



**Bias Audit  
of  
Position-Specific Qualification Summary Feature in  
CareerPlug’s Hiring and Retention Software  
Using the Framework  
of  
New York City’s Local Law 144**

Prepared for CareerPlug  
by  
Gurkan Ay, Ph.D.  
Resolution Economics, LLC  
Washington, D.C.

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## 1. Resolution Economics LLC is an Independent Auditor for the Purposes of Local Law 144

Resolution Economics LLC provides economic and statistical analysis, investigations and advisory services, tailored technology, and analytical solutions as well as expert testimony to law firms, companies, and government agencies.

Our expert analysts provide independent bias audits that assess whether use of the AI-enabled/Automated tools results in adverse impact on the basis of race, sex, ethnicity, and/or intersectional identities.

## 2. CareerPlug is a Developer and Provider of a Hiring and Retention Software Primarily Used by Small Business and Franchise Brands

CareerPlug's Hiring and Retention Software is used by small businesses and franchise brands across their multiple locations in industries such as automotive, health and fitness, personal care, cleaning services, home health care, restaurants, construction, home services, retail, education and childcare, lodging, and insurance and financial services.

The software supports several stages of the employment lifecycle. For hiring, it allows employers to create and manage job postings, distribute openings across job boards, communicate with applicants, identify qualified candidates, schedule interviews, and evaluate candidates using tools such as assessments, interview scorecards, and automated phone screens. For onboarding, it helps new hires complete forms, follow onboarding workflows, and track required tasks and progress. For retention and employee management, it includes tools for employee check-ins, feedback, recognition, growth planning, reporting, and certain administrative functions such as managing tax forms and integrations with partner services.



### 3. This Audit Follows the Framework of New York City’s Local 144 to Assess the Position-Specific Qualification Summary Feature in CareerPlug’s Hiring and Retention Software

This audit report applies the framework set forth in New York City Local Law 144 as the analytical methodology. Specifically, impact ratios derived from selection rates associated with the position-specific qualification summary (PSQS) feature under review are used to assess disparities in the outcomes produced by that feature. Accordingly, the Local Law 144 framework is used here solely for methodological purposes, and no legal conclusion is expressed as to whether this feature is covered by Local Law 144 as an automated employment decision tool or as to its regulatory status.

Clients using CareerPlug’s Hiring and Retention Software have the option to use the PSQS feature to generate a summary of a job applicant’s qualifications as they relate to a specific job. When a client opens an applicant profile, a summary section appears above the resume. The summary is generated only if the client clicks the generate summary feature. Once generated, it highlights the relevant experiences, skills, achievements, and any noteworthy details that demonstrate alignment with the job title, responsibilities, and seniority level.

### 4. Bias Audit of the Responses Generated by the Position-Specific Qualification Summary Feature

#### 4.1. Data

The PSQS data for applicants in the United States from January 2025 through March 2026 are analyzed in this report. The data file contains information on applicants, jobs they apply for, and position-specific qualification summary.

The applicant information includes a unique identifier for each applicant, applicant creation date, the applicant’s sex and race/ethnicity, as well as the current stage of an application. The job information includes unique identifiers for job, location, and industry, job name, and EEOC job category.

The PSQS information contains an overall assessment<sup>1</sup> of whether and the degree to which an applicant’s qualifications meet the key requirements of the job they applied

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<sup>1</sup> PSQS starts with one of the following overall assessments: "Meets key requirements", "Meets some key requirements", "Missing key requirements", "No resume was provided.", or "There was not enough information given about the job to provide a response."



for followed by a narrative summary of a job applicant’s qualifications as they relate to a specific job.

#### 4.2. Impact Ratio Tables

As prescribed by Local Law 144, three sets of impact ratios associated with PSQS are calculated separately for sex categories, race/ethnicity categories, and the intersection of sex and race/ethnicity categories.

An “impact ratio” is defined as the selection rate for a demographic category divided by the selection rate for the most selected category. The “selection rate” measures the proportion of applications within a demographic category for which the PSQS indicated either “Meets key requirements” or “Meets some key requirements,” as compared with those for which it indicated “Missing key requirements.” Applications without a resume, as well as applications for which there was insufficient information for the tool to generate a PSQS, are excluded from the calculations. There were 291 such applications.

Tables 1, 2, and 3 show the impact ratios associated with Sex, Race/Ethnicity, and Sex-Race/Ethnicity interaction:

**Table 1. Impact Ratios for PSQS Assessments by Sex Categories**

Sex	# of Applicants	# of Selected	Selection Rate	Impact Ratio
Female	1,470	1,105	75%	1.00
Male	1,224	888	73%	0.97

Note: The PSQS feature was used to assess 19,613 applications with an unknown sex. These applications are excluded from the calculations above as prescribed by the Local Law 144 rules.



**Table 2. Impact Ratios for PSQS Assessments by Race/Ethnicity Categories**

Race/Ethnicity	# of Applicants	# of Selected	Selection Rate	Impact Ratio <sup>2</sup>
Asian	199	107	54%	0.69
Black or African American	535	399	75%	0.96
Hispanic or Latino	368	269	73%	0.94
Two or More Races	136	98	72%	0.93
White	1,178	912	77%	1.00

Note 1: The PSQS feature was used to assess 19,841 applications with an unknown race/ethnicity category. These applications are excluded from the calculations above as prescribed by the Local Law 144 rules.

Note 2: The following categories are excluded from the above table because they are less than 2% of the total number of applications used in the impact ratio calculations, as prescribed by the Local Law 144 rules: a) 33 applications where race/ethnicity is American Indian or Alaska Native (with a selection rate of 73%) and b) 17 applications where race/ethnicity is Native Hawaiian or Pacific Islander (with a selection rate of 65%).

<sup>2</sup> The lower impact ratio for Asian applicants is driven entirely by a single position at a single client. This position attracted a relatively large applicant pool of 137 individuals, consisting primarily of Asian applicants (58) and applicants of unknown race (77), with only one Hispanic/Latino applicant and one White applicant. A total of 25 applicants were selected for this position: 12 Asian applicants, 12 applicants of unknown race, and one White applicant. This position alone accounts for 29% of all Asian applicants included in the analysis, lowering the overall selection rate for Asian applicants to 69%, because the selection rate for Asian applicants in this position was only 21%, as compared with an overall selection rate of 74%.

**Table 3. Impact Ratios for PSQS Assessments  
by Intersection of Sex and Race/Ethnicity Categories**

Sex	Race/Ethnicity	# of Applicants	# of Selected	Selection Rate	Impact Ratio <sup>3</sup>
Female	Asian	79	47	59%	0.76
Female	Black or African American	349	255	73%	0.93
Female	Hispanic or Latino	197	152	77%	0.98
Female	Two or More Races	74	51	69%	0.88
Female	White	607	478	79%	1.00
Male	Asian	119	60	50%	0.64
Male	Black or African American	185	143	77%	0.98
Male	Hispanic or Latino	171	117	68%	0.87
Male	Two or More Races	62	47	76%	0.96
Male	White	565	433	77%	0.97

Note 1: The PSQS feature was used to assess 19,849 applications with unknown sex or race/ethnicity. These applications are excluded from the calculations above as prescribed by the Local Law 144 rules.

Note 2: The following intersectional categories were excluded from the above table because they are less than 2% of the total number of applications used in the impact ratio calculations, as prescribed by the Local Law 144 rules: a) 22 Female American Indian or Alaska Native application (with a selection rate of 77%), b) 4 Female Native Hawaiian or Pacific Islander applications (with a selection rate of 75%), c) 11 Male American Indian or Alaska Native applications (with a selection rate of 64%), and d) 13 Male Native Hawaiian or Pacific Islander applications (with a selection rate of 62%).

<sup>3</sup> The lower impact ratios for Female Asian and Male Asian applicants are driven entirely by the same position mentioned in Footnote 2. There were a total of 16 Female Asian and 42 Male Asian applicants in the pool and a total of two Female Asian and 10 Male Asian applicants were selected for this position. This position alone accounts for 20% of all Female Asian and 35% of all Male Asian applicants included in the analysis, lowering the overall selection rate to 59% for Female Asian applicants and to 50% for Male Asian applicants because the selection rate in this position was only 13% for Female Asian and 24% for Male Asian applicants, as compared with an overall selection rate of 74%.

## CareerPlug

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The calculations presented in this report are based upon the information available to me at this time. If additional information becomes available, then this report is subject to update.

Signed this 9<sup>th</sup> day of April 2026

A handwritten signature in black ink, appearing to read "Gurkan Ay", written over a diagonal line that extends from the top right towards the center of the page.

Gurkan Ay, Ph.D.  
Director, Resolution Economics, LLC