

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

**Fiscal Year 2023**

**Department of Sanitation**



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## **I. Commitment and Accountability Statement by the Agency Head**

Colleagues,

At the Department of Sanitation (“DSNY”), our employees reflect the remarkable range of cultures and perspectives of our great City’s population. We recognize that unique individuals, collaborative teams, and inclusive leaders generate new ideas that have far-reaching impact on the quality of service that we deliver to the people of New York City. It is our willingness to embrace the richness of our diverse teams and their ideas that drives our growth and progress.

A diverse workforce that represents a wide range of backgrounds, perspectives, and experiences is an important part of DSNY’s mission and directly impacts our ability to innovate and keep New York City clean, safe, and healthy. Diversity and inclusion are embraced, people are hired and advanced on their merits, and employees treat each other with mutual respect and dignity. We strive to be an agency where the best people want to work and where opportunities to develop are widely available.

DSNY maintains a longstanding commitment to ensuring equal opportunity for all employees and applicants for employment. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex, age, disability, veteran status, or other protected classes. DSNY does not tolerate any forms of unlawful discrimination, sexual or workplace harassment, or any other inappropriate conduct.

DSNY’s Office of Equity, Diversity & Inclusion (“OEDI”) immediately investigates any allegations of harassment or inappropriate conduct towards employees or job applicants. If the allegations are substantiated, appropriate action is taken. Further, the Department of Sanitation does not tolerate retaliation against an employee who engages in protected activity by reporting illegal discrimination, sexual or workplace harassment, or other inappropriate conduct. DSNY supports all employees in exercising their rights under applicable EEO statutes and regulations. For more information on how to report discrimination or harassment in the workplace, please contact OEDI Director Ryan David at 212-291-1371 or [rdavid1@dsny.nyc.gov](mailto:rdavid1@dsny.nyc.gov).

Ensuring compliance with equal employment opportunity rules and values is a mandatory component of the performance evaluation for every DSNY manager and supervisor. DSNY employees at all levels of supervision must create and maintain a workplace that is free of unlawful discrimination and sexual and other illegal harassment, and must carry out these duties with the same passion and leadership as their other organizational responsibilities.

As evidence of its commitment to ensuring equal employment opportunity, DSNY conducts periodic EEO training for its employees that addresses, among other things,



discriminatory hiring practices, sexual and workplace harassment, and other inappropriate conduct.

DSNY is committed to fostering and maintaining an environment where equal employment opportunity, diversity, and inclusion are a natural part of the culture. My expectation is that you will join me in providing your full commitment and support.

Remember, we are one team, working together, with the same goal – serve the people of New York City with pride, excellence, and **STRENGTH**.

After all, we are the City's **STRONGEST**!

Sincerely,

Jessica S. Tisch

☐ This statement is the same as last year.

☒ This statement will be disseminated to all employees in the agency.

## **II. Recognition and Accomplishments**

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

**1. EEO Training** - In Fiscal Year 2022, the Department provided over 20,000 EEO-related trainings to employees. This includes trainings in (1) Diversity & Inclusion; (2) EEO Awareness; (3) Sexual Harassment Prevention, and (4) LGBTQ: The Power of Inclusion. For Training Cycle 4 in SHP training, DSNY attained a 99% completion rate. The Department is committed to providing quality training to all employees, including bringing awareness regarding one's rights and responsibilities under the City's EEO Policy, as well as promoting a diverse and inclusive work environment in which all employees are treated with dignity, decency, and respect.

**2. 9/11 Tribute to DSNY's Fallen Heroes** - On September 9, 2021, to commemorate the 20<sup>th</sup> anniversary of 9/11, the DSNY held a solemn ceremony to honor our fallen colleagues who have died from illness related to their response to the attacks. Sanitation had a critical role in New York City's recovery by clearing Lower Manhattan, securing evidence for investigators, and recovering remains for the families of more than 300 victims. While Sanitation suffered no losses on 9/11, nearly 100 employees from diverse backgrounds have since passed, and DSNY unveiled a memorial plaque at 125 Worth Street, a permanent reminder for New Yorkers who pass through our doors.

**3. Employee Recognition** - On October 20, 2021, thousands of employees, family, and friends attended the Department of Sanitation's 2021 Recognition Ceremony. For the first time, this year's event was held at Maimonides Park (former MCU Park), home of the Brooklyn Cyclones. The DSNY Commissioner gave the oaths of office for approximately 1,000 new colleagues and those rising through our ranks, honored our Employees of the Year for creating a positive and

inclusive work environment, and bestowed the Awards for Excellence, Medals of Valor and Medals of Distinction.

**4. New PRIDE Employee Resource Group** - On June 29, 2022, to coincide with Pride Month, the Department recognized Pride at DSNY, our newest employee resource group. The group will help foster a diverse and inclusive work environment by holding monthly community events, leading social outings, providing career support and offering study sessions for civil service examinations to promote advancement.

**5. COVID-19 Vaccine Exemptions** - DSNY processed nearly 1,400 employee requests for exemption in response to the City's mandate that all employees must be vaccinated against the COVID-19 virus unless they have been granted a reasonable accommodation for religion or disability reasons.

**6. M/WBE SOAR Program** – DSNY continues to identify both certified Minority / Woman-owned Business Enterprises and diverse vendors not recognized as certified for contract opportunities and provides targeted capacity building under its M/WBE Sustainable Operations and Readiness Resources ("SOAR") Program.

### III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2022

Total Headcount: 9,873

1. In FY 2023, 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
  - ☒ Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
  - ☒ In FY 2023, the agency will inform and remind employees of the option to add preferred name in ESS.
2. CEEDS Workforce Reports & Summary Dashboard
  - ☒ 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.

**Agency Head**

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other \_\_\_\_\_

**Human Resources**

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other \_\_\_\_\_

**General Counsel**

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other \_\_\_\_\_

**Other (\_\_\_specify)**

☐ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other \_\_\_\_\_

- ☒ 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).

## **IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2023**

### **1. Goals and strategies to enhance DEI and EEO in areas of Workforce, Workplace, Community, and Race Relations.**

❖ **Workforce:**

We strive for a diverse, inclusive workforce that is representative of our city, committed to our mission, and engaged in helping us meet our ambitious goals.

❖ **Workplace:**

- We want our employees, present and future to view us as an employer of choice. To do that we will provide a workplace that values diversity of thought and background.

❖ **Community:**

- The hallmark of continuing economic development and recovery is through outreach to utilization of any investment in our communities.

❖ **Equity, Inclusion and Race Relations Initiatives:**

- Our mission is to empower underrepresented employees and elevate inclusion in the workplace.

### **2. Planned Programs, Initiatives, Actions**



Describe the ongoing and new programs, actions, and initiatives planned for FY 2023, which are aimed toward enhancement and expansions of the three foundations of Diversity and EEO strategy: Workforce, Workplace, and Community.

## **A. Workforce**

In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workforce.

The agency will address underutilization in FY 2023 by:

### **Initiative #1 – Build A Diverse and Inclusive DSNY Workforce**

DSNY continues to strive for a diverse, inclusive workforce that is representative of our city, committed to our mission, and engaged in helping us meet our ambitious goals.

On June 8, 2022 to June 30, 2022, DCAS opened registration for the next Sanitation Worker Exam (#2060), which is the agency's most commonly used civil service job title (6,429 employees). DSNY launched an aggressive recruitment campaign to attract a diverse applicant pool, with a particular focus on female and minority applicants. This included creating an outreach team of 20 diverse uniform employees to attend more than 200 community events throughout the five boroughs. DSNY also partnered with other city agencies to promote registration, including Department of Education where we promoted the job of Sanitation Worker to graduating students.

A total of 51,387 candidates have registered to take Sanitation Worker #2060. Minority and female candidates make up 75.5% of registered test-takers, with multiple choice testing expected to begin on September 7, 2022.

In anticipation of the Sanitation Worker Exam, in FY 2023 will leverage relationships within the community and utilize its Employee Resource Groups to promote available study sessions to encourage high test scores and ensure a diverse candidate pool.

## **B. Workplace**

### **Initiative #1 – Improve Employee Engagement and Communications**

As a large multifaceted agency, DSNY must make efforts to keep our staff engaged, cohesive and unified in achieving our shared mission. With over 10,000 employees working three shifts across New York City, opportunities for us to gather as a community are critical for engagement and morale. We continue to make use of "Trashtalk," an electronic newsletter to promote social event invitations, charitable fundraising campaigns, professional development opportunities, promotion and award recognition and other news. Events that welcome DSNY staff and their families to highlight our work are great for spreading public awareness, but also for building comradery and engagement among our staff. DSNY-days at professional sporting events and charitable fundraising campaigns have been popular with our staff and bring positive publicity for the Department. We will continue to support and expand these events for people to show their pride in the Department, socialize with one another's families and give back to the community through group volunteer events.

Additionally, DSNY will make improvements to the employee intranet and update its policies and procedures to ensure all staff have access to the resources they need.

### **Initiative #2 – Launch EEO Employee Self-Service Portal**

In Winter 2023, DSNY plans to launch an EEO Employee Portal (the “Portal”), an online employee engagement platform that will put a range of EEO services at our employees’ fingertips. The Portal will enhance employees’ knowledge of their rights and responsibilities under the City’s EEO Policy and provide an employee self-service application. Employees will be able to submit inquiries and complaints to OEDI, make requests for reasonable accommodation, complete EEO e-learning trainings and have access to an EEO resource center.

The EEO Employee Portal will include the following features:

- **File Internal EEO Complaint(s)** – Employees will be able to submit online inquiries and complaints to OEDI (by name or anonymously ), as well as submit evidence and receive case updates as it pertains to the status of their internal EEO complaint.
- **Request Reasonable Accommodation** – Individuals with a qualifying bases will be able to submit requests for accommodation and include supporting documentation so that they may continue to perform the essential functions of the job and enjoy equal employment opportunities.
- **EEO E-Learning Center** – Employees will have access to DCAS’ EEO computer-based trainings, including courses in EEO Awareness, Diversity & Inclusion, Sexual Harassment Prevention and LGBTQ: The Power of Inclusion.
- **Resource Center** – The Resource Center will provide information and support to employees to increase one’s EEO awareness and knowledge. Employees will have access to the City’s EEO Policy, DSNY specific EEO-related policies and procedures and printable EEO posters for display at worksites.

### **Initiative #3 – Improve Personnel Spaces**

DSNY will ensure that all its employees have access to healthy and clean workspaces, particularly our uniformed field staff. The improvement of locker rooms in our garages continue to be a priority as we seek to improve our facilities and increase the number of female locker rooms to fully accommodate our needs.

In FY 2023, we are committed to completing major renovations at the following district garages to help advance that goal: Bronx 9, 10 and 11, Manhattan 11, Queens East 8, 10, and 12, and Brooklyn North 3.

- ☒ Promote employee involvement by supporting Employee Resource Groups (ERGs).



List below the names of existing ERGs:

1. African American Benevolent Society
2. Asian Jade Society
3. Columbia Association
4. DSNY Retiree, Inc.
5. Emerald Society
6. Hebrew Spiritual Society
7. Holy Name Society
8. Pride of Sanitation Association, Inc.
9. Sanitation Association de Latinos
10. United Women of Sanitation Association

- ☐ Agency will create a Diversity Council to leverage equity and inclusion programs
- ☐ Agency Diversity Council is in existence and active
- ☒ Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion
- ☒ Agency will 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**

In FY 2023, 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)
- ☐ Conduct a customer satisfaction survey
- ☒ Expand language services for the public

### **Initiative #1 – Launch of Queens Curbside Composting Program**

In Fall 2022, Queens will become home to the nation's largest curbside composting program, as weekly collection of compostable materials becomes automatic and guaranteed for every single resident in the borough of Queens. All residential buildings in Queens will automatically receive weekly collection of leaf and yard waste, food scraps, and food-soiled paper products starting October 3. This is the first time in history that an entire borough will receive this service, and is a significant undertaking considering Queens is home to 41 percent of New York City's street trees.

DSNY has created new routing efficiencies for this program, allowing for DSNY to service Queens at the lowest cost-per district of any composting program currently running. Queens was selected because of the diversity of communities and housing stock, and also because it includes large leaf and yard waste districts in the east, dense multifamily homes in the west, and a variety of historically underserved neighborhoods that have suffered the consequences of environmental injustice.

There is no sign-up required for this program, making it easily accessible to all Queens residents. Residents simply set out their waste on the assigned day (which will be available on DSNY's composting website by mid-September) and let DSNY pick it up to turn into usable compost or clean, renewable energy.

Separating compostable material from household trash is one simple way to ensure a cleaner city, and yard and leaf waste provide New Yorkers with the easiest way to compost, since these materials already exist outside the home. Roughly one third of the City's residential waste is compostable material, which can help gardens grow or create power through renewable energy.

In addition to improving sustainability, composting improves cleanliness, as well. Wild animals and rodents feed on organic materials in trash bags, and secure compost bins make it more difficult to access that material.

### **Initiative #2 – Launch of Citywide “Smart” Composting Bins**

DSNY will place 250 new “smart” composting bins around New York City come this Fall 2022. The sealed bins will be on public streets and opened via a smartphone app. The City has completed a small-scale pilot of these bins beginning in late 2021, proving them to be a popular and effective way to keep compostable material out of landfills. The new bins will be placed in communities in all five boroughs, with special emphasis on areas in Manhattan above 125<sup>th</sup> Street, the South Bronx, the North Shore of Staten Island, and Central Brooklyn.

### **Initiative #3 – Continued Support for Sanitation Foundation**

The Sanitation Foundation is the official non-profit partner organization of DSNY. The mission of the foundation is twofold: to celebrate and support the essential Sanitation workforce and advance the Department's ambitious zero-waste agenda.

The Foundation accomplishes its goals by fostering innovative public and private partnerships between DSNY, businesses, and community organizations. Public engagement, education, and capacity-building programs sponsored by the Foundation support DSNY in achieving their shared vision for a healthier, cleaner, more sustainable city.

In FY 2023, DSNY will support the Foundation with the following initiatives:

- **ReFashion Week NYC** – Presented in collaboration with DonateNYC, ReFashion Week NYC is an annual event that celebrates secondhand and sustainable fashion in New York City through a series of events designed to find creative solutions to the mounting crisis of textile waste.
- **Follow Your Waste** - Follow Your Waste is an interactive, educational game for young children ages 8 and up that follows the lifecycle of each of NYC's five boroughs' waste streams. Users learn how to sort their waste and where it goes after being collected, as well as about the current landscape and workers of DSNY.
- **Zero Waste Academy** – The Zero Waste Academy provides a free and mostly virtual nine-session educational series to introduce City residents to issues of waste management and contextualizes how it fits into our city and our world.
- **Zero Waste Workshops** – The Zero Waste Workshops cover everything from making simple swaps in your daily routines, to reducing food waste, and supporting local and ethnical companies with your buying choices.
- **Food Waste Fair** – The Food Waste Fair brings together policymakers, innovators, thought leaders, and community members to end food waste through various programs.
- **Cultural Programs** – The Sanitation Foundation's cultural programs celebrate DSNY's rich history and ongoing work to keep New York City functioning. The long-term goal is to create a New York City Museum of Sanitation, which will: educate the public about, and create communities dedicated to, waste reduction and management, promote sustainable solutions for NYC's waste issues; and celebrate DSNY's vital role in maintaining a clean, safe, healthy, and livable city.

## V. Recruitment

### A. Recruitment Efforts

DSNY is an inclusive agency that values diversity throughout its workforce, whether uniformed, civilian, entry level or senior management. We strive for a workforce that is representative of the diverse city that we serve; however, the process of filling vacancies for most of our positions is determined by the results of civil service examinations.

During the registration period for exams that lead to DSNY jobs, we will promote opportunities and encourage women and men of all backgrounds to complete exams, particularly groups who have historically been underutilized in certain job titles. DSNY will leverage its partnerships with other City agencies, including the Department of Education, the Mayor's

Office for People with Disability and DCAS' Office of Citywide Recruitment, among others, to promote opportunities. Moreover, the agency will perform outreach and promote DSNY vacancies through online and print publications in compliance with Local Law 30 and, when necessary, place advertisements using the top 150 Community & Ethnic Media print publications, as identified by the Mayor's Office of Community and Ethnic Media. DSNY will perform outreach at various community-based organizations and events in the five boroughs to promote registration for upcoming exams. The agency will give particular encouragement to current employees that are eligible for higher-ranking positions to take promotional exams so that New York's Strongest remains diverse and inclusive in all ranks of our workforce.

In regard to discretionary hirings and promotions, the Agency will eliminate structural barriers in the selection process. This includes ensuring a diverse panel of interviewers to conduct interviews for hirings and promotions. In addition, all hiring managers and promotion board members will receive training in Structured Interviewing and Unconscious Bias to avoid unintentional biases. The EEO Officer will review all discretionary hires and promotions and participate on various promotion boards to ensure fair selection practices. Finally, the EEO Officer will review with the Agency Head regularly the Workforce Diversity Dashboard to identify titles that may be underutilized to inform recruitment efforts.

## **B. Recruitment Sources**

1. **Online and Print Publications** – The agency will distribute job notices in compliance with Local Law 30 and, when necessary, place advertisements using the top 150 Community & Ethnic Media print publications, as identified by the Mayor's Office of Community and Ethnic Media to ensure a diverse candidate pool.

2. **Mayor's Office for People with Disabilities ("MOPD")** – DSNY will provide job vacancy notices with MOPD to share with clients. The Agency has been successful in the past using MOPD to have candidates appointed under the 55-a program.

3. **Department of Education & Colleges/Universities**– DSNY will provide job vacancy notices to DOE and post announcements on career sites of colleges and universities in New York City to provide internship opportunities and hire for entry titles.

4. **Community Based Organizations and Events** – DSNY will perform outreach at various community-based organizations and events in the five boroughs to promote registration for upcoming civil service examinations to ensure a diverse applicant pool. The agency has been successful in the past promoting examinations to women-based community groups to reduce underutilization in uniform and trade titles.

5. **DCAS Office of Citywide Recruitment** – DSNY will partner with DCAS Office of Citywide Recruitment and participate in various recruitment events across all five boroughs to share information about City government jobs and the examination process.

## **Internships/Fellowships**



The agency provided the following internship opportunities in FY 2022:

<b>Type of Internship/Fellowship</b>	<b>Total</b>	<b>Race/Ethnicity *[#s] * Use self-ID data</b>	<b>Gender * [#s] * Use self-ID data</b>
1. Urban Fellows			M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps			M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	49	20 Asian / 5 Black / 6 Hispanic / 2 Mixed / 1 Unknown / 15 White	M <u>31</u> F <u>18</u> Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	15	6 Asian / 2 Black / 1 Hispanic / 1 Mixed / 5 White	M <u>9</u> F <u>6</u> Non-Binary __ Other __ Unknown __
5. Other: College Aide	39	4 Asian / 10 Black / 12 Hispanic / 1 Unknown / 2 Mixed / 10 White	M <u>20</u> F <u>19</u> Non-Binary __ Other __ Unknown __

DSNY will continue to staff college aides year-round and provide summer internship opportunities to undergraduate and graduate students in Summer 2023. DSNY College Aides and Summer Interns will gain work experience by performing meaningful work and provide an outlet for the individual to showcase their talents.

### **C. 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.

The goals of the 55-a Coordinator for FY 2023 are:

1. Provide accurate information about the 55-a Program
2. Remind hiring managers of the applicant pool
3. Educate and assist applicants and employees on how and where to apply
4. Coordinate the application process between the employee/candidate, HR, supervisor and DCAS.

Presently, the agency employs 18 [number] 55-a participants.

There are 1 [number] participants who have been in the program less than 2 years.

In the last fiscal year, a total of 3 [number] new applications for the program were received and 0 participants left the program due to [state reasons] \_\_\_\_\_.

☐ 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.

## VI. Selection (Hiring and Promotion)

### A. Career Counselors

In FY 2023, the agency's Career Counselor will perform the following tasks:

- Review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations.
- Promote employee awareness of opportunities for promotion and transfer within the agency.
- Arrange for 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.
  - Explain the civil service process to staff and what it means to become a permanent civil servant.
  - Provide technical assistance in applying for upcoming civil service exams.
- Provide agency staff with citywide vacancy announcements, civil service exam notices and other career development information.
- Assist employees and Job Training Program participants in assessing and planning to develop career paths.
- Provide resources and support for:

- Targeted job searches
- Development job search strategies
- Resume preparation
- Review of effective interview techniques
- Review of techniques to promote career growth and deal with change
- Internship Exploration

## **B. New Hires and Promotions**

In FY 2023, the agency will do the following:

- The agency will ensure that all hiring managers and promotion board members are trained in Structured Interviewing and Unconscious Bias to avoid unintentional biases in discretionary hiring.
- The Department will ensure a diverse panel of interviewers to conduct interviews for hiring and promotion.
- The EEO Officer will review all selections made by hiring managers and promotion board members for discretionary job titles.
- All new hires will participate in orientation to provide information to staff regarding the civil service process and promote opportunities for growth.
- The EEO Officer will have quarterly meetings with the Agency Head to review recruitment, hiring, promotion, and selection practices to eliminate structural barriers.

## **C. EEO Role in Hiring and Selection Process**

In FY 2023, the agency EEO Officer will do the following:

- ☒ Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.
- ☒ Review 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 and language that is age-inclusive).
- ☒ Actively monitor agency job postings 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 during the interview.
- ☒ Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- ☒ 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 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: \_\_\_\_\_

#### **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 2023.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- ☒ 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).



## VII. 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 Civilian Staff Biennially (Cycle 1 must be completed by March 31, 2023.)	4000	April 2022 – March 2023
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All Uniformed Staff Biennially (Cycle 1 must be completed by March 31, 2023.)	6000	April 2022 – March 2023
3. Sexual Harassment Prevention (e-learning)	All Civilian Staff – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	4000	September 2022 – August 2023
4. Sexual Harassment Prevention (classroom/live webinar)	All Uniformed Staff – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	6000	September 2022 – August 2023
5. lgbTq – Power of Inclusion (e-learning)	All Civilian Staff	1250	March 2023
6. lgbTq – Power of Inclusion (classroom/live webinar)	All Uniformed Staff		
7. Disability Awareness and Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Agency staff involved in the hiring process	100	October 2022 – March 2023

## VIII. Reasonable Accommodation

Describe your agency's practices for analyzing statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

- ☒ 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 of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency grants or denies request 30 days after submission or as soon as possible.
- ☒ The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- ☒ If the review and decision on appeal is not done by the Agency Head.  
Provide the name and title of the designee<sup>1</sup> : \_Ethel Corcoran, Counsel to the Program Management Office\_\_\_\_\_
- ☐ The designee reports directly to the Agency Head.
- ☒ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

### **Reasonable Accommodation Procedures**

**Day 1** – Once an individual requests reasonable accommodation, the supervisor or manager notifies OEDI as soon as possible. The referral should occur within three business days from the date of the request.

Additionally, when an employee with a known or obvious disability is having difficulty performing his/her job, the employee may be asked whether a reasonable accommodation is needed, even though it is typically the responsibility of the individual needing an accommodation.

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<sup>1</sup> EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency's General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.

**By Day 10** – OEDI engages in the interactive process with the requestor. The steps are as follows:

- The individual requesting accommodation completes a reasonable accommodation form
- OEDI examines job duties and essential job functions and considers whether the requestor could perform them with a reasonable accommodation
- OEDI meets with the requestor to determine physical and/or mental abilities/limitations and the barriers these limitations post to the performance of the job's essential functions
- OEDI determines the disability and sufficiency of documentation
- OEDI discusses with the requestor the possible reasonable accommodations and gives primary consideration to the requestor's preference

**By Day 30** – If all the supporting information requested has been provided, OEDI must grant or deny the request and communicate the decision to the requestor.

- A grant or denial of a reasonable accommodation request is provided to the individual by OEDI in writing, either explaining the accommodation that will be provided, or for denials, the reason the request was denied.
- An individual may choose to file a complaint with OEDI or with an external human rights agency regarding a failure to reasonably accommodate.

**Expedited Processing** – A request for a reasonable accommodation is expedited in less than 30 days under certain time-sensitive circumstances such as imminent medical treatment or to avoid emotional and/or bodily harm.

### **The Appeal Process**

If OEDI denies an individual's request, or offers an accommodation other than the one requested, the individual may appeal the decision to the Agency Head.

- i. The individual must email [Appeals@dsny.nyc.gov](mailto:Appeals@dsny.nyc.gov) to request an appeal within 30 days of receipt of OEDI's decision.
- ii. Within 15 business days of receiving an appeal, the DSNY Commissioner will review and decide the appeal and issue a notice of the decision to the individual. If a decision on appeal cannot be rendered within 15 business days, the individual will be informed in writing of the reason for the delay and when a decision on the appeal will be rendered. If the decision on appeal is to grant a reasonable accommodation, the agency head will direct the EEO Officer to promptly implement the reasonable accommodation.



## **IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws**

### **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 5 – September 1, 2022 – August 31, 2023) 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**

- ☒ 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 1: April 1, 2021 – March 31, 2023) as indicated in the Section VII Training above.

### **D. 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 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 Fiscal Year, 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 Transgender 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.

#### **E. Local Law 101 (2018): Climate Survey**

The agency, in collaboration with DCAS, has conducted a climate survey in 2020 and:

- ☒ Analyzed the 2020 Climate Survey data provided by DCAS.
- ☒ Will review or has reviewed the results of the survey with agency head and senior leadership.
- ☒ Developed an action plan in consultation with agency head and senior leadership outlining the initiatives and actions that will be adopted by the agency in response to the 2020 Workplace Climate Survey data.

## X. Audits and Corrective Measures

- ☒ The agency is NOT involved in an audit conducted by NYC 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 \_\_\_\_\_ specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2023 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 \_\_\_\_\_.
- ☐ Within the last two years the agency was involved in an audit conducted by the EEPC or \_\_\_\_\_ specific to our EEO practices.
- ☐ The agency will continue/be required to implement corrective actions during the year that this plan is in effect.
- ☐ The agency received a Certificate of Compliance from the auditing agency

## XI. Agency Head Signature

Jessica S. Tisch  
Print Name of Agency Head

Jessie Tisch  
Signature of Agency Head

01/27/2023  
Date

## Appendix A: Contact Information for Agency EEO Personnel

	<b>Title/Function</b>	<b>Name</b>	<b>Email</b>	<b>Telephone</b>
1.	<b>Agency EEO Officer</b>	Ryan David	RDavid1@dsny.nyc.gov	212-291-1371
2.	<b>Agency Deputy EEO Officer</b>	Julie Cascino	JCascino@dsny.nyc.gov	212-291-1374
3.	<b>Agency (Chief) Diversity &amp; Inclusion Officer</b>	Ryan David	RDavid1@dsny.nyc.gov	212-291-1371
4.	<b>Chief Diversity Officer/Chief MWBE Officer per E.O. 59</b>	Christopher Metzler	CMetzler@dsny.nyc.gov	646-885-5061
5.	<b>ADA Coordinator</b>	Ryan David	RDavid1@dsny.nyc.gov	212-291-1371
6.	<b>Disability Rights Coordinator</b>	Ryan David	RDavid1@dsny.nyc.gov	212-291-1371
7.	<b>Disability Services Facilitator</b>	Ryan David	RDavid1@dsny.nyc.gov	212-291-1371
8.	<b>55-a Coordinator</b>	Ryan David	RDavid1@dsny.nyc.gov	212-291-1371
9.	<b>EEO Investigator(s)</b>	Evelyn Nieves-Moscol	ENieves1@dsny.nyc.gov	212-291-1372
10.	<b>Career Counselor(s)</b>	Adil Tahir	ATahir@dsny.nyc.gov	646-885-1081
11.	<b>EEO Training Liaison(s)</b>	Evelyn Nieves-Moscol	ENieves1@dsny.nyc.gov	212-291-1372
12.	<b>EEO Counselor(s)</b>	Julie Cascino	JCascino@dsny.nyc.gov	212-291-1374



## Appendix B: 2020 Climate Survey Action Plan

Please provide a detailed description your agencies plan to address the target areas and objectives identified by DCAS. For each target area and objectives, include the planned actions, initiatives, programs or policies, the intended reach, and the office responsible for implementation.

### 1. Target area and objective: Increase employees' familiarity with the EEO Policy.

#### ➤ Planned actions, initiatives, programs, or policies:

- The City's 2021 EEO Policy will be placed on DSNY's Intranet and made available to all employees who have access to a work computer.
- DSNY will send, via email, every quarter a Department Message to all employees reminding employees of their rights and responsibilities under the City's EEO Policy and provide the contact information for OEDI.
- For Uniform Employees who do not have access to a work computer, Department Messages will be read at roll call by the district superintendent and posted at the worksite.
- DSNY will include an EEO section biannually in its electronic newsletter, Trashtalk.
- OEDI will provide EEO training to all new uniformed employees within 30 days of appointment.
- OEDI will provide EEO training to all new civilian employees within 30 days of appointment.

#### ➤ Intended reach

- All staff, including, senior executives, supervisors, managers, interns, and consultants.

#### ➤ Who will be responsible for implementing the action?

- Commissioner's Office
- First Deputy Commissioner's Office
- Office of Equity, Diversity & Inclusion
- Bureau of Cleaning and Collection
- Internal Communications
- Bureau of Information Technology

**2. Target area and objective: Improve the EEO Office's visibility to the workforce.**

➤ **Planned actions, initiatives, programs, or policies:**

- OEDI will conduct outreach at field district garages to meet uniform employees – to improve the Office's visibility, establish work relationships, and foster a diverse and inclusive work environment.
- OEDI will host numerous events throughout the fiscal year to raise awareness and educate employees on equity, diversity, and inclusion issues.
- OEDI will attend employee resource group meetings to improve the Office's visibility and provide EEO awareness.
- OEDI will attend all appropriate DSNY sanctioned events.
- The Bureau of Public Affairs will document efforts by OEDI to promote equity, diversity, and inclusion on DSNY's social media accounts.

➤ **Intended reach**

- All staff, including, senior executives, supervisors, managers, interns, and consultants.

➤ **Who will be responsible for implementing the action?**

- First Deputy Commissioner's Office
- Bureau of Cleaning & Collection
- Office of Equity, Diversity & Inclusion
- Bureau of Public Affairs
- Internal Communications

**3. Target area and objective: Improve employees' knowledge of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed.**

➤ **Planned actions, initiatives, programs, or policies:**

- OEDI will create a DSNY Policy and Procedure ("PAP") describing in detail the EEO Complaint Process.
- DSNY will post at all work locations the "EEO Complaint Process at a Glance" flowchart.

- DSNY will send every quarter a Department Message to all employees providing overview of the EEO complaint process – including where and how to file a formal complaint, and what happens after a complaint is filed.
- OEDI will dedicate a section in all Agency led EEO trainings describing the EEO complaint process.

➤ **Intended reach**

- All staff, including, senior executives, supervisors, managers, interns, and consultants.

➤ **Who will be responsible for implementing the action?**

- Commissioner's Office
- First Deputy Commissioner
- Bureau of Cleaning & Collection
- Office of Equity, Diversity & Inclusion

**4. Target area and objective: Increase employees' understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.**

➤ **Planned actions, initiatives, programs, or policies:**

- OEDI will provide in its EEO Complaint PAP an overview of the protected classes and define what constitutes unlawful discrimination and harassment.
- DSNY will send quarterly Department Messages to all employees reaffirming its commitment to equal employment opportunity and provide a list of protected classes and include where and how to file a complaint.
- OEDI will define and include numerous scenarios and examples of what constitutes prohibited discrimination in all Instructor led EEO trainings

➤ **Intended reach**



- All staff, including, senior executives, supervisors, managers, interns, and consultants.

➤ **Who will be responsible for implementing the action?**

- Commissioner's Office
- First Deputy Commissioner
- Office of Equity, Diversity & Inclusion

**5. Target area and objective: Improve managers' and supervisors' awareness of measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.**

➤ **Planned actions, initiatives, programs, or policies:**

- OEDI will provide targeted EEO training to all newly promoted supervisors and managers to ensure that management understand and consistently enforce discrimination rules and policies.
- OEDI will conduct outreach at field district garages and have meetings with the current superintendents to review their duties and responsibilities as a manager under the City's EEO Policy.
- All managers and supervisors will receive annual Sexual Harassment Training and biennial LGBTQ and EEO and Diversity & Inclusion Training.

➤ **Intended reach**

- All supervisors and managers

➤ **Who will be responsible for implementing the action?**

- Commissioner's Office
- First Deputy Commissioner
- Bureau of Cleaning & Collection
- Office of Equity, Diversity & Inclusion

**6. Target area and objective: Improve managers' and supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.**

➤ **Planned actions, initiatives, programs, or policies:**

- OEDI will send quarterly a Department Message to all supervisors and managers instructing them where to direct employees who may want to discuss a complaint under the City's EEO Policy.
- All managers and supervisors will receive a refresher on where to direct employees who may want to discuss a complaint when they complete EEO training.

➤ **Intended reach**

- All supervisors and managers

➤ **Who will be responsible for implementing the action?**

- First Deputy Commissioner's Office
- Bureau of Cleaning & Collection
- Office of Equity, Diversity & Inclusion