



**DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS (DOITT)**  
**DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN TEMPLATE**  
**FISCAL YEAR 2020**

**I. Introductory, Commitment and Accountability Statement by the Agency Head**

The people at DOITT are one of our greatest assets. As the Commissioner of DOITT, I am committed to the recruitment development, and retention of a diverse and inclusive workforce that is reflective of New York City's population. When we value our differences, we build stronger teams driving the best performance. We expect all managers and supervisors to actively promote a work environment that values equity, inclusion, and respect for all. All agency staff are accountable for complying with the City's EEO Policy and implementing the FY 2020 Diversity and EEO Plan.

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 communicate our dedication to equity, diversity and inclusion to all employees.

DOITT 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.

The EEO Officer Elsa Hampton will serve as a resource for all employees by providing best practices and direction in addressing EEO issues. The EEO Officer's contact information will be prominently available to all employees and employees will be encouraged to contact the EEO Officer with any questions, inquiries, concerns or complaints regarding the EEO Policy.

☐ **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:

In August 2018, in recognition of Women's Equality Day, the Office of Diversity and EEO and the Women's Empowerment Employee Resource Group (ERG) hosted a pantsuit potluck brunch. A speaker from Ocasio2018 led an engaging discussion about the inequalities that women still face in the workplace.

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In September and October 2018, in celebration of Hispanic Heritage Month, employees received Merengue (September) and Bachata (October) lessons from a dance instructor from Baila Society.

In October 2018, Office of Disability Employment Policy (ODEP) posters were placed throughout the agency acknowledging National Disability Employment Awareness Month.

In November 2018, the LBGTQ Employee Resource Group conducted a candlelight vigil in observance of Transgender Day of Remembrance

In December 2018, the LBGTQ Employee Resource Group held their 2<sup>nd</sup> annual Holiday Potluck and held an ugly holiday sweater contest.

In January 2019, the Office of Diversity and EEO launched their newly rebranded series of events "TECH-nically Diverse." The goal was to improve employee engagement by providing a consistent recognizable theme. The new series of events are marketed as events that are designed to educate, engage or entertain the employees who attend the events.

In January 2019, the first event in our newly branded TECH-nically Diverse Series entitled, "Career Moves: Identifying your Transferable Skills." This was a collaboration between DoITT's Office of Learning & Organizational Development (OrgDev), Human Resources (HR), and the Women's ERG. It was a workshop designed to provide the attendees with information about how to transition into another role (or promotion) at DoITT and the opportunity to receive information about the programs, services available at DOITT and the civil service process. The event also provided attendees with the opportunity to have one-on-one mock interviews and resume review from an external vendor.

In January 2019, the TECH-nically Diverse Series sponsored, "Utilizing Minority and Women owned Business Enterprises (MWBE) When Purchasing Goods and Services." DoITT's MWBE Compliance Analyst conducted a PowerPoint presentation to inform current employees of the process for contracting goods and services with MWBE vendors.

In February 2019, the Office of Diversity and EEO sponsored an ERG Informational Session which included a presentation about the history of ERGs, process for forming an ERG at DOITT. The event also served as a recruitment drive for employees to join existing ERG's. The current ERG leaders gave a presentation about their ERG.

"Narrowing the Digital Divide" was the third event in TECH-nically Diverse Series. The co-founder of Journi and Chief Information Security Officer and the co-founder of Silicon Harlem discussed their efforts to narrow the digital divide by addressing digital literacy and digital access to underserved communities.

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The MWBE unit sponsored, "A Match Made in Tech." This was a structured speed networking event to bring together MWBE vendors with at least 15 different DoITT business units.

The agency sponsored an event entitled, "Tech Refresh: Strengthening Networks Through Diversity." Over 100 M/WBE vendors joined 14 of IT's top Manufacturers for a dynamic panel discussion around diversity and partnership.

On June 20 and 21, 2019, the Office of Diversity and EEO in conjunction with the agency's LGBTQ+ ERG held a viewing of the documentary, "Stonewall Uprising" in honor of the 50<sup>th</sup> anniversary of the Stonewall riots. The viewing was followed by a discussion pertaining to LGBTQ rights and treatment. This event was part of the agency's Tech-nically Diverse event series.

Additionally, on June 6, 2019, members of the LGBTQ+ ERG attended the 4th Annual FDNY LGBTQ Pride Celebration Block Party; on June 27, 2019 Come Out! Gay Liberation Front (GLF) at Stonewall 50 which was held at New York City's Lesbian, Gay, Bisexual & Transgender Community Center, where they had the opportunity to meet veterans of the Gay Liberation Front, and on June 30, 2019, marched in the NYC Pride March.

Agency-wide emails were sent acknowledging the 28<sup>th</sup> anniversary of the signing of the Americans with Disability Act, Italian Heritage Month, National Disability Employment Awareness Month, Native American Heritage Month, Transgender Awareness Week, Black History Month, Women's History Month, and LGBT Pride Month.

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
- XX Positive Comments in Performance Appraisals
- ☐ Other: \_\_\_\_\_

*\*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:*

### 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:*

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.

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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 checked="" type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Agency Head	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Other (____specify)	<input 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:*

### 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:**

Utilize the diversity and inclusion program to better identify, hire, develop and retain qualified candidates and employees with diverse backgrounds and ensure an inclusive environment that makes DoITT a desirable place to work for everyone.

##### **2. Workplace:**

Expand programs designed to support the engagement and success of staff members with a diverse background and leverage analysis of DoITT's workforce to inform priorities and targets for Diversity and Inclusion activities and programs.

**3. Community:**

Increase opportunities for M/WBEs to do business with the City through DoITT procurement vehicles and by facilitating events that afford IT M/WBE vendors opportunities to meet agencies' IT and procurement teams.

Engage employees in community service and diversity programs which will encourage employee engagement across each division in the agency.

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.

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 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

*Additional Initiatives, Programs, or Comments:*

**B. WORKPLACE:**

- ☒ The agency will take initiatives to create an inclusive work environment that values differences, and to maintain focus on retaining talent across all levels.
- ☒ In FY 2019, the agency conducted the following survey(s) to improve the recruitment, hiring, inclusion, retention and advancement of people in underrepresented groups:
  - ☒ Engagement /Job Satisfaction/ Employee Morale Survey(s)
  - ☐ Citywide Onboarding survey
  - ☒ Citywide Exit Survey for Non-Represented Employees
  - ☐ Exit interview or surveys developed by the agency
- ☒ The agency will adopt in FY 2020 the following initiatives based on the analysis of the results of the survey(s):

1. Provide manager and leadership training to managerial and supervisory staff
2. Ensure that tasks and standards are completed for every employee

*Additional Initiatives, Programs, or Comments:*

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*The Office of Organizational Development prepared a leadership training module that will be conducted for all people managers to provide them with management and leadership skills.*

### 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 (MWBs).
- ☐ 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



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opportunity employer messaging.

- ☒ Share job vacancy notices with the Mayor's Office for People with Disabilities at [nycatwork@mopd.nyc.gov](mailto:nycatwork@mopd.nyc.gov), (212) 788-2830 and ACCES VR by sending the job vacancy notices to Maureen Anderson at [Maureen.Anderson@nysed.gov](mailto:Maureen.Anderson@nysed.gov), (212) 630-2329 so they can share it with their clients.
- ☒ Reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at [citywiderecruitment@dcas.nyc.gov](mailto:citywiderecruitment@dcas.nyc.gov).
- ☒ If your agency is an eHire agency, post ALL vacancies on NYC Careers.
- ☒ Ensure that agency personnel involved in both the discretionary and the civil service hiring process have received:
  - ☒ structured interviewing training
  - ☒ unconscious bias training
- ☒ Use the NYCAPS eHire Applicant Interview Log to determine whether recruitment efforts and recruitment sources yield a diverse pool of qualified candidates.
- ☒ Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

*Additional Strategies, Initiatives and Comments:*

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded increased and diverse applicant pool. Were there successful hires from this source?
<ol style="list-style-type: none"> <li>1. Several recruitment sources were identified including affinity groups and colleges.</li> <li>2. Women in Cybersecurity</li> <li>3. International Consortium of Minorities in Cybersecurity</li> <li>4. Silicon Harlem</li> </ol>	<ol style="list-style-type: none"> <li>1. In FY2020, will provide increased communication for applicants to indicate recruitment source                              <input type="checkbox"/> Previous hires from this source                         </li> <li>2. This is a new recruitment source                              <input type="checkbox"/> Previous hires from this source                         </li> <li>3. This is a new recruitment source                              <input type="checkbox"/> Previous hires from this source                         </li> <li>4. In FY2020, will provide increased communication for applicants to indicate recruitment source                              <input type="checkbox"/> Previous hires from this source                         </li> </ol>

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5. Tri State Diversity College Fair

5. The purpose of attending this event is to provide information for college students and alumni who have a diverse background about the agency and the civil service process. The agency expects that attendees will consider DoITT as a technology leader and employer of choice.

☐ 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:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows			M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps			M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns			M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns			M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): College Aides	11	3 B, 4 A 1 W, 3 U	M _5_ F_5_ Non-Binary __ Other __ Unknown 1__

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

☒ 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:*

### 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 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.

DOITT will improve its efforts to promote the 55-a Program to hire and retain qualified individuals with disabilities as well as retain qualified individuals with disabilities.

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.

DOITT participated in career and job fairs sponsored by the Mayor's Office of People with Disabilities and will provide information about the 55-a program at every job/career fair to attract participants to the program.

☒ 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 11 55-a participants.

There are 2 participants who have been in the program less than 2 years.

Last year, a total of 2 new applications for the program were received and 0 participants left the program.

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.

Currently, there is one applicant who is in the process of getting approved into the 55-a program.

☒ 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. Conduct two information sessions on the 55-a program for current employees.
2. Work with the Mayor's Office of People with Disabilities to identify eligible applicants.

☒ 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:
  - ☐ 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.

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- ☒ Assess the criteria for selecting persons for mid-level to high level positions.
- ☒ Publicly post announcements for all positions, including senior level positions.
- ☒ Actively reach out to networks of underrepresented groups as part of its outreach.
- ☒ Reach out to the Mayor's Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.
- ☒ Ensure that hiring managers are trained in structured interviewing techniques to avoid unintentional biases in the hiring process.
- ☒ Assess the manner in which candidates are selected for employment, to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group.
- ☒ If adverse impact is discovered, the agency head will determine whether the criteria being utilized are job-related. If the criteria are not job-related, the agency will discontinue using that method.
- ☒ Compare the demographics of current employees to the placements.
- ☒ 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



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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 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:*

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.
- 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:*

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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.
- ☒ 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: \_\_\_\_\_

### 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:*

6. 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.

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- ☒ 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.
- ☒ 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)	Newly hired employees		
2. EEO Awareness (classroom)	Non-managerial employees	800	June 30, 2020
3. Everybody Matters (D&I) (classroom)			
4. Everybody Matters (D&I) (e-learning)			
5. Sexual Harassment Prevention (e-learning)	Managers, Supervisors, employees	1100	June 30, 2020
6. Sexual Harassment Prevention (classroom)	Front-Line Staff	400	June 30, 2020
7. Disability Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom)			
9. Other LGBTQ+ Inclusion	Managers/Supervisors	350	June 30, 2020

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

XX 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 designee<sup>1</sup> 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 EEO Officer reviews all reasonable accommodation requests as per the applicable EEO policy. After the request is reviewed, depending on the type of request, it may be necessary to speak to the employee's manager, human resources, timekeeping, and/or labor relations.

<sup>1</sup> 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/eoo/diversityeoo/media/19647/reasonable-accommodation-procedural-guidelines-lc-12116.pdf> (p17).

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All completed reasonable accommodation requests are attempted to be resolved within the 30-day time frame. Requests that are not resolved within the requisite timeframe may be delayed because additional information is needed from the employee, or necessary equipment /furniture has to be ordered. Employees are notified if there will be a delay and whether it is necessary to provide additional information as part of the interactive process. If a request is denied, the employee is informed of the denial and the reason for the denial.

### 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
lgbTq – Power of Inclusion (classroom)	Supervisors		
	Front Line Staff		
lgbTq – Power of Inclusion (e-learning)	Supervisors	300	March 7, 2021
	All staff	1000	March 7, 2021

- ☒ 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:*



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

<input checked="" type="checkbox"/> The agency has reviewed its practices (including application and interview forms) with regards to prohibition on inquiry regarding pay history. <input checked="" type="checkbox"/> All personnel involved in job interviews will be required to go through Structured Interviewing and Unconscious Bias Training.
<i>Additional Comments:</i>

### C. Local Law 92 (2018): Annual Sexual Harassment Prevention training

<input checked="" type="checkbox"/> The agency plans to train <u>all</u> 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
1. Sexual Harassment Prevention (classroom)	311 employees	300	June 30, 2020
2. Sexual Harassment Prevention (e-learning)	All employees, interns and temporary employees	1100	June 30, 2020

<i>Additional Comments:</i>
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### 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	No increased risk		Ongoing <input type="checkbox"/>  Completed <input type="checkbox"/>

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<b>Risk 2 Cultural and Language Differences in the workplace</b>	No increased risk		<u>Ongoing</u> <input type="checkbox"/>  <u>Completed</u> <input type="checkbox"/>
<b>Risk 3 Workplaces with Significant Power Disparities</b>	No increased risk		<u>Ongoing</u> <input type="checkbox"/>  <u>Completed</u> <input type="checkbox"/>
<b>Risk 4 Isolated Workplaces</b>	No increased risk		<u>Ongoing</u> <input type="checkbox"/>  <u>Completed</u> <input type="checkbox"/>
<b>Risk 5 Decentralized Workplaces</b>	No increased risk		<u>Ongoing</u> <input type="checkbox"/>  <u>Completed</u> <input type="checkbox"/>
<b>Other Findings</b>	Even though there is not an increased risk of sexual harassment, a strategy to reduce the underutilization of women in certain job groups is to broaden recruitment from women-centric technology based organizations. Will also develop strategies to increase staff diversity by targeted recruitment efforts for managerial level candidates in the underutilized categories.		<u>Ongoing</u> <input checked="" type="checkbox"/>  <u>Completed</u> <input type="checkbox"/>

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

- ☒ 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.
- ☒ 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.
- ☒ The agency will ensure that complaints are closed within 90 days.

*Additional Comments:*

**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.

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

- ☒ analyzed results of the response data sent by DCAS.
- ☐ implemented the following initiatives to address concerns raised in the Climate Survey:

☐ 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].

*Additional Comments:*

DoITT's action plans in response to the Climate Survey results are included in the Addendum on page 27.

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### 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 agency was involved in an audit conducted by the EEPC or [ \_\_\_\_\_ **another governmental agency – please specify**] specific to our EEO practices. This agency will continue/be required to implement measures during the year that this plan is in effect (please attach a copy of the audit findings.)

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

Jessica Tisch

Print Name of Agency Head

Jesse Tisch

Signature of Agency Head

7/13/20

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. Agency EEO Officer  
Elsa Hampton  
Chief Diversity, Inclusion/EEO Officer  
2 Metro Tech Center  
Brooklyn, NY 11201  
718-403-8513  
[EHampton@doitt.nyc.gov](mailto:EHampton@doitt.nyc.gov)
2. ADA Coordinator  
Sarah Cardona  
Diversity and EEO Coordinator  
2 Metro Tech Center  
Brooklyn, NY 11201  
718-403-8081  
[SarCardona@doitt.nyc.gov](mailto:SarCardona@doitt.nyc.gov)
3. Disability Rights Coordinator  
Elsa Hampton  
Chief Diversity, Inclusion/EEO Officer  
2 Metro Tech Center  
Brooklyn, NY 11201  
718-403-8513  
[EHampton@doitt.nyc.gov](mailto:EHampton@doitt.nyc.gov)
4. Disability Services Facilitator  
Elsa Hampton  
Chief Diversity, Inclusion/EEO Officer  
2 Metro Tech Center  
Brooklyn, NY 11201  
718-403-8513  
[EHampton@doitt.nyc.gov](mailto:EHampton@doitt.nyc.gov)

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5. 55-a Coordinator  
Kirann Nesbit  
Diversity and EEO Coordinator  
2 Metro Tech Center  
Brooklyn, NY 11201  
718-403-8129  
[KiNesbit@doitt.nyc.gov](mailto:KiNesbit@doitt.nyc.gov)
6. Career Counselor(s)  
Stacey Abramson  
Director of Civil Service Administration, Recruitment, and Classification  
Recruitment  
2 Metro Tech Center, Brooklyn, NY 11201,  
718-403-8639  
[sabramson@doitt.nyc.gov](mailto:sabramson@doitt.nyc.gov)
7. Training Liaison(s)  
John Magisano  
2 Metro Tech Center, Brooklyn, NY 11201,  
718-403-8148  
[jmagisano@doitt.nyc.gov](mailto:jmagisano@doitt.nyc.gov)



# DOITT FY 2020 DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

AGENCY	CLIMATE SURVEY ACTION PLAN IN RESPONSE TO 2018 CLIMATE SURVEY	Who is responsible for implementing the action plan?  (For example, HR, Commissioner, EEO Office, General Counsel, all staff)	Timeframe Status
<b>858 DoITT</b> <b>Plan Submission</b> <b>Date:</b> <b>1/31/20</b> <input checked="" type="checkbox"/> <b>Action Plan</b>	Employees are scheduled to attend orientation when they are onboarded. A representative from the EEO Office will attend each session to conduct an EEO presentation which includes EEO policies, procedures contact information and information about mandatory training.	Diversity and EEO Office  Human Resources to provide the information related to new hires and dates of orientation	Planning stage <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed <input type="checkbox"/>
	Within 30 days of hire, an email will be sent to newly hired employees with links to the agency's Diversity and EEO intranet page, sexual harassment prevention training and lgbtq inclusion training.	Diversity and EEO Office	Planning stage <input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Completed <input type="checkbox"/>
	By the end of Q4, FY20, provide EEO training for all staff.  A training module will be specifically tailored to managers/supervisors which will highlight their obligation to report EEO related matters to the EEO Office, and EEO policies and procedures.  A training module will be specifically tailored to non-managerial staff to inform them of EEO policies procedures, EEO complaint and Reasonable Accommodation process.	Diversity and EEO Office	Planning stage <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed <input type="checkbox"/>