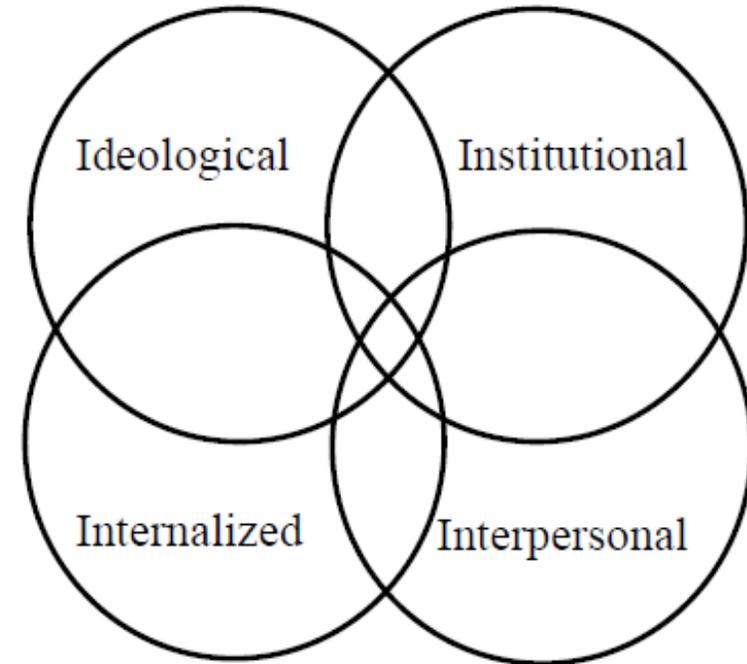
EQUALITY



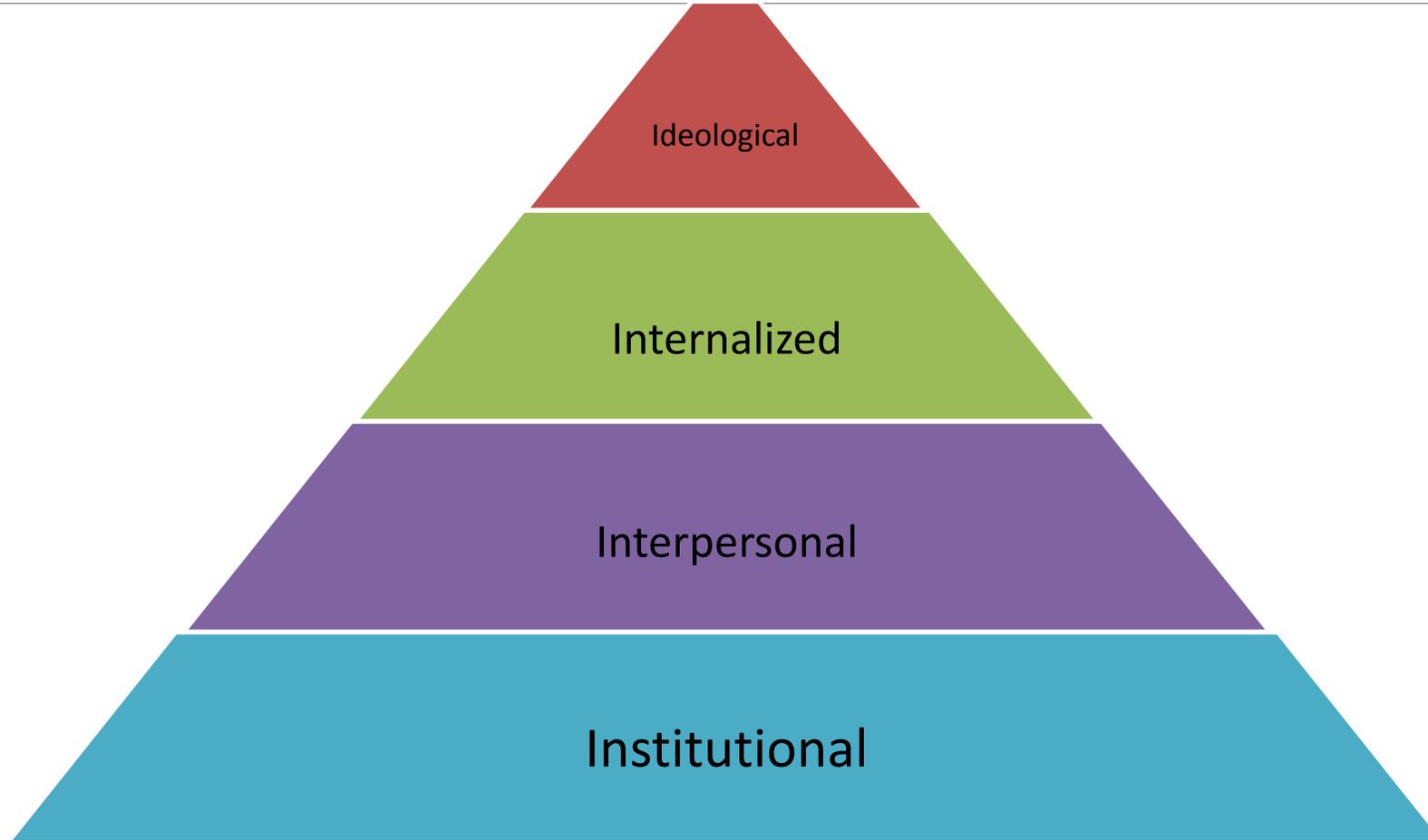
EQUITY

| The 4 I's of Oppression

- ❑ Ideological - The idea or theory
- ❑ Internalize - Personal beliefs within yourself
- ❑ Interpersonal - Person to person interactions
- ❑ Institutional - How it plays out in institutions



The 4 I's of Oppression



Intersectionality

Intersectionality is the idea that we can't talk about a single piece of a person's identity without considering that a person's experience is shaped by all of these pieces taken as a whole

There is no such thing as a single-issue struggle because we do not live single-issue lives.

Audre Lorde



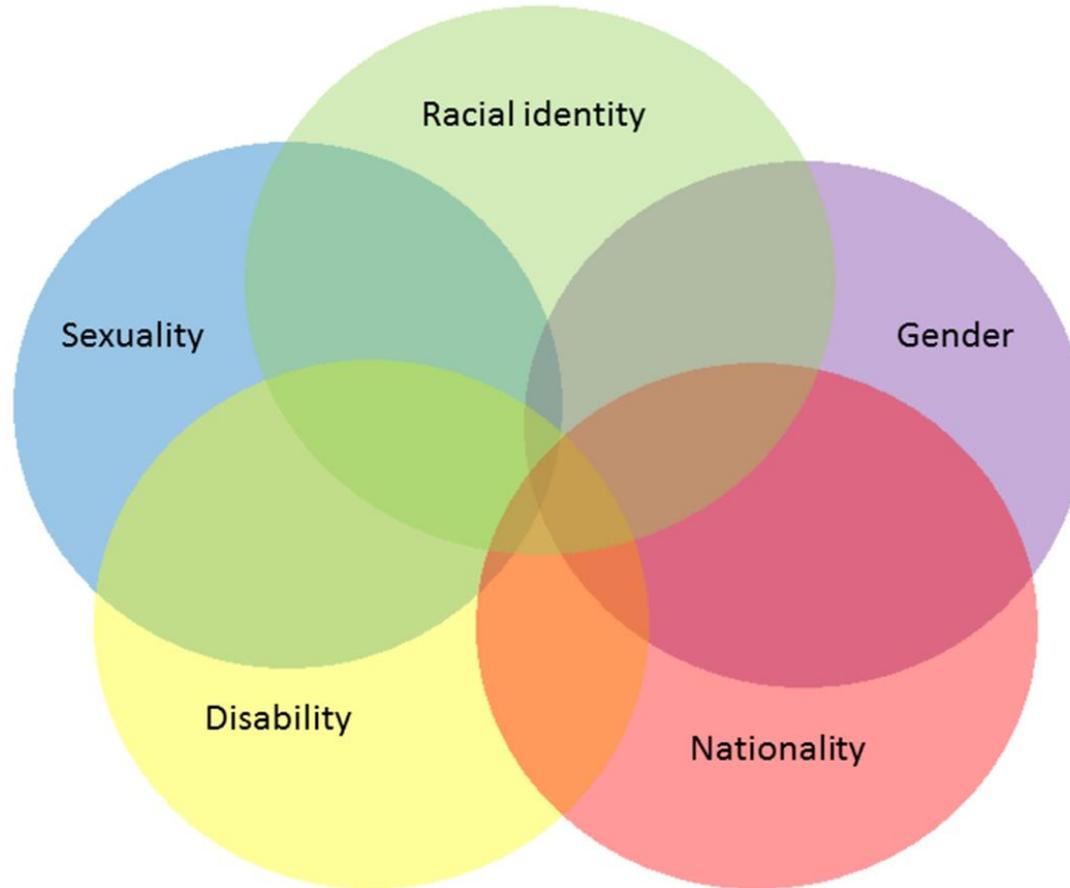
| Bird Cage Theory of Oppression



For example; it's easy for a bird with only one barrier/bar on a cage to escape and succeed; however as you add additional forms of oppression, and additional bars to the cage, then it becomes increasing difficult for that bird to escape

- Marilyn Frye

Intersectionality

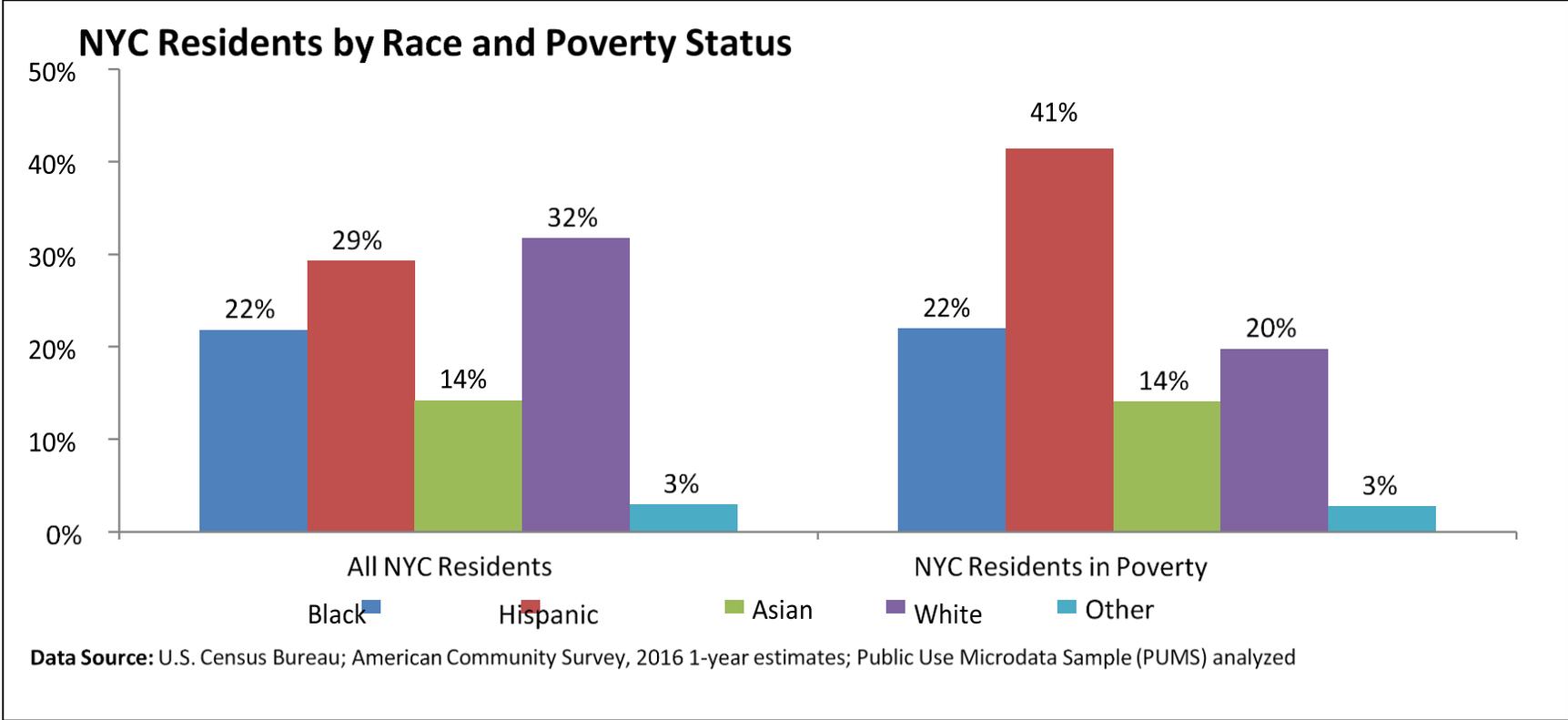




DIVERSITY + EQUITY

Diversity and Equity in Housing

NYC Demographics



Client & Staff Demographics

At DSS, we are as diverse as the New Yorkers we serve

70%

of NYC population identifies as people of color



DSS-HRA-DHS STAFF

57% BLACK

17% HISPANIC/LATINO

14% WHITE

8% OTHER

6% ASIAN/PACIFIC ISLANDER

More than

80%

of DSS clients identify as people of color

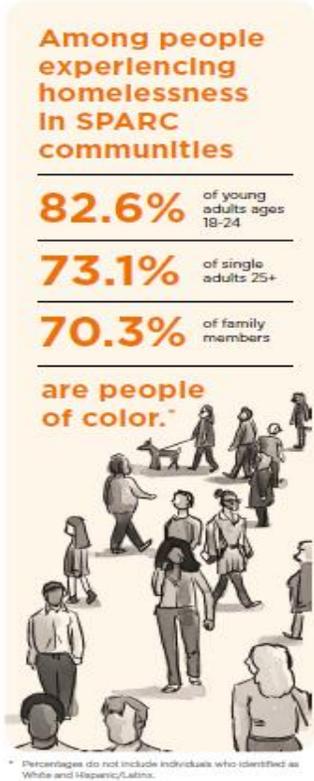
Housing and Homelessness

People of color are disproportionately more likely than White people to experience homelessness in the U.S.

Systemic discrimination and racism have resulted in disparities in the ways in which homeless and housing services and programs impact diverse populations.

A SPARC report documented high rates of homelessness among people of color in our partner communities: approximately 65% of people experiencing homelessness were Black, while 28% were White

*****C4 Innovations SPARC Report:** Supporting Partnerships for Anti-Racist Communities is a collaboration with partners and communities to understand and respond to racial inequities and to jump start implementation of racial equity strategies in homeless services, programs, policies, and systems.



"Lack of economic capital within social networks precipitates homelessness for many people of color."

"Although Black people comprise 13% of the general population in the United States and 26% of those living in poverty, they account for more than 40% of the homeless population, suggesting that poverty rates alone do not explain the over-representation."

SPARC PHASE ONE STUDY FINDINGS

Sparc Report Findings

C4 Innovation's SPARC Report: Supporting Partnerships for Anti-Racist Communities is a collaboration with partners and communities to understand and respond to racial inequities and to jump start implementation of racial equity strategies in homeless services, programs, policies, and systems.

APPENDIX

Allyship

How to be an Ally

An ally is a person who recognizes their privilege and supports and advocates for others, even when they have different needs and experiences.

Listen

- Actively listen, not only to your peers, but to different narratives.
- Attend events, search out what organizations involved with diversity, equity, and inclusion are doing, get involved or volunteer.
- Be a critical media consumer, listen to peers, friends, family when they talk about race, gender, sexuality, class, disability, etc. What are the underlying assumptions to their arguments?

Learn

- Do your homework. Start reading, blogs, tweets, news articles, and stories, so that you can get caught up on the issues that are important to the communities that you want to support.
- Learn about the history of the civil rights, feminism, disability rights, and racial equity, and the black lives matter movement.
- Join advocacy groups and get involved!

Speak Up

- Speak up, but not over
 - An ally's job is to support.
 - You want to make sure that you use your privilege and your voice to educate others.
 - Make sure to do it in such a way that does not speak over the community members that you're trying to support or take credit for things that they are already saying.

Ally Tips

- Understand your privilege.
- Realize that you're going to make mistakes, and apologize when you do.
- Ally is a verb.
- Be aware of your implicit biases
- Make space for the voices of those most affected by the issue(s) in conversation.

THANK YOU!!!

Ariel Emmanuel | Gender Equity Liaison

Diversity and Equity – Office of the Commissioner

Emmanuela@dss.nyc.gov | 929-221-6334

DSSDiversityandEquityOffice@dss.nyc.gov

Diversity & Equity Resources

1. The Department of Social Services Diversity and Equity Office:

DSS Diversity and Equity Office will be charged with developing agency-wide policies on diversity and inclusion and ensuring that we are laser focused on the multiple factors that can impact diversity and equity in the workplace as well as in the services we provide. The Diversity and Equity Office is empowered to develop and deliver innovative solutions to increase diversity across DSS-HRA-DHS through the creation of agency initiatives that address staff engagement, recruitment, and advancement as well as partner with all our programs in efforts to incorporate equity-informed practices into our service delivery.

Email DSSDiversityandEquityOffice@dss.nyc.gov for more information about Equity trainings and resources.

2. Diversity Best Practices:

Diversity Best Practices is an organization for mid to large size organizational diversity thought leaders to share best practices and develop innovative solutions for culture change. Through research, resources, publications and events, Diversity Best Practices offers organizational members information and strategies on how to implement, grow, measure and create diversity programs. Diversity Best Practices offers:

- Timely resource materials that provide useful data and content to build knowledge
- Tools to implement diversity programs that meet the unique needs of a company
- Insight on the best practices and strategies employed by companies that have created highly successful internal diversity strategies and innovative solutions
- Access to diverse human and informational resources that help companies execute their diversity initiatives

Link: <http://www.diversitybestpractices.com/>

3. Racial Equity Tools:

Racial Equity Tools is designed to support individuals and groups working to achieve racial equity. This site offers tools, research, tips, curricula and ideas for people who want to increase their own understanding and to help those working toward justice at every level – in systems, organizations, communities and the culture at large.

Link: <https://www.racialequitytools.org/home>

4. NYC Commission on Human Rights:

The NYC Commission on Human Rights works with organizations to provide free workshops and trainings to educate staff and community members about their rights and obligations under the law. Due to the current climate in NYC and the rest of the US and given that New York City is a standard-bearer for diversity and inclusion, we are introducing new workshops specifically tailored to issues concerning New Yorkers.

- The NYC Human Rights Law and Protections against Discrimination based on Religion/Creed
- The NYC Human Rights Law and Housing Discrimination (in English and Spanish)
- The NYC Human Rights Law and Race/Color discrimination
- The NYC Human Rights Law and National Origin discrimination

Our regular free workshops will continue to be offered quarterly or on demand:

- Overview of the NYC Human Rights Law (in English, Spanish, Mandarin, ASL)
- Fair Chance Act/End Credit History Discrimination in Employment Act (in English and Spanish)
- Working with Transgender Persons
- The NYC Human Rights Law and Protections for Victims of Domestic Violence
- Cyberbullying: Workshop for Parents
- The NYC Human Right Law and Sexual Harassment in the Workplace
- The NYC Human Rights Law and Sexual Harassment in Schools

Link: <http://www1.nyc.gov/site/cchr/community/events.page>

Gender Equity Resources

1. The Department of Social Services Gender Equity Initiative:

DSS Gender Equity Initiative's mission is to ensure the services we provide reflect gender-informed practices by giving our staff the tools and support needed to work with people of all gender identities and expressions.

The Gender Equity Initiative can assist in creating equity by providing training and technical assistance in overall gender equity. It also creates guidance and training for staff, programs, and providers about gender pronouns.

Email Emmanuela@dss.nyc.gov for more information about Gender Equity Trainings and resources.

2. The Commission on Gender Equity:

Concerned that far too many New Yorkers continue to face discrimination because of their gender, Mayor de Blasio established the **Commission on Gender Equity** (CGE) in June 2015 to address issues of inequity and discrimination facing girls, women, and transgender and gender non-conforming persons regardless of ability, age, ethnicity/race, faith, gender expression, immigrant status, sexual orientation, and socioeconomic status.

Link: <https://www1.nyc.gov/site/genderequity/index.page>

3. Catalyst:

Catalyst is a global nonprofit working with CEOs and leading companies to build workplaces that work for women. Catalyst helps organizations accelerate progress for women at work with pioneering research, practical tools and proven solutions to remove barriers and drive change.

- They diagnose barriers and help build inclusive cultures.
- They deliver effective programs to reduce unconscious bias.
- They help companies advance women at every stage of their careers.
- They advise organizations on building robust and diverse boards.

Their action-oriented research focuses on three areas:

- Accelerating women at work by building inclusive cultures.
- Addressing workplace issues at the intersection of gender, race, and ethnicity.
- Engaging men as champions to help women advance and succeed.

Link: www.catalyst.org

Infographic: <https://www.catalyst.org/research/break-the-cycle-eliminating-gender-bias-in-talent-management-systems/>

4. Girls for Gender Equity:

Girls for Gender Equity (GGE) promotes the physical, psychological, social and economic well-being of girls, women and ultimately the entire community. GGE believes that widespread violence against women and girls of color points to deeply rooted racial and gender discrimination that must be tackled as a peace-building and human rights priority.

Link: <https://www.ggenyc.org/contact/>

LGBTQI Equity Resources

1. The Lesbian, Gay, Bisexual & Transgender Community Center (The Center):

The Center Training Institute offers two onsite series of trainings each year in fall and spring. All trainings require a \$20 registration fee for students and \$60 for professionals. To register or for more information, contact Katharine Kelley at kkelley@gaycenter.org

In addition to the onsite Center Training Institute, in some instance's workshops can be offered offsite to government, medical, educational, substance abuse recovery and social service providers, as well as at conferences, forums and training institutes.

Link: <https://gaycenter.org/resources/>

2. The Anti-Violence Program:

The **National Coalition of Anti-Violence Programs (NCAVP)** coordinates the National Training and Technical Assistance (TTA) Center on Lesbian, Gay, Bisexual, Transgender, & Queer (LGBTQ) Cultural Competency. This project is currently conducting a national needs assessment with mainstream organizations across the country to assess gaps in services and provide tailored technical assistance to increase LGBTQ accessibility and inclusivity among these organizations.

Link: <https://avp.org/ncavp/tta-center/>

3. IHI Therapy Center:

IHI Therapy Center is a leading provider of comprehensive LGBTQ+ Competency training courses for professionals and organizations in New York City. We currently offer live training courses for clinicians, practices, and organizations with or without continuing education unit (CEU) offerings. We are authorized by the state of New York to provide CEUs to licensed master social workers, licensed clinical social workers, and licensed mental health counselors who complete our trainings. For more info: Contact IHI directly at [\(212\) 243-2830](tel:2122432830) or IHIUniversity@ihitherapy.org

Link: <http://www.ihitherapy.org/lgbtq-competency>

4. DSS LGBTQI Affairs:

DSS-HRA-DHS **LGBTQI Affairs Office** seeks to ensure that all people can access our services in a respectful and affirming manner. Discrimination based on sexual orientation, transgender status, or intersex status often affects employment, housing, family support, medical care, and the ability to meet basic survival needs. One of the goals of DSS-HRA-DHS's LGBTQI Affairs is to increase awareness and visibility of LGBTQI issues across the organization.

Contact LGBTQI@dss.nyc.gov for more information

5. New York City Comptroller's Office:

The **NYC Comptroller's Office** provides a Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) Directory of Services and Resources

Link: https://comptroller.nyc.gov/wp-content/uploads/documents/LGBTQ_Guide_2017.pdf