



**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN TEMPLATE
FISCAL YEAR 2020**

1. Introductory, Commitment and Accountability Statement by the Agency Head

Vincent Sapienza, P.E.
Commissioner

59-17 Junction Blvd.
Flushing, NY 11373

Tel. (718) 595-6565
Fax (718) 595-3525
vsapienza@dep.nyc.gov

DEP is uniquely responsible for enriching our environment and protecting the health of all New Yorkers by providing high quality drinking water, managing waste water and storm water, and reducing air, noise, and hazardous materials pollution. Our mission depends on our success in recruiting, developing and retaining diverse talent, and promoting an inclusive workplace in which all employees are valued and encouraged to strive for excellence. Our employees, current and prospective, are our greatest asset. By valuing each individual and our differences, we build high-performing, innovative and stronger teams that reflect the diversity of the City's population and the communities we serve.

As Agency Head, I will continue to partner with our Office of Equal Employment Opportunity (EEO) & Diversity to fulfill our mission by ensuring that our workplace is free from unlawful discrimination and harassment, and that our employment practices align with all applicable policies, directives, and mandates. We will also continue to develop and sustain strategic initiatives, such as an enhanced talent pipeline, increased opportunities for employee engagement and inclusion, greater access to opportunities for career building and development, and measures for succession planning and legacy building. DEP's EEO Officer/Assistant Commissioner for the Office of EEO & Diversity, Danielle Barrett, will serve as a resource for the entire DEP workforce regarding employment best practices and guidance, and her contact information will be made prominently available to all our employees. Ms. Barrett will also serve as a point of contact regarding any questions, inquiries, concerns or complaints regarding our EEO rights and responsibilities under the New York City EEO Policy and applicable law.

I expect DEP's Executive and Senior leaders, as well as all managers/supervisors and frontline staff, to foster a workplace culture built on equity, fairness and respect for all. I will continue to partner with our Office of EEO & Diversity to disseminate timely and relevant messaging that underscores my commitment to EEO, diversity and inclusion, and my expectation that the entire DEP workforce will work towards manifesting this commitment.

During the 2nd quarter of FY 2020, I will issue a Commitment Statement to all agency employees affirming the principles of diversity, inclusion, and equal employment opportunity. The statement is intended to guide managers and supervisors and to communicate our dedication to equity, diversity and inclusion to all employees.

The agency will report to DCAS on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders and laws prohibiting employment discrimination in New York City. The agency will also disseminate and post legal notices and policies as required.

This statement is the same as last year.

II. Recognition and Accomplishments

In the past year our agency accomplished the following as part of our commitment to Equal Employment Opportunity, Diversity and Inclusion:

1. DEP continues to enhance its Diversity and Inclusion (D/I) program to include a greater array of cultural events, workshops, panel discussion and training to explore opportunities for collaborating with City agency and community-based partners for more diverse and sustainable initiatives and provide a platform for greater awareness around topics of national, regional and local importance, e.g. Gender Gaps and the Role of Men as Allies in Today's Workplace, suicide prevention, mental health awareness and resources, and domestic violence prevention. These engagements and programming also include, monthly awareness emails to the workforce, communicating timely D/I information; quarterly newsletters spotlighting D/I in action and opportunities for employment participation; and access to a broader curriculum of relevant training and education.

2. DEP has continued to streamline its EEO operations to ensure legal compliance and industry best practices by: i) Conducting internal audits of its case tracking systems to ensure accurate and complete investigative, reasonable accommodation, and inquiry case files and records. To ensure that data is accurately and timely inputted into the City database, DEP has assigned additional administrative support to the Office of EEO and Diversity for its data management. This individual inputs all complaints, inquiries and reasonable accommodation requests and close dates into the agency's internal and City's databases.

3. Based on a needs assessment of DEP's growing volume of religious accommodation cases, as well as climate survey data and national trends emphasizing the importance of religious inclusion in the workplace, DEP's Office of EEO & Diversity established a Multi-purpose/Quiet Room in September 2019 to further promote religious diversity and inclusion in the workplace.

Utilizing the successful model of DEP's Lactation Room Program, which is also administered by the Office of EEO & Diversity, the Multi-purpose/Quiet Room was founded as a designated, comfortable space for employees to engage their beliefs during the workday. Conveniently located near employee restrooms and other amenities, the Multi-purpose/Quiet Room is particularly helpful to employees who must observe various religious practices during the work day, such as prayer at specific times of day, ablutions, and various other rites. This in turn allows for more equitable balance and demonstrated respect for employees' needs and DEP's operating needs, greater latitude for granting employees' requests for reasonable accommodations owing to religious observance while at work, and decreased potential for EEO complaints based on reasonable accommodation denial or religious discrimination/harassment. Moreover, this initiative is inclusive of employees who do not necessarily identify with a particular religious/spiritual belief system, but seek to avail themselves of space for quiet reflection. To ensure appropriate and equitable use of this designated space, the Office of EEO & Diversity is also creating procedural guidelines on point.

4. Crucial Conversations Series, Gender Gaps & the Role of Men as Allies in Today's Workplace: As a means to facilitate healthy workplace discussions and thought leadership, DEP's Office of

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

EEO & Diversity launched its Crucial Conversations series in March 2019 with a panel discussion entitled, Gender Gaps & the Role of Men As Allies in Today's Workplace. This topic was selected for the launch of the series based on, among other things, DEP's longstanding and ongoing efforts to curbs its underutilization numbers, particularly in the area of gender diversity. Often regarded as a controversial, yet on-trend topic of discussion, DEP boldly decided to tackle the role of men as allies for a more gender diverse workplace by convening a panel from among DEP's Executive/Senior leaders and management to tackle tough questions around gender diverse practices and plans. The panel discussion also featured an article titled, "*How Men Can Become Better Allies to Women*", by W. Brad Johnson and David G. Smith that offered practical best practices for gender diversity and equity. The panel was advertised widely across DEP's entire workforce, but with particular emphasis on titles and areas that have historically reflected gender underutilization, as well as to other City agencies, including the Commission on Gender Equity. The panel was a first-of-its-kind for DEP, and helped to identify relevant strategies and action plans. The Office of EEO & Diversity plans to convene a task force to further drive these strategies and plans.

The agency recognizes employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity and equal employment opportunity through the following:

- Diversity & EEO Awards*
- Diversity and EEO Appreciation Events*
- Public Notices
- Positive Comments in Performance Appraisals
- Other: Mentorship Program, vetting employee selection, salary increases and promotions.

**Please specify under "Additional Comments"*

- The agency will continue to recognize employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity and equal employment opportunity in FY 2020.

Additional Comments:

The Office of EEO & Diversity held a series of diversity and inclusion events where employees were recognized and presented with awards for their exemplary insight and strength in the area of workplace diversity: Women's History Month, Veterans Day and DEP's Ambassador Program.

III. Workforce Review and Analysis

1. Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.

In FY 2020, 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 ESS (by email annually)
- Agency's intranet site
- Newsletters
- On-boarding
- Manager/supervisor observation, if employee refuses to self-ID

Additional Comments:

DEP's 2019 Mentorship Program launched on December 5, 2019. The program options included:

1. Traditional One-One Mentoring

The Mentor, typically an experienced leader, is paired with a Mentee who may be new to the agency, supervision or management who is interested in skills development in specific areas.

2. Project-based or Functional Mentoring

A mentorship established around the completion of a defined project with a set time-frame. The project may include one Mentor with 1-3 Mentees in various titles from across the agency.

Eligibility Requirements:

Be a full-time DEP employee in good standing

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

Have a minimum of 18 months active employment with DEP
Have approval by the Bureau Head or his/her designee

2. Describe the review process of the CEEDS workforce composition, utilization, new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency’s EEO Officer, Personnel Officer and General Counsel work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.

The agency conducts regular reviews of the dashboard sent to the EEO Officer by DCAS’ Office of Citywide Equity and Inclusion (OCEI) 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.

Reviewed with	Frequency
Human Resources	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
General Counsel	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input checked="" type="checkbox"/> Other as needed
Agency Head	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Other: Exec. D/C Chief Administrative Officer	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> 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).

The agency reaches out to DCAS to serve as a resource in identifying strategies and best practices to address barriers to entry as well as to receive guidance concerning the interpretation of underutilization reports.

Additional Comments: DEP continues in its assessment of relevant data regarding agency underutilization in various titles: Environmental Police Officer, Sewage Treatment Worker, Watershed Maintainer and Construction Laborer, and to explore strategies for tackling this and other diversity and inclusion shortfalls.

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2020

1. Proactive Strategies to Enhance Diversity, EEO and Inclusion

State below the central goals of your strategy for FY 2020 focused on enhancing diversity, equal employment opportunity, and the overall value of inclusion at your agency. Include initiatives that your agency will implement in FY 2020.

1. Workforce:

- The Office of EEO & Diversity will continue to work with OD&HR and agency managers to ensure that the interview processes for hiring and promotion are EEO compliant and consistent with D/I best practices, as well as appropriately considers underutilization and other relevant demographic data. Using the CEEDS underutilization report, DEP will continue to strive for increasingly diverse applicant pools and talent acquisition. These offices will also continue to provide managers/supervisors and relevant agency personnel with the appropriate leadership competencies, across all facets of their tasks and responsibilities including, but not limited to training in structured interviewing, unconscious bias, reasonable accommodation, conflict resolution strategies, and cross-cultural awareness and etiquette.

2. Workplace:

- The Office of EEO & Diversity engages DEP senior and bureau-level staff in identifying specific areas for training delivery and support.
- Additionally, DEP has established two training courses, Managing for Excellence (MFE) and Supervision in Action (SIA): Mastering the Basics, for supervisors and managers. These courses are geared towards reinforcing fundamental management strategies and techniques that will help motivate and inspire, create accountability, and improve morale across the agency. Each course also includes an EEO and D/I module, underscoring the value of these topics to overall leadership competencies.

Managing for Excellence (MFE)

Essential goals of the MFE Program are:

- Focus new managers, and to refocus seasoned managers, on fundamental management skills to increase productivity, improve performance and engage our workforce to greater heights.
- To capitalize on the diversity of our managers by creating this opportunity to share, commiserate, strategize and bond so there are stronger ties across the enterprise. Much can be gained by appreciating different, and also same perspectives on management tools and approaches that work – or don't.

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

- To give each of our managers some much deserved and desired space to take a deep breath, to contemplate some next steps, to recharge their management batteries and to have some fun.
- To level the playing field by placing the same tools in everybody's tool box – meaning management tools. These are the ones Executives and Sr. Staff endorsed as necessary to drive our values and culture in a positive direction.
- To respond to feedback from our OHI Survey in July 2012 and our recent 42 sessions with over 3,000 employees. The feedback suggested we needed more accountability, greater engagement and better morale.
- To create more trust among our managers. We told you in our first annual Managerial Professional Development Day that we were investing in you, our managers, and this is only the beginning. We know we need to build greater trust as we go forward by supporting you on the other side of this initial investment.

Supervision in Action (SIA): Mastering the Basics

- Provides supervisory skills that will help hone leadership abilities in a 3-day Blended Learning program. Introducing proven supervisory techniques through pre-class online modules, instructor led classroom course work and real-life case study group discussions and activities.

3. Community:

Residents recently ranked DEP the #1 water utility for customer satisfaction in the northeast U.S. The J.D. Power U.S. Water Utility Residential Customer Satisfaction Study measured satisfaction among residential customers of 90 water utilities that deliver water to at least 400,000 customers and is reported in four geographic regions and two size categories. Overall satisfaction is measured by examining 33 attributes in six factors (listed in order of importance): quality and reliability; price; conservation; billing and payment; communications; and customer service.

2. Describe the new and continuing initiatives devoted to innovative enhancement and expansion of the three strategic pillars of Diversity and EEO strategy: **WORKFORCE, WORKPLACE, and COMMUNITY.**

A. WORKFORCE:

NOTE: Please address the specific recruitment, selection and promotion strategies, sources and procedures in Sections V and VI.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

The agency will address underutilization in FY 2020 by:

- Enhancing internal and external applicant pools to address the underutilization.
- Using the quarterly workforce dashboard and identifying specific job groups where underutilization exists to guide recruitment efforts.

The agency will implement the following strategies to address the impending retirement of employees and possible loss or gap in talent:

- Job analysis and skills audit.
- Conduct workforce planning and forecasting.
 - Use the DCAS Retirement Predictor Tools to address the impending retirement of employees and possible loss or gap in talent.
 - Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service.
 - Ensure that there will be a diverse applicant pool for the anticipated vacancies.
 - Evaluate best sources for diverse candidates
 - 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
 - Other (specify): The career counselor encourages employees to take civil service exams during scheduled meetings.

The agency will implement the following initiatives to develop and retain employees:

- Institute coaching, mentoring and cross training programs.
- Identify best practices to retain mature employees.
- Implement initiatives to improve the development and training of employees.
- Promote employee involvement by supporting Employee Resource Groups
- Conduct Diversity and Inclusion Training

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

<i>Additional Initiatives, Programs, or Comments:</i> Career ladder/career counseling

B. WORKPLACE:

<p><input checked="" type="checkbox"/> The agency will take initiatives to create an inclusive work environment that values differences, and to maintain focus on retaining talent across all levels.</p> <p><input checked="" type="checkbox"/> In FY 2019, the agency conducted the following survey(s) to improve the recruitment, hiring, inclusion, retention and advancement of people in underrepresented groups:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Engagement /Job Satisfaction/ Employee Morale Survey(s)<input checked="" type="checkbox"/> Citywide Onboarding survey<input checked="" type="checkbox"/> Citywide Exit Survey for Non-Represented Employees<input checked="" type="checkbox"/> Exit interview or surveys developed by the agency <p><input checked="" type="checkbox"/> The agency will adopt in FY 2020 the following initiatives based on the analysis of the results of the survey(s):</p> <ol style="list-style-type: none">1. Employee Recognition Day: An event held at DC 37 Headquarters that recognizes employees with perfect attendance and years of service.2. Always Creating Excellence (A.C.E.) Awards: DEP's appreciation program, A.C.E. was implement in January 2016. A.C.E. ceremonies are held on a quarterly basis and includes a wide variety of recognition categories: Leadership, Environmental Health & Safety, Customer Services, Innovation (Early Careers, Technology, Sustainability and Operations, Administration and Support, Engineering), and the Commissioner's Award.
<i>Additional Initiatives, Programs, or Comments:</i>

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

C. COMMUNITY:

In FY 2020, 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.
- Identify best practices for establishing a brand of inclusive customer service.
- Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.

Additional Initiatives, Programs or Comments:

V. Recruitment

A. Recruitment Efforts

1. Summary of Recruitment Efforts – Include steps that will be taken to give notice to all employees of discretionary job postings within the agency as well as proactive efforts/strategies planned to market positions externally.

The agency will implement the following recruitment strategies and initiatives in FY 2020:

- Review policies, procedures, and practices related to targeted outreach and recruitment.
- Review underutilization in job groups to inform recruitment efforts.
- Direct resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment.
- Put in place an operating, up-to-date, accessible website, mobile application and social media presence related to careers. Currently in operation.
- Assess agency job postings to ensure appropriate diversity, inclusion, and equal opportunity employer messaging.

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

3. Veterans Job Fairs	3. Encourage and actively seek veterans to apply and be considered for applicable positions. Increase awareness and applicants.
4. CUNY LEADS for the Disabled	<input type="checkbox"/> Previous hires from this source 4. Engage the disabled community as well as educate staff on the benefits that the disabled community provides. Increase awareness and applicants.
5. Specialized Recruitment Events	<input checked="" type="checkbox"/> Previous hires from this source 5. Highlight green jobs, entry level, and EPO positions. Increase awareness and applicants. <input checked="" type="checkbox"/> Previous hires from this source

B. Internships/Fellowships

Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2019 and their demographic profiles. Indicate your plans to provide internship/fellowship opportunities in FY 2020.

The agency provided the following internship opportunities in FY 2019:

		Male	Female
Summer College Intern	White	13	20
	Black	8	6
	Hispanic	6	6
	Asian Pacific	17	13
	American Indian	0	0
	Unknown	0	0
Summer Graduate Intern	White	3	5
	Black	1	3
	Hispanic	0	1
	Asian Pacific	1	4
	American Indian	0	0
	Unknown	0	0

*** Self-ID data is obtained by EEO Office from NYCAPS.**

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

- 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 2020.

Additional Comments: In FY'19, DEP placed 117 interns -43 Asian (17 Female, 26 Male); 16 Black (7 Female, 9 Male); 13 Hispanic (10 Female, 3 Male); and 45 White (25 Female, 20 Male). Of these, 32 rolled over to paid positions as follows: 25 became College Aides (10 Asian Male, 4 Asian Female, 1 Black Male, 1 Black Female, 3 White Male, 3 White Female, 1 Hispanic Male, 2 Hispanic Female); and 7 became City Seasonal Aides (2 Asian Male, 1 Black Female, 1 Black Male, 1 Hispanic Female, 1 Hispanic Male, 1 White Female). In addition, DEP recruited approximately 40 students from Ladders for Leaders, Summer Youth Employment Program and NYC College of Technology National Science Foundation STEM Educational Program in fields such as engineering, information technology, and sustainability. Of those DEP retained 3 for paid positions, 2 part time (1 Black Female, 1 Hispanic Male) and 1 full-time (1 Hispanic Male).

Additionally, our interns are also placed in the following areas: Legal, Customer Service Outreach, Labor Relations, Human Resources, EEO, Environmental Health & Safety, and Public Affairs.

For FY'20, we will continue to strive for excellence in recruiting a diverse group of interns to develop a pipeline of future talent. Our internship program has grown to include transformation tours, seminars, brown bags and information sessions with our emerging leaders and young professionals. Interns are afforded the opportunity to interact with our Executive staff and seasoned professionals who serve as mentors and provide sound professional guidance and experience. At the conclusion of our summer internship program, a closing ceremony is held to congratulate students on the completion of the program with a breakfast, distribution of certificates and a parting gift. A yearbook is created to commemorate the summer activities and friendships forged. An internship fair (open to all employees) is held to showcase what students learned during the summer. DEP's Summer Internship Program will continue to be a core strategy for attracting diverse talent for future employment opportunities.

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

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

to take 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.

1. Please discuss plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities.

In FY'20, DEP will increase outreach efforts to the Mayor's Office for People With Disabilities (MOPD) and ACCESS VR. The Disability Rights Coordinator/Disability Services Facilitator will collaborate with Organizational Development/Human Resources to actively promote vacancy announcements to this community and participate at designated career fairs and hiring pools.

2. Indicate the goals of your 55-a Program Coordinator for FY 2020. Also include your agency plans to do the following: participate in career and job fairs; use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants; and promote and encourage 55-a program participants to take civil service examinations.

DEP participated in two 55A career fairs in FY 18 hosted by DCAS in conjunction with MOPD. Currently both MOPD and ACCESS utilize the DEP webpage and NYC.gov/careers page. In FY'19 DEP partnered with NYS Promise Program to provide their high school and college students with internships over the summer. At the end of the program, DEP was able to offer these students summer internships.

We have also posted intern positions on the DEP website for Fall and Spring Semester internships.

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities and plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities in FY 2020.

Currently, there are **35** 55-a participants.

There is **1** participant who has been in the program less than 2 years.

Last year, a total of 2 new applications for the program were received

and 5 participants left the program due to 4 under code 'A' – Ceased and 1 under code Q (Child Care LWOP).

If there have been no new participants in the program for less than two years, please indicate initiatives taken to hire new 55-a employees.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

The agency will review and process new applications for the 55-a program in light of DCAS' policy guidance which states that decisions on 55-a program admissions should take into account the following three criteria:

- a) the severity of the candidate's physical and/or mental disability;
- b) the candidate's previous and/or current encounter with significant barriers to finding employment due to the disability;
- c) the candidate's encounter of obstacles that can prevent him/her from taking civil service examinations due to the disability.

Based on the June 7, 2016, 55-a memorandum, issued by DCAS, the agency will carefully evaluate each request by longtime provisional employees for designation under § 55-a to serve non-competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of CSL § 65(3). In addition, the agency will reiterate to provisional staff that 55-a certification should not be used as a substitute for passing a civil service exam. The agency will encourage 55-a participants to take civil service examinations.

The agency plans to participate in career and job fairs and use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants.

The goals of the 55-a Coordinator for FY 2020 are:

1. The 55-A coordinator will identify a contact person within the Mayor's Office for People with Disabilities to discuss the recruitment of persons with disabilities for employment within the Department of Environmental Protection. The 55-A coordinator will identify specific titles for these recruitment efforts. In light of DCAS policy guidance that decisions on admission to the 55-a program should take into account the following three criteria: a) the severity of the candidate's physical and/or mental disability; b) that the candidate previously and/or currently encountered significant barriers to finding employment that were due to the disability; and c) that the candidate faces obstacles or is prevented from taking civil service examination due to disability.
2. The 55-a coordinator will meet with the Director of Recruitment to discuss internship, co-op and work-study programs to attract 55-A program applicants and will also request guidance from DCAS.
3. The 55-a coordinator will take part in DEP's HR job fairs targeting the recruitment of person with disabilities.

These goals are the same as last year.

Additional Goals, Initiatives, and Comments:

VI. Selection (Hiring and Promotion)

1. For FY 2020, if your agency is fiscally able to hire new employees and/or backfill open positions, please discuss the planned duties for your career counselor specific to advising employees of opportunities for promotion as well as overall career development.

In FY 2020, 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.
- 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.
 - Explain the civil service process to staff and what it means to become a permanent civil servant.
 - Provide technical assistance in filing for upcoming civil service exams.
- Provide agency staff with citywide vacancy announcements, civil service exams notices and other career development information.
- Continue to facilitate the use of training to improve skills and access to career opportunities of all employees in its Leadership Program and via referrals to DCAS.
- Assist employees and Job Training Program participants (if applicable) assess and develop career paths.
- Provide resources and support for:

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

- 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

Additional Initiatives and Comments:

2. What are your current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions?

In FY 2020, the agency will do the following:

- 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.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

- Compare the demographics of current employees to the placements.
- Revise the promotion request form to include the various reasons why a promotion may be necessary.
- 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).

Additional Comments:

3. For FY 2020, indicate how your agency will review the methods by which candidates are selected for new hiring and promotion. Identify the steps that are taken to ensure that selection process is objective and job related. For instance, have you explored/implemented structured interviewing and/or training, panel interviews, etc.?

During FY 2020, the agency will do the following:

- 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

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

stereotyping and other unlawful discrimination. Make sure these standards are consistently applied when choosing among candidates.

- Establish written objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- In conducting job interviews, ensure nondiscriminatory treatment by conducting a structured interview, 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.
- Have the EEO Officer review the interview questions.
- Have the EEO Officer observe interviews, where possible.
- 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.

Additional Comments:

Attracting the best talent is critical to meeting our current and future responsibilities. To ensure that we hire the best talent, we will:

- Continue to conduct job analysis and skills audit.
- Continue to conduct workforce planning and forecasting.
- Use the DCAS Retirement Predictor Tools to address the impending retirement of employees and possible loss or gap in talent.
- Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service. Work 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 emails with schedule of exams;
 - ✓ Providing link to specific DCAS exams; and
 - ✓ Posting schedules and exam announcements at the agency intranet.
- DEP's coaching, counseling, mentoring and cross training programs.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

In addition, we will enhance our recruitment and other outreach programs and initiatives to attract a highly qualified and diverse candidate pool. These efforts will include leveraging diverse recruitment sources from which to secure equally diverse candidate pools. Internally, we will enhance training efforts to ensure that all our hiring managers and supervisors are competent in structured interviewing and interrupting unconscious bias in the workplace. We will also conduct a systematic review of our hiring process, from staffing needs assessment through onboarding, to reduce hiring cycle times and improve the hiring experience on all levels.

We will provide career opportunities to communities or demographics that have been historically underrepresented.

DEP's geographically dispersed operations and job tasks provide substantial opportunities for creative recruitment strategies that span a broad socio-economic spectrum. To enhance our talent pipeline and provide access to sustainable career paths, we will work with our city government partners to explore new entry-level employment opportunities by developing "in-training" positions and apprenticeship programs. These positions and programs will provide underrepresented populations access to City jobs while they build the skills necessary to secure better-paying jobs in the future, both within and outside DEP.

In addition, we will explore expanding our partnerships with organizations that provide green infrastructure maintenance skills training to members of targeted communities.

4. For FY 2020, what steps will your agency take to review the positions filled through a civil service list?

A. Detail planned actions specific to review of title specification, job description, interview procedures, and selection procedures.

- Reach out to DCAS' Classification at 212-386-0344 to ensure that the job description and specification is current.
- Review and 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.
- Use structured interview, 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.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

- B. Discuss your current protocol for use of the NYCAPS Applicant Interview Log reports to identify applicants by gender and race/ethnicity.
- The agency does not use the NYCAPS Applicant Interview Log Report.
 - The agency will schedule orientation with NYCAPS Central.
 - The agency will use the Applicant Interview Log Report to track applicant sources and identify the best sources of applicants.
- C. Discuss all planned steps taken to identify barriers to entry for positions and actions under consideration to address such barriers.
- Identify at least two or three people from diverse gender and racial\ethnic backgrounds to review received applications and conduct the interviews.
- D. When identifying groups of subject matter experts to assist the DCAS test development team, please describe efforts that will be taken to select a diverse and inclusive group of individuals.
- The agency will identify a diverse group of subject matter experts (e.g. race, gender, age, assignments location, etc.) when requested by DCAS.
 - The agency will use objective job-related criteria to identify the subject matter experts who will participate in test development.
 - The agency will make an effort to ensure different staff members are given the opportunity to participate in test development.

Additional Comments:

5. Briefly detail which stages of selection involve your EEO Officer (pre- and post-selection).

In FY 2020, the agency EEO Officer will do the following:

PRE-SELECTION:

- 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.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

- Actively monitor agency job postings.
- 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.
- Provide feedback to the hiring manager after the EEO Officer's assessment.
- Assist the hiring manager if a reasonable accommodation is requested during the interview.
- May observe interviews when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- Other: Review and vet structured interview panel questions.

POST-SELECTION:

- 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.
- Other: _____

Additional Comments:

1. 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? It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the agency Counsel and the Law Department are involved in the review.

- 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 2020.
- The agency will analyze the impact of layoffs or terminations on racial, gender and age groups.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

- 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. Front-Line Staff, Managers, Supervisors, etc.)	Target Number of Participants	Targeted Dates
1. EEO Awareness (e-learning)	Open	5,600	Ongoing
2. EEO Awareness (classroom)	Open	500	Ongoing
3. Everybody Matters (D&I) (classroom)	Managers and Supervisors	2,10	TBD
4. Everybody Matters (D&I) (e-learning)	Open	4,000	TBD
5. Sexual Harassment Prevention (e- learning)	Open	6,100	10/7/19
6. Sexual Harassment Prevention (classroom)	Open	500	TBD
7. Disability Etiquette	EEO Liaisons and Bureau Administrators	65	11/20/19
8. Structured Interviewing and Unconscious Bias (classroom)	Managers and Supervisors	2,100	Ongoing
9. Other (specify) Reasonable Accommodation	Pilot to bureau administrators	20	TBD

VIII. Reasonable Accommodation

Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.

- 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.
- 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 grants or denies request 30 days after submission or as soon as possible.
- The agency head or designee¹ must review and grant or deny the appeal fifteen (15) days after submission of appeal. If NOT the agency head, please provide the name and title of the designee: _____
- The agency follows the City's Reasonable Accommodation Procedure.
- The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation Tracking System and update the information as they occur.
- The agency analyzes the reasonable accommodation data made at the agency.

Describe procedures and speed of resolution, including the protocol for deciding appeals of Reasonable Accommodation decisions. Does the agency analyze statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals?

The agency will provide reasonable accommodations to persons with disabilities, for religious observations and practices, and for victims of domestic violence, sex offenses or stalking, and pregnancy, childbirth and related medical conditions, unless providing such accommodations will create an undue hardship. The agency's Disability Rights Coordinator, receives all requests for reasonable accommodations and in consultation with the EEO Officer, communicates directly with

¹ EEO Officer and General Counsel should **NOT** be appointed as agency head designee. Note conflict of interest, i.e., that in the case of an external challenge to the denial of a reasonable accommodation, the agency's GC would be tasked with defending the agency against a decision in which that office was a decision maker on appeal. Refer to the revised Guidelines indicating that neither the EEO Officer nor GC may serve as the agency head's designee found at: <http://extranet.dcas.nycnet/eo/diversityeeo/media/19647/reasonable-accommodation-procedural-guidelines-lc-12116.pdf> (p17).

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

the particular manager, supervisor and bureau administrator regarding each request. If the individual manager or supervisor is unable to accommodate the individual, the Disability Rights Coordinator consults with Human Resources, Chief Administrative Officer and Bureau Administrators to determine whether there are available vacant positions for which the individual is qualified. During this process, the Disability Rights Coordinator is in constant communication with the applicant as part of the interactive process. Usually if the agency is unable to provide the accommodation the applicant requests, the Disability Rights Coordinator in conjunction with the manager is able to find another reasonable alternative accommodation.

I review any appeals of denials of reasonable accommodation requests and will render a decision on appeals within 15 days of receipt of any such appeals.

The agency will continue to analyze statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals.

The agency will also ensure the confidentiality of medical records submitted with reasonable accommodation requests. Such information must be collected and maintained on separate forms, and in separate medical files, apart from other personnel data. Managers and supervisors may be informed of an employee's necessary work restrictions and any accommodations required.

DEP will continue to maintain a record of all reasonable accommodation requests and provide information requested by Citywide Diversity and EEO.

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

A. 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, the 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 the front-line supervisors, managers and employees were re-trained during FY 2019.
- All managers\supervisors will be re-trained by March 7, 2021.
- All front-line employees will be re-trained by March 7, 2020.

Training Topic	Type of Audience	Target Number of Participants	Targeted Dates
----------------	------------------	-------------------------------	----------------

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

lgbTq – Power of Inclusion (classroom)	Supervisors	2,100	
	Front Line Staff	3,849	
lgbTq – Power of Inclusion (e-learning)	Supervisors		
	Front Line Staff		

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.

Additional Comments:

B. Executive Order 21 (2016): Prohibition on Inquiry regarding Job Applicant’s Pay History

- The agency has reviewed its practices (including application and interview forms) with regards to prohibition on inquiry regarding pay history.
- All personnel involved in job interviews will be required to go through Structured Interviewing and Unconscious Bias Training.

Additional Comments: Human Resources and hiring managers have been trained of the prohibition on inquiry regarding pay history. The Office of EEO & Diversity also reviews all structured interview questions to ensure that questions are aligned to this standard as well as established diversity and inclusion principles.

C. 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. Current employees will be trained annually.

Training Topic	Type of Audience	Target # of participants	Targeted Dates
----------------	------------------	--------------------------	----------------

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

1. Sexual Harassment Prevention (classroom)	Managers, supervisors and front line.	5,600	10/2/2020
2. Sexual Harassment Prevention (e-learning)	Managers, supervisors and front line.	500	10/2/2020

Additional Comments:

D. Local Law 93 (2018): Risk Assessment Survey & Initiatives to reduce/minimize risk of sexual harassment.

Please provide a summary of agency initiatives to address the risk of sexual harassment and devise responsive strategies to minimize such risk. Please refer to the risk assessment survey conducted in 2018 and indicate if the initiatives were completed or are continuing.

	Initiative(s)	Who is Responsible for implementing the initiative(s)?	Timeframe\Timeline
Risk 1 Homogenous Workplace	Based on DEP's current workforce composition data, 5 DEP bureaus reflect at least twice as many male employees as female employees; 3 of these bureaus reflected more than 3 times the number of male employees than female employees.	EEO and HR will continue in the ongoing recruitment to identify qualified, diverse candidate slates from which to select diverse talent.	<u>Ongoing</u> <input checked="" type="checkbox"/> <u>Completed</u> <input type="checkbox"/>

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

<p>Risk 2 Cultural and Language Differences in the workplace</p>	<p>Based on DEP's current workforce composition data, several DEP facilities and bureaus reflect more employees in a particular racial/ethnic group as compared to all other racial/ethnic groups.</p>	<p>Continue to deploy relevant training (e.g. strategies for conflict resolution and management across lines of differences, implicit/unconscious bias training, as well as other diversity and inclusion training.) Also, increase opportunities for cultural recognition and awareness, as well as employee engagement and job satisfaction through inclusive event planning.</p>	<p><u>Ongoing</u> <input checked="" type="checkbox"/></p> <p><u>Completed</u> <input type="checkbox"/></p>
<p>Risk 3 Workplaces with Significant Power Disparities</p>	<p>DEP consistently provides its managers and supervisors relevant training (e.g. structured interviewing, Everybody Matters, unconscious bias, Supervisors in Action. and Managing for Excellence training) to inculcate them with the values and competencies for inclusive, fair and equitable workplace practices.</p>	<p>Continued relevant workforce training for supervisors/managers and staff. Deployment of DEP-customized sexual harassment prevention training, including situational/case study guidance application. Continued adherence to the EEO complain investigative and disciplinary processes and remedial/corrective or refresher training.</p>	<p><u>Ongoing</u> <input checked="" type="checkbox"/></p> <p><u>Completed</u> <input type="checkbox"/></p>

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

<p>Risk 4 Isolated Workplaces</p>	<p>With over 100 facilities and satellite offices, DEP has several work sites in which as few as 1 employee is assigned. Some of DEP's service areas or operations require 24-hour staffing and maintenance, which may contribute to employees being isolated from other employees. Several of DEP's occupational job groups, representing a significant portion of DEP's workforce, work primarily in the field, and spend substantial time away from traditional workspaces or offices.</p>	<p>Targeted EEO awareness and sexual harassment prevention posters/signage, and training for all employees at isolated worksites. Explore the feasibility of installing cameras and other applicable workplace violence prevention strategies at all isolated worksites. Targeted diversity recognition and inclusive events to bridge the geographic gaps between DEP's Central Office and DEP's isolated worksites.</p>	<p><u>Ongoing</u> <input checked="" type="checkbox"/></p> <p><u>Completed</u> <input type="checkbox"/></p>
<p>Risk 5 Decentralized Workplaces</p>	<p>DEP has over 100 facilities and satellite offices throughout New York City and upstate New York. Based on some of the occupational job groups used at</p>	<p>Targeted EEO awareness and sexual harassment prevention posters/signage, and training for all decentralized worksites. Targeted diversity recognition and inclusive events to bridge the geographic</p>	<p><u>Ongoing</u> <input checked="" type="checkbox"/></p> <p><u>Completed</u> <input type="checkbox"/></p>

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

	<p>DEP, as well as its 24-hour operations for various operations, some employees may have less access to sustained personnel/support services or resources than other employees. Several of DEP's occupational job groups, representing a significant portion of DEP's workforce, work primarily in the field and have limited digital access to DEP intranet and related resources.</p>	<p>gaps between DEP's Central Office and DEP's isolated worksites.</p>	
<p>Other Findings</p>	<p>The City/DEP does not track or maintain disability data on its workforce; however, DEP routinely receives and determines requests for reasonable accommodations based on all 4 bases for accommodations. DEP routinely receives and investigates</p>	<p>Continued workforce training in the areas of EEO awareness, sexual harassment prevention, as well as diversity and inclusion training, with relevant emphasis for supervisors/managers.</p>	<p><u>Ongoing</u> <input checked="" type="checkbox"/></p> <p><u>Completed</u> <input type="checkbox"/></p>

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**

	internal complaints of discrimination, harassment, workplace violence and related concerns.		
--	---	--	--

E. Local Law 97 (2018): Annual Sexual Harassment Reporting

<input checked="" type="checkbox"/> The agency will input sexual harassment complaint data on the DCAS Citywide Complaint Tracking System, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS. <input checked="" type="checkbox"/> The agency will input all types of complaints in the complaint data on the DCAS Citywide Complaint Tracking System, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS. <input checked="" type="checkbox"/> The agency will ensure that complaints are closed within 90 days.
<i>Additional Comments:</i>

F. Local Law 101 (2018): Climate Survey

Describe how additional insights gained from the analysis of the citywide Climate Survey will influence your agency workforce/workplace/community initiatives.

<p>The agency, in collaboration with DCAS, has conducted a climate survey and:</p> <input checked="" type="checkbox"/> analyzed results of the response data sent by DCAS. <input checked="" type="checkbox"/> implemented the following initiatives to address concerns raised in the Climate Survey: Continued workforce training in the areas of EEO awareness, sexual harassment prevention, as well as diversity and inclusion training. <input checked="" type="checkbox"/> The agency will provide a report to DCAS on the above initiatives by January 31, 2020. [NOTE: DCAS is mandated to submit a report on Action Plan to the Mayor and the Speaker of the Council].
<i>Additional Comments:</i> The entire agency Action Plan is included in the Addendum on page 31 below.

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

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 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 [_____ **another governmental agency – please specify**] 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 2020 to include and implement EEPC recommendations that will be implemented during the fiscal year.

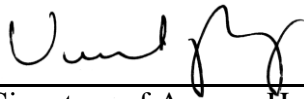
The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify _____].
Attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.

The Department of Environmental Protection was involved in an audit conducted by the EEPC specific to our EEO practices. This agency will continue to implement the following measures during the year that this plan is in effect. A copy of our *Determination of Compliance* from the EEPC dated September 27, 2017 is attached to the Plan

NOTE: Final Agency Head's signature and date should be set only after you receive DCAS' approval of the plan.

Vincent Sapienza, P.E.

Print Name of Agency Head



Signature of Agency Head

7/8/2020

Date

APPENDIX
Contact Information

Please provide contact information (name, title, office address, telephone number and e-mail address) for the following individuals at your agency:

1. Danielle Barrett, Assistant Commissioner, EEO Officer – EEO & Diversity
59-17 Junction Boulevard
Flushing, NY 11373
(718) 595-3432
dbarrett@dep.nyc.gov
2. Darlene Martinez, Diversity Director/Disability Rights Coordinator/Disability Services Facilitator – EEO & Diversity
59-17 Junction Boulevard
Flushing, NY 11373
(718) 595-5742
dmartinez@dep.nyc.gov
3. Sandra Rhabb Campbell, EEO Office Manager/55-a Coordinator – EEO & Diversity
59-17 Junction Boulevard
Flushing, NY 11373
(718) 595-6558
scampbell@dep.nyc.gov
4. Herbert Roth, Director of Human Resources/Career Counselor – OD&HR
59-17 Junction Boulevard
Flushing, NY 11373
(718) 595-3377
herbr@dep.nyc.gov

NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

ADDENDUM

Department of Environmental Protection – Climate Survey Action Plan
4.2.2020

- Continued workforce training in the areas of EEO awareness, sexual harassment prevention, as well as diversity and inclusion training.
- DEP has implemented the following initiatives to continue to promote EEO awareness and compliance, as well as foster a diverse and inclusive workforce and workplace:

(I) Training Customization and Delivery

- Based on significant training evaluation, trends assessment, and industry best practices, we have evaluated and redesigned relevant agency training to delineate key/critical topics or areas, such as the EEO complaint investigation process, the Reasonable Accommodation process, the rights and responsibilities of managers/supervisors under the EEO Policy, etc.
- We also work with the agency's Human Resources team ahead of each bi-weekly New Hire Orientation and monthly supervisory training to determine the employee titles scheduled for that orientation/training, so as to more effectively tailor the training presentation and delivery to the particular training audience. This also enables us to more effectively anticipate and meet any unique needs of the training participants.

(II) Self-Auditing and Restructuring

- Towards ensuring appropriate consistency, uniformity, and accuracy in managing our high volume of employee complaints, reasonable accommodation requests, and employee inquiries, we have proactively undertaken an ongoing self-audit of all our relevant files/records and databases. We have also implemented operating practices for more efficient data entry and maintenance.
- We also leverage existing human capital and other resources to review, restructure and streamline relevant operations (e.g. create appropriate templates, remove and replace outdated messaging or other information, etc.).

(III) Transparency & Accountability

- In an effort to cross-training existing staff, as well as promote greater awareness and transparency of our service offerings, we have prioritized employee engagement in 2 main areas - training and diversity/inclusion programs. Specifically, we leverage our EEO investigative staff to help create case scenarios that will more directly resonate with each training audience, as well as to deliver training. This approach has served to demystify the workforce's impressions/understanding of the EEO & Diversity Office and its operating practices, and to promote a reputation for customer service and transparency. We also continue to identify ways to increase the number and variety of our diversity and inclusion events/initiatives and workforce allies, so as to attract more positive engagement of the workforce at large.
- This Office also plans to implement increased engagement with agency leadership through a new program which will feature bureau-dashboards, and to help facilitate more effective partnerships between this Office and key stakeholders. These dashboards will feature relevant data related to numbers and types of complaints, reasonable accommodation requests, or inquiries, etc. from which trends and strategic action steps can be readily identified and measured.