

FY 2022 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

AGENCY NAME: NEW YORK CITY FINANCIAL INFORMATION SERVICES AGENCY☐ 1st Quarter (July -September), due October 29, 2021☐ 2nd Quarter (October - December), due January 31, 2022☒ 3rd Quarter (January -March), due April 29, 2022☐ 4th Quarter (April -June), due July 29, 2022

Prepared by:

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Date Submitted: 04/29/2022**FOR DCAS USE ONLY:****Date Received:****INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2022****[NOTE: These forms are cumulative and intended to retain information for the entire FY 2022.****For Q2, Q3 and Q4 use previous quarter's submission to update, retaining all information for the prior quarters]**

1. Please save this file as '**XXXX Quarter X FY 2022 DEEO Quarterly Report.Part I**' where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
2. Complete the "Diversity and EEO Training Summary" details in Part II - Training Summary [see the attached Excel file]. Under Section 10 ("Other Diversity/EEO Related"), include training classes co-organized or co-sponsored by your agency EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
3. Mark progress in check boxes in the column for the current quarter. [NOTE: DELAYED = behind schedule; DEFERRED = put off until later when better resources become available.]
4. Please save the Excel file as '**XXXX Quarter X FY 2022 DEEO Training Summary**', where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

I. COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD

II. RECOGNITION AND ACCOMPLISHMENTS

*** Please describe D&EEO Awards and/or Appreciation Events below:**

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III. WORKFORCE REVIEW AND ANALYSIS

1. Agency Headcount as of the last day of the quarter was:

Q1 (9/30/2021): 411

Q2 (12/31/2021): 398

Q3 (3/31/2022): 391

Q4 (6/30/2022):

2. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

☒ Yes , On (Date): By default, when employees log into ESS, they are first presented with a reminder to update this information before proceeding to the ESS home page. ☐ No

3. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

☒ Yes , On (Dates): 10/28/2021 01/27/2022 04/29/2022

The review was
conducted with:

☒ Human Resources
☒ Agency Head
☒ General Counsel
☐ Other
☐ Not conducted

☒ Human Resources
☒ Agency Head
☒ General Counsel
☐ Other
☐ Not conducted

☒ Human Resources
☒ Agency Head
☒ General Counsel
☐ Other
☐ Not conducted

☒ Human Resources
☒ Agency Head
☒ General Counsel
☐ Other
☐ Not conducted

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2022

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2022 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

A. WORKFORCE:

Please list the Workforce Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. ○ Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Awareness & Education: Diversity and EEO Policies, Resources and Practices	FISA, in collaboration with OPA, will work with our HR Office and Communications Team to continue to launch agency-wide announcements that reaffirm our commitment to the City's Diversity and EEO Policy and Program. FISA will also continue to execute DCAS-issued risk assessment analyses, climate survey(s) and where required, other relevant data collection/analysis/reporting which will focus on identifying and eliminating possible risks and/or conditions specific to the "Stop Sexual Harassment in New York City Act" and local laws 93, 95, 96 and 101. FISA will also continue to ensure that all agency staff participates in and	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	completes all mandated EEO-related training sessions.				
Diversify our workforce demographic	FISA, in conjunction with OPA, will continue working to find good sources of candidates from under-represented groups for certain job categories. This is an ongoing effort to add and change additional sources of candidates from those under-represented groups. FISA will collaborate with OPA regarding ongoing efforts to adjust its applicant sources to find the most effective sources in FY 2022. FISA Human Resources will continue to send out monthly Notices of Examination for all Civil Service Exams open for filing. Additionally, employees that are eligible to take Qualified Incumbent Exams are notified individually. HR also holds periodic meetings with groups of staff members with questions about civil service lists and titles. HR advises employees which exams they should be filing for and serves as a resource for employees for information. <i>NOTE: Due to the ongoing COVID-19 pandemic, citywide budget restraints, the OMB monthly labor allocation process, and other yet to be determined policy</i>	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	<i>updates that may impact the Agency's operations, FISA may be unable to fulfill some aspects of this initiative. FISA will revisit this initiative during the course of FY 2022.</i>				
Succession Planning	During the upcoming fiscal year, FISA will continue to engage managers on creating Succession Plans for highly talented agency employees. In the coming months, FISA management will continue to: - Identify those with the potential to assume greater responsibility in the organization - Provide critical development experiences to those that can move into key roles - Engage the leadership in supporting the development of high-potential leaders. <i>NOTE: Due to the ongoing COVID-19 pandemic, citywide budget restraints, the OMB monthly labor allocation process, and other yet to be determined policy updates that may impact the Agency's operations, FISA may be unable to fulfill some aspects of this initiative. FISA will revisit this initiative during the course of FY 2022.</i>	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

Mentoring and leadership opportunities	FISA and OPA will continue to collaborate on projects that encourage and require cross-functional knowledge transfer of each agency's operational, technical and business support processes. As an added incentive towards completion of these projects, employees will be informed of possible mentoring initiatives. Upon review by unit and/or project managers, selected employees will be appointed to team lead and/or supervisory positions with accessible mentorship support from Work Unit Managers and Directors to advise these employees on key decision-making activities. <i>NOTE: Due to the ongoing COVID-19 pandemic, citywide budget restraints, the OMB monthly labor allocation process, and other yet to be determined policy updates that may impact the Agency's operations, FISA may be unable to fulfill some aspects of this initiative. FISA will revisit this initiative during the course of FY 2022.</i>	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.					
FISA values the importance of a diverse workforce. Our Agency Head and EEO Officer review CEEDS data and workforce reports on a quarterly basis before submitting the Agency's quarterly EEO report. For the 2nd quarter of FY 2022, FISA posted discretionary positions to recruitment sources and our Agency will diligently continue to address any underutilization of job groups identified. The CEEDS reports for the 3rd quarter indicate that FISA was able to resolve the underutilization of Females in the Para Professionals group. FISA					

will continue to address the underutilization of Females, Blacks and Hispanics in the Managers groups and the underutilization of Hispanics in the Para Professionals group.

FISA's Human Resources Unit will consider utilizing diverse recruiting sources to post discretionary positions at targeted locations such as "Women for Hire" and the "Association of Latino Professionals For America" (ALPFA). In addition, FISA continues to post discretionary positions of the Agency to the CUNY Hostos Career Link to attract a wider pool of Hispanic candidates for positions. FISA will also assess the feasibility of expanding its recruiting outreach by posting discretionary positions to other job sources such as Diversity.com and www.bdpa.org (Black Data Processing Associates).

FISA in collaboration with OPA, will periodically review the e-Hire Applicant Data Report, now available via NYCAPS LRS; this report should better help us assess the impact of our job postings via external recruiting sources. We will also target conducting a job analysis/skills audit in FY 2022 and we plan to use the DCAS Retirement Predictor Tools, when available.

B. WORKPLACE:

Please list the Workplace Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. ○ Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Training The agency will take initiatives to create an inclusive work environment that values differences, and to maintain focus on retaining talent across all levels. During FY 2022, FISA will continue and/or adopt the following proactive	FISA is working to improve training opportunities and access to training resources beyond the City's EEO Training Requirements (examples of other City required training are COIB and DOI awareness training). We also train all new staff in VDT/Right to Know, Security	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

strategies: 1. Provide access to professional development opportunities to all employees.	Awareness, and Workplace Violence Prevention. FISA's professional development online subscription to LinkedIn.com Learning offers our staff a more diverse career platform to enhance both their knowledge and practical skills, including some topics related to diversity and inclusion, leadership, effective listening, mentoring, and other related competencies. FISA encourages staff to learn new skills and to enhance their existing skills, with the expectation that the staff will be motivated and prepared to take on new responsibilities and roles which will strengthen the organization. Our managers, Career Counselors, and the EEO Office have an open-door policy. Staff can use any of these avenues to get advice or to raise any issues. The e-Learning course called Everybody Matters: EEO, Diversity & Inclusion was deployed to all FISA employees on 03/09/2022. As of 03/31/2022, 213 out of 391 FISA employees have completed the CBT.				
2. Maintain an open-door policy to all employees.	FISA's managers, Career Counselors, and the EEO Office have an open door policy. Staff can use any of these avenues to get	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed	☐ ☐ ☒ ☐	☐ ☐ ☒ ☐	☐ ☐ ☐ ☐

	advice or to raise any issues.	☐ Deferred ☐ Completed	☐ ☐	☐ ☐	☐ ☐
3. Deliver Diversity-related and EEO training on consistent basis.	FISA stays current with EEO and Diversity training requirements provided by the DCAS Citywide Diversity and EEO Team. Over the past few years FISA has trained its staff on the Diversity and Inclusion CBT, the Basic EEO CBT, Structured Interviewing and Unconscious Bias, Transgender Inclusion, and how to do effective performance evaluations.	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
4. Issue a new Employee Engagement/Job Satisfaction/Employee Morale Survey(s) to capture feedback/ideas/recommendations from employees.	FISA, in conjunction with OPA, will reassess the launch of a new engagement survey during FY 2022.	☐ Planned ☒ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☒ ☐ ☐ ☐ ☐	☐ ☒ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Please specify any other EEO-related activities during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activities occurred.					
- FISA's Salary Increases and Terminations for the 3rd Quarter of FY 2022 as set forth in FISA's Reports. - FISA's Organizational Profile as set forth in the 3rd Quarter FY 2022 CEEDS Report. - FISA had seven (7) new hires in Q3 FY 2022. FISA has resumed providing mandatory EEO and Diversity & Inclusion training (via CBT modules) as part of standard onboarding to the agency. - All Affinity Groups and Wellness at Work programs at FISA such as, fitness, meditation and yoga classes continue to remain					

suspended until further notice due to the COVID-19 pandemic.

- FISA's Administration Unit continues to distribute to all Agency staff, important information from OLR and DOHMH about mental and physical wellness tips and available resources.
- FISA's Administration Unit continues to distribute to all Agency staff, essential resources about the COVID-19 (novel Coronavirus) health crisis, including the COVID-19 Fact Sheet, COVID-19 vaccination information, COVID-19 testing sites, the Anti-Stigma COVID-19 Policy, the DCAS Commissioner's Directive regarding Safety Practices during COVID-19, contact information to the City's Employee Assistance Program (EAP), COVID-19 updates from DCAS and DOHMH, as well as the Federal Families First Coronavirus Response Act (FFCRA or Act) which requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. FISA will continue to distribute essential COVID-19 information throughout the pandemic.
- FISA's Administration Unit continues to distribute to all Agency staff, the City's Health and Leave Policy guidelines regarding COVID-19, as issued by DCAS, DOHMH and the New York State Department of Labor.
- On 01/03/2022, FISA's Administration Unit distributed information about Paid Family Leave Benefits.
- On 01/04/2022, FISA's Administration Unit distributed updated information from DCAS's Citywide Equity and Inclusion Office regarding the Reasonable Accommodations Process as well as the EEO Complaint and Investigations Process.
- On 01/18/2022, FISA's Administration Unit distributed information about how to obtain Free COVID-19 At-Home Tests.
- On 01/18/2022, FISA's Administration Unit distributed information about February's Cultural Heritage Celebrations such as Lunar New Year, Black History Month and Dominican Heritage Month.
- On 02/16/2022, FISA's Administration Unit distributed information about March's Cultural Heritage Celebrations such as Women's History Month and Irish-American Heritage Month.
- On 2/16/2022, FISA's Administration Unit distributed the Executive Director's Memo regarding our Agency's EEO Policy Commitment Statement, as well as the City's EEO Policy and EEO-related Information and Resources.

- On 03/02/2022, FISA held its annual Employee Recognition Ceremony as a virtual event, which highlighted key milestones and projects from the past year, forecasted plans for the upcoming year and showed appreciation to employees who completed various years of City Service.
- On 03/08/2022, FISA's Administration Unit distributed the DCAS Commissioner's Directive which stated that the City has lifted its Mask Mandate for the workplace, except when interacting with the public indoors and/or during days 6-10 after COVID-19 infection before returning to the worksite.
- On 03/09/2022, FISA's staff was informed to complete the mandatory e-Learning course per Local Law 121 called Everybody Matters: EEO, Diversity and Inclusion; DCAS's Citywide Compliance Division deployed the e-Learning course to all staff, with instructions to complete the training by 04/09/2022.
- On 03/24/2022, FISA's EEO Office was invited to attend Part 1 of a 2-part webinar hosted by DCAS and DFTA called Building an Age – Inclusive NYC. These sessions are intended to address 'ageism', and the shift to a multigenerational workforce, the business case for Age Diversity and strategies for creating and implementing diversity plans that incorporate considerations and track trends for the different generations within the City's workforce.
- On 03/29/2022, DCAS's Citywide Equity and Inclusion Office conducted an Agency 55-a Coordinators' webinar to address program updates, information from the Mayor's Office for People with Disabilities and recruitment strategies.
- On 03/23/2022, the EEPC formally initiated its audit of FISA re: its Review, Evaluation, and Monitoring of the Agency's Employment Practices (Focus on Underutilization) for Audit Period July 1, 2019 to December 31, 2021.
- DCAS's Citywide Equity and Inclusion Office conducted the EEO Best Practices meeting on 02/23/2022. The following agenda items were addressed:
 - Reminders about the EEO Reporting Structure Affirmation to Agency Heads.
 - Regarding the City's 55-a Program, DCAS:

- Updated the language in the "Policy" section of the document to be more aligned with Section 55-a of the New York State Law.
- Updated the probationary period. It was previously listed as 6 months; however, the probationary period will be based on the competitive title the employee is serving in.
- Added language about the Individualize Education Plan (IEP) diplomas. Section 55-c of the Civil Service Law allows for IEP diplomas to be considered in lieu of a high school diploma.
- A walkthrough of how to access and use the Complaint Report and Reasonable Accommodations Database.
- An overview of Local Law 101 (Workplace Climate Survey) and Local Law 14 (Annual reporting by Agencies that they “provide fair and effective affirmative employment practices to ensure equal employment opportunity (EEO) for minority group members and women who are employed by, or who seek employment with, city agencies.”

COMMUNITY:

Please list the Community Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the Community Goal(s) set/declared in your plan. ○ Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
FISA does not directly provide services to the citizens of New York City. However, FISA does purchase goods/services from M/WBE (Minority and Women owned Business Enterprises) vendors.	In the 3 rd quarter of FY 2022, 45.28% of FISA's contracts were awarded to M/WBE vendors. The value of these contracts was 35.77% of FISA's procurement spend. FISA's M/WBE \$ as a percentage of total City M/WBE spend was 0.34%. In Q3, FISA awarded 24 out of 53 contracts to M/WBE businesses.	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Please specify any other Community-directed activities during the quarter (e.g., meetings, educational and cultural programs, promotion of agency services, community fairs, etc.) and describe briefly the activities, including the dates when the activities occurred.					
None.					

D. EQUITY and RACE RELATIONS INITIATIVES:

Please specify Equity and Race Relations Initiatives embarked on or continued from previous year(s) the quarter (e.g., meetings, educational and cultural programs, presentations, discussions, books/articles, other suggested readings, etc.) and describe briefly the activities, including the dates when the activities occurred.

The following initiatives are targeted for FY 2022:

- Obtain Agency Head authorization to send periodic messages that support Equity, Diversity and Inclusion principles.
- Incorporate the Agency's Diversity and Inclusion efforts to the goals and responsibilities of managers and supervisors.
- Consider with Agency Head and Agency's Personnel Officer organizing a Town Hall session with senior leadership to capture employees' concerns and feedback.
- Encourage and support new and existing Employee Resource Groups (ERGs).
- Highlight the Agency's progress and success to promote diversity and equity.
- Actively participate in the City's EEO and Diversity & Inclusion Community to learn and share best practices.
- The Agency will consider distributing a new Employee Engagement Survey during FY 2022.
- The Agency will schedule Unconscious Bias Training for all levels of staff during FY 2022.

V. RECRUITMENT

NOTE: Due to the ongoing COVID-19 pandemic, citywide budget restraints, the OMB monthly labor allocation process, and other yet to be determined policy updates that may impact the Agency's operations, FISA may be unable to fulfill some aspects of this initiative. FISA will revisit this initiative during the course of FY 2022.

A. RECRUITMENT EFFORTS

Please list Recruitment Strategies and Initiatives which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):	Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Review policies, procedures, and practices related to targeted outreach and recruitment.	Focus on enhancing internal and external applicant pools to address underutilization, when required.	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Review underutilization in job groups to inform recruitment efforts.	The agency will implement the following strategies to address the impending retirement of employees and possible loss or gap in talent: • Conduct workforce planning and forecasting. • Use the DCAS Retirement Predictor Tools to address the impending	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	retirement of employees and possible loss or gap in talent; tools expected to be provided by DCAS. • Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service. • For discretionary hires, we will do our best to ensure that there will be a diverse applicant pool for the anticipated vacancies. Encourage agency employees to take promotional civil service examinations by: • Sending e-mails with schedule of exams. • Providing link to specific DCAS exams. • Posting schedules and exam announcements at the agency intranet.				
Direct resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment.	• Use the NYCAPS eHire Applicant Interview Log to determine whether recruitment efforts and recruitment sources yield a diverse pool of qualified candidates. • Assess recruitment efforts to determine whether such efforts adversely impact any particular group.	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

Continue to post ALL vacancies on NYC Careers and assess agency job postings to ensure appropriate diversity, inclusion, and equal opportunity employer messaging.	FISA will also do the following: - Continue to share job vacancy notices with the Mayor's Office for People with Disabilities at nycatwork@mopd.nyc.gov, (212) 788-2830 and ACCES VR by sending the job vacancy notices to Maureen Anderson at Maureen.Anderson@nysed.gov, (212) 630-2329 so they can share it with their clients. - Reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at citywiderecruitment@dcas.nyc.gov	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Ensure that agency personnel involved in both The discretionary and the civil service hiring process have received: - Structured Interviewing training - Unconscious Bias training	FISA's managers and supervisors last attended Structured Interviewing & Unconscious Bias trainings in May 2019, or make-up sessions in August or September 2019. The agency will target to have managerial & supervisory staff complete this training during FY 2022.	☒ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☒ ☐ ☐ ☐ ☐ ☐	☒ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Please specify any Recruitment efforts and initiatives designed to increase the effectiveness and improve the hiring and selection reach of your agency during the quarter and describe briefly the activities, including the dates when the activities occurred.					
None.					

B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2022:

[NOTE: Please update this table every quarter]

Type of Internship\Fellowship	Total	Race/Ethnicity* [#s] * Use self-ID data	Gender* [#s] [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data
1. Urban Fellows	0	0	M ___ F ___ N-B ___ O ___ U ___
2. Public Service Corps	0	0	M ___ F ___ N-B ___ O ___ U ___
3. Summer College Interns	0	0	M ___ F ___ N-B ___ O ___ U ___
4. Summer Graduate Interns	0	0	M ___ F ___ N-B ___ O ___ U ___
5. Other (specify): College Aides	2	Unknown	M ___ F 4 N-B ___ O ___ U ___
6. None ☐			

Additional Comments:

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

C. 55-A PROGRAM

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities. ☒ Yes ☐ No

Currently, the agency employs the following number of 55-a participants:

Q1 (9/30/2021): 2 Q2 (12/31/2021): 2 Q3 (3/31/2022): 1 Q4 (6/30/2022):

During the 1st Quarter, a total of 0 [number] new applications for the program were received.

During the 1st Quarter 0 participants left the program due to [state reasons] N/A .

During the 2nd Quarter, a total of 0 [number] new applications for the program were received.

During the 2nd Quarter 0 participants left the program due to [state reasons] N/A .

During the 3rd Quarter, a total of 0 [number] new applications for the program were received.

During the 3rd Quarter 1 participants left the program due to [state reasons] Retirement .

During the 4th Quarter, a total of [number] new applications for the program were received.

During the 4th Quarter participants left the program due to [state reasons] .

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information – by e-mail: ☒ Yes ☐ No
in training sessions: ☐ Yes ☒ No
on the agency website: ☒ Yes ☐ No
through an agency newsletter: ☐ Yes ☒ No

2. N/A

3. N/A

VI. SELECTION (HIRING AND PROMOTION)

NOTE: Due to the ongoing COVID-19 pandemic, citywide budget restraints, the OMB monthly labor allocation process, and other yet to be determined policy updates that may impact the Agency's operations, FISA may be unable to fulfill some aspects of this initiative. FISA will revisit this initiative during the course of FY 2022.

Please review Section VI of your Annual Plan and describe your activities for this quarter below:

Please list additional Selection Strategies and Initiatives which you set/declared in your FY 2022 Diversity and EEO Plan (<i>include use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data</i>)	Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan.
Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities	Promote employee awareness of opportunities for promotion and transfer within the agency. Inform employees on promotional and transfer opportunities. Arrange agency wide notification of promotional and transfer opportunities. Encourage the use of training and development programs to improve skills, performance and career opportunities. Provide information to staff on both internal and external Professional Development training sources.
Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions	Review and develop a protocol for in-title promotions and salary increases. Promote employee awareness of opportunities for promotion and transfer within the agency.

	Assess the criteria for selecting persons for mid-level to high-level positions. Publicly post announcements for all positions, including senior level positions. Actively reach out to networks of underrepresented groups as part of its outreach. Reach out to the Mayor's Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates. Ensure that hiring managers are trained in structured interviewing techniques to avoid unintentional biases in the hiring process. Assess the manner in which candidates are selected for employment, to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group. If adverse impact is discovered, the agency head will determine whether the criteria being utilized are job-related. If the criteria are not job-related, the agency will discontinue using that method. Compare the demographics of current employees to the placements. Review the demographics race\ethnicity and gender for those who received the promotion\salary raises. Submit the resumes for the second- and third choices for the position. Review the demographics of the senior leadership regularly (by Agency Head). Review on a quarterly basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).
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Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment)	Collaborate with the Director of Human Resources to ensure that an updated listing of sources for diverse applicants, including schools and professional organizations is maintained. Actively monitor agency job postings. Assist the hiring manager if a reasonable accommodation is requested during the interview. Post-Selection, the EEO Officer may: ○ Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns. ○ Review hiring package for review and approval.
Analyzing the impact of layoffs or terminations on racial, gender and age groups	The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations and demotions due to legitimate business/operational reasons. The agency will analyze the impact of layoffs or terminations on racial, gender and age groups. Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity. The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

Other: Review the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists	Review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations) for possible barriers that have a negative impact on minority employees and applicants. Use a collaborative effort between EEO, HR and managers where necessary, develop action plans to eliminate identified barriers. Develop specific, job-related qualification standards for each position that reflect the duties, functions, and competencies of the position and minimize the potential for gender stereotyping and other unlawful discrimination. Make sure these standards are consistently applied when choosing among candidates. In conducting job interviews, ensure nondiscriminatory treatment by conducting such things as structured interviewing, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question. Use a diverse panel of interviewers to conduct the interview, to the best of our ability. Use the NYCAPS eHire applicant tracking system for external and internal applicants. Make adjustments to agency outreach and recruitment efforts where necessary. Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.				
During this Quarter the Agency activities included:		Q1	Q2	Q3	Q4
	# of Vacancies	# <u>25</u>	# <u>30</u>	# <u>40</u>	# <u> </u>
	# of New Hires	# <u>3</u>	# <u>7</u>	# <u>7</u>	# <u> </u>
	# of New Promotions	# <u>3</u>	# <u>6</u>	# <u>5</u>	# <u> </u>

VII. TRAINING

Please provide your training information in Part II of the report “DIVERSITY AND EEO TRAINING SUMMARY” (in MS Excel).

Per your request, FISA’s Diversity and EEO Training Summary for Q3, FY 2022 accompanies the submission of this quarterly EEO report.

VIII. REASONABLE ACCOMMODATION

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

IX. COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND LOCAL LAWS**A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION**

Please provide E.O. 16 Training Information in Part II of the report “DIVERSITY AND EEO TRAINING SUMMARY” (in MS Excel).

Per your request, FISA’s Executive Order 16 Training Information for Q3, FY 2022 accompanies the submission of this quarterly EEO report.

B. EXECUTIVE ORDER 59: CHIEF DIVERSITY OFFICER /CHIEF MWBE OFFICER

☒ The agency appointed new Chief Diversity Officer/ Chief MWBE Officer [different from the one listed in FY 2022 Annual Plan].

Provide the name and title of the new Chief MWBE Officer: __Aamer Parvez, Agency Chief Contracting Officer.____

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

Please provide Sexual Harassment Prevention Training Information in Part II of the report “DIVERSITY AND EEO TRAINING SUMMARY” (in MS Excel).

Per your request, FISA’s Sexual Harassment Prevention Training Information for Q3, FY 2022 accompanies the submission of this quarterly EEO report.

D. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

☐ The agency enters/has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1 ☒

Q2 ☒

Q3 ☒

Q4 ☐

☒ The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

☒ The agency ensures that complaints are closed within 90 days, to the best of our ability.

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mstpwwa-dcslnx01.csc.nycnet/Login.aspx>

E. LOCAL LAW 101: CLIMATE SURVEY

Please provide a short description of your efforts to analyze the results of climate survey in your agency.

Describe any follow-up measures taken to address the results of the 2018 Climate Survey:

- On 10/28/2020, FISA's Administration Unit sent out the 2020 Citywide Workplace Climate Survey as directed by DCAS, in order to assess employees' and supervisor/managerial awareness and knowledge of the City's Equal Employment Opportunity (EEO) Policy and complaint reporting process, including sexual harassment policies and prevention. The deadline for all employees to complete the survey has been extended from 11/27/2020 to 01/15/2021. Per updates from the February 2021 EEO Best Practices meeting, agencies will receive their respective reports and will be responsible to build action plans based on the survey by December 31, 2022.

To address concerns raised in the 2018 Climate Survey Results which FISA received in March 2019, the following initiatives will be implemented:

- In FY 2022, reassess when to distribute an updated Employee Engagement Survey that will capture feedback about whether employees experienced or witnessed discrimination at work, do they know FISA's EEO Staff and how to contact them. The results of the survey will be assessed to address and rectify any possible knowledge gaps and/or concerns.
- The agency will provide a report to DCAS upon request about progress on the above initiatives.

The Agency already implemented and is actively engaged in the following initiatives:

- Add EEO information and resources to the "Did You Know?" section of the Agency's Newsletter.
- Increase employee awareness of EEO policies, laws and processes to decrease the risk of employees experiencing any form of discrimination.
- Inform employees of the EEO Complaint Process and highlight retaliation protections that may encourage employees to

report possible EEO violations.

- Increase managerial/supervisory knowledge of EEO processes including their obligation to report and document any instances of possible EEO violations or any EEO-related inquiries to the EEO Office.

Describe your analysis of the results of the 2020 Climate Survey (when provided by DCAS):

FISA is awaiting feedback from DCAS re: the results of the 2020 Climate Survey.

X. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies to your agency.

- ☐ The agency is NOT involved in an audit conducted by NYC EEPD or another governmental agency specific to our EEO practices.
- ☒ The agency is involved in an audit; please specify who is conducting the audit: On 03/23/2022, the EEPD formally initiated its audit of FISA; EEO Officer Ms. Margaret Withers will conduct the Audit.
- ☐ Attach the audit recommendations by NYC EEPD or the other auditing agency.
- ☐ The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2022.
- ☐ The agency received a Certificate of Compliance from the auditing agency.
Please attach a copy of the Certificate of Compliance from the auditing agency.

APPENDIX: FISA EEO PERSONNEL DETAILS
EEO PERSONNEL FOR 3rd QUARTER, FISCAL YEAR 2022

A. PERSONNEL CHANGES

Personnel Changes this Quarter:		☒ No Changes	Number of Additions:	Number of Deletions:
Employee's Name & Title	1.		2.	3.
Nature of change	☐ Addition ☐ Deletion		☐ Addition ☐ Deletion	☐ Addition ☐ Deletion
Date of Change in EEO Role	Start Date or Termination Date:		Start Date or Termination Date:	Start Date or Termination Date:
Employee's Name & Title				
Nature of change	☐ Addition ☐ Deletion		☐ Addition ☐ Deletion	☐ Addition ☐ Deletion
Date of Change in EEO Role	Start Date or Termination Date:		Start Date or Termination Date:	Start Date or Termination Date:
For New EEO Professionals:				
Name & Title	4. Margaret Withers		5. Sherine Wright	6. Hiroko Miyamoto
EEO Function	☒ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)		☐ EEO Officer ☒ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)	☐ EEO Officer ☒ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)
Percent of Time Devoted to EEO	☐ 100% ☒ Other: (specify %): 70		☐ 100% ☒ Other: (specify %): 10	☐ 100% ☒ Other: (specify %): 5
Name & Title	7. Ajit Abraham		N/A	N/A
EEO Function	☐ EEO Officer ☒ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)		☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)	☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)
Percent of Time Devoted to EEO	☐ 100% ☒ Other: (specify %): 5		☐ 100% ☐ Other: (specify %):	☐ 100% ☐ Other: (specify %):

EEO Training Completed within the Last TWO Years, including the Current Quarter (EEO and D&I Officers, Deputies, AND ALL NEW EEO Professionals):

Name & EEO Role	1. Margaret Withers	2. Sherine Wright	3. Hiroko Miyamoto
Completed EEO Trainings:			
1. Everybody Matters-EEO/D&I	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
2. EEO Awareness	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
3. Diversity & Inclusion	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
4. Sexual Harassment Prevention	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
5. IgbTq: The Power of Inclusion	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No
6. Unconscious Bias	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No
7. Disability Etiquette	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
Completed OCEI Trainings:			
A. EEO Officer Essentials: Complaint/Investigative Processes	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
B. EEO Officer Essentials: Reasonable Accommodation	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
C. Understanding CEEDS Reports	☒ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No
Name & EEO Role	4. Ajit Abraham	5. N/A	6. N/A
Completed EEO Trainings:			
1. Everybody Matters-EEO/D&I	☒ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
2. EEO Awareness	☒ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
3. Diversity & Inclusion	☒ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
4. Sexual Harassment Prevention	☒ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
5. IgbTq: The Power of Inclusion	☐ Yes ☒ No	☐ Yes ☐ No	☐ Yes ☐ No
6. Unconscious Bias	☐ Yes ☒ No	☐ Yes ☐ No	☐ Yes ☐ No
7. Disability Etiquette	☒ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
Completed OCEI Trainings:			
A. EEO Officer Essentials: Complaint/Investigative Processes	☒ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
B. EEO Officer Essentials: Reasonable Accommodation	☒ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
C. Understanding CEEDS Reports	☐ Yes ☒ No	☐ Yes ☐ No	☐ Yes ☐ No

B. CONTACT INFORMATION (Please list ALL current EEO professionals)DIVERSITY AND EEO STAFFING IN FISA AS OF 3rd QUARTER FY 2022 *

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<u>Diversity & Inclusion Officer</u>	<u>Margaret Withers</u>	<u>Computer Systems Manager</u>	<u>60%</u>	<u>Mwithers@fisa-opa.nyc.gov</u>	<u>212-857-7169</u>
<u>EEO Officer/Director</u>	<u>Margaret Withers</u>	<u>Computer Systems Manager</u>	<u>60%</u>	<u>Mwithers@fisa-opa.nyc.gov</u>	<u>212-857-7169</u>
Deputy EEO Officer	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
ADA Coordinator	<u>Margaret Withers</u>	<u>Computer Systems Manager</u>	<u>20%</u>	<u>Mwithers@fisa-opa.nyc.gov</u>	<u>212-857-7169</u>
Disability Rights Coordinator	<u>Margaret Withers</u>	<u>Computer Systems Manager</u>	<u>20%</u>	<u>Mwithers@fisa-opa.nyc.gov</u>	<u>212-857-7169</u>
Disability Services Facilitator	<u>Margaret Withers</u>	<u>Computer Systems Manager</u>	<u>20%</u>	<u>Mwithers@fisa-opa.nyc.gov</u>	<u>212-857-7169</u>
55-a Coordinator	<u>Margaret Withers</u>	<u>Computer Systems Manager</u>	<u>20%</u>	<u>Mwithers@fisa-opa.nyc.gov</u>	<u>212-857-7169</u>
Career Counselor	<u>Kristel Simmonds-Cobb</u>	<u>Admin Staff Analyst</u>	<u>20%</u>	<u>Ksimmonds-cobb@fisa-opa.nyc.gov</u>	<u>212-742-5931</u>
EEO Counselor	<u>Sherine Wright</u>	<u>Computer Systems Manager</u>	<u>40%</u>	<u>Swright@fisa-opa.nyc.gov</u>	<u>212-857-1253</u>
EEO Counselor	<u>Hiroko Miyamoto</u>	<u>Computer Systems Manager</u>	<u>5%</u>	<u>Hmiyamoto@fisa-opa.nyc.gov</u>	<u>212-857-1119</u>
EEO Counselor	<u>Ajit Abraham</u>	<u>Computer Systems Manager</u>	<u>5%</u>	<u>Aabraham@fisa-opa.nyc.gov</u>	<u>212-857-7234</u>
Investigator/Trainer	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
EEO Training Liaison	<u>Glenis Patterson</u>	<u>Admin Staff Analyst</u>	<u>20%</u>	<u>Gpatterson@fisa-opa.nyc.gov</u>	<u>212-857-1614</u>
Other (describe):	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

* Please note changes (new personnel filling the specified role). You may insert additional entries as needed. Title refers to the civil service title. If there is an EEO\ Diversity role that your staff performs that is not on the list above you may indicate it on the chart.