

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

**Fiscal Year 2023**

**Office of Technology & Innovation**



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

As the City's Chief Technology Officer and Commissioner of OTI, I hereby declare my commitment to support and enforce the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, and agency partners, and members of the public served by our Agency.

I will strive to achieve the greatest possible diversity among our workforce, to create an inclusive culture of openness, tolerance, and cooperation in our workplaces, to promote equity in all its aspects, and to examine and eliminate the structural obstacles to equal treatment in the recruitment, selection, development, advancement, and retention of our diverse workforce reflective of the population of NYC.

All executives, managers, and supervisors in our agency will be responsible for ensuring a safe, equitable, and inclusive work environment for all of our employees, and for delivering equitable, fair, and effective services to the public we serve.

Every employee is accountable for ensuring that the agency does not discriminate against employees or applicants for employment. We shall support the diversity, equity, and inclusion initiatives at the agency by observing all EEO mandates and working with dedication to attain agency goals in this area. All agency staff must be compliant with the City's EEO Policy and the implementation of OTI's Diversity and EEO Plan.

The EEO Officer shall be involved in all decisions in the areas of recruitment and selection strategies, workforce projections, succession planning, promotion of training and career development opportunities, and strategic planning.

We 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, and on the progress in implementing OTI's Diversity and EEO Plan.

OTI's Chief EEO Officer, Elsa Hampton, will serve as the primary resource for managers and supervisors by providing best practices and direction in addressing EEO issues. Elsa's contact information and the contact information for the Office of EEO and Diversity Management is available to all employees on OTI's intranet.

During Fiscal Year 2023, I will announce this Commitment Statement to our employees, to affirm the principles of diversity, inclusion, and equal employment opportunity, and to communicate our dedication to equity and all values that drive us toward this goal.

☐ This statement is the same as last year.

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



## II. Recognition and Accomplishments

In FY 22, our agency accomplished the following as part of our commitment to DEI and EEO:

1. h. DoITT participated in the National Disability Employment Awareness Month (NDEAM) annual campaign during Employee Disability Awareness Month in July 2021, by placing posters throughout our offices to help raise awareness about disability employment issues and to celebrate the many contributions of workers with disabilities in the workplace.
2. In July 2021, in recognition of NYC Disability Pride Month, Literary Bytes, DoITT's book club read *Disability Visibility: First Person Stories from the 21st Century*, edited by Alice Wong. The book consisted of a collection of essays, blog posts, manifestos, eulogies, testimonies to Congress, and provided a "glimpse of the vast richness and complexity of the disabled experience, highlighting the passions, talents, and everyday lives of this community."
3. On August 26, 2021, in recognition of Women's Equality Day, DoITT distributed an agency wide announcement which provided information about the day and resources for those who wish to learn more or get more involved. In recognition of Women's Equality Day, Literary Bytes, DoITT's book club, discussed, "She Votes: How U.S. Women Won Suffrage, and What Happened Next," by Bridget Quinn. *She Votes* is a colorful, intersectional account of the struggle for women's rights in the United States and includes illustrations by 100 women artists.
4. In recognition of Hispanic Heritage Month, Literary Bytes, DoITT's book club read, "In the Time of the Butterflies," by Julia Alvarez. This fictional novel pays homage to the bravery and sacrifice of the Mirabal family, chronicling the lives of the four Mirabal sisters, who participated in underground efforts to topple the president's three-decades-long dictatorial regime in the Dominican Republic. A book discussion took place on October 29, 2021. Additionally, in October DoITT hosted a panel discussion with NY1 News / NY1 Noticias' lead anchor and political reporter Juan Manuel Benitez and Professor of Ethnic & Race Studies Remysell Solas on "The Role the Latinx Identity Plays in Government and Politics."
5. Supporting Connected Communities: With a \$13 million portfolio disbursed over three years to six digital inclusion anchor institutions and agency partners, Connected Communities expands availability of public computer centers (PCCs) and delivers high-quality digital literacy resources in the City's highest poverty neighborhoods. Partnering entities include NYC Parks, NYCHA, and DFTA, as well as New York Public Library, Queens Public Library, and Brooklyn Public Library. Annually, partners reach a minimum of 160,000 unique individuals with 24,000 hours of programming.
6. Combatting Digital Discrimination; Increasing Transparency: OTI submitted a response to the FCC's Notice of Inquiry regarding ways to prevent and eliminate digital discrimination across New York City. Drawing on the City's human rights law, the comment seeks to



alleviate/mitigate racial inequalities in technology access and adoption. With input from MOPD, OTI also submitted comments on behalf of New Yorkers regarding improved consumer education and broadband service transparency through accessible labeling.

7. Digital Equity Working Group: In April 2022, OTI spearheaded a digital Equity Working Group. The group holds bi-weekly meetings to build awareness of, strengthen support for, and catalyze equity work across the city using a digital rights lens. The goal of the group is to build new collegial relationships, awareness of trends and initiatives, and opportunities for collaboration. Topics have included participatory budgeting, RJ charter ballot, equitable software design, health and aging, language access, participatory design, cyber security, media education, accessibility, human rights litigation, and combating digital discrimination, among other topics.
8. In recognition of Black History Month, the Office of EEO & Diversity Management distributed an agency wide email announcement which highlighted this year's Black History Month theme, "Black Health and Wellness." The announcement included links about virtual events sponsored by the Association for the Study of African American Life and History (ASALH) and the New York Public Library. Additionally, OTI held the below two events:
  - a. February 4, 2022- OTI's *Literary Bytes*, the agency book club, read and discussed "*Black Man in a White Coat: A Doctor's Reflections on Race and Medicine*," by Damon Tweedy. The book was a memoir wherein Dr. Tweedy used stories to illustrate the complex social, cultural, and economic factors at the root of many health problems in the Black community, including the challenges confronting Black doctors and the disproportionate health burdens faced by Black patients.
  - b. February 24, 2022, OTI's Office of EEO & Diversity Management held *Technically Diverse: A Conversation with New York City's Chief Technology Officer and Office of Technology & Innovation Commissioner Matthew Fraser*. The event highlighted Commissioner Fraser's career path in IT and the importance he places on diversity in the field of technology.
9. In recognition of Women's History Month, the Office of EEO & Diversity Management distributed an agency wide email announcement which highlighted International Women's Day. The announcement included links for several events sponsored by the Library of Congress. The announcement also included events sponsored by NYC-ARTS which honored the contributions of women in literature, art, and music.
  - a. OTI's *Literary Bytes*, the agency book club, read and discussed "*The Immortal Life of Henrietta Lacks*" by Rebecca Skloot. The book discussed the life of a woman who was diagnosed with cervical cancer, and whose cancer cells would change the course of modern medicine, including contributing to major medical

advances such as the development of chemotherapy, the polio vaccine, the AIDS cocktail, and in vitro fertilization.

- b. On March 31, 2022, OTI's Office of EEO & Diversity Management sent an agency wide announcement for their Women's History Month event, *Technically Diverse: A Conversation with New York City's Deputy Mayor for Strategic Initiatives Sheena Wright*. The event was scheduled for April 7, 2022.
10. In recognition of National Arab American Heritage Month, Autism Acceptance Month, and National Deaf History Month, the Office of EEO & Diversity Management distributed an agency wide email announcement in recognition of each of the aforementioned months.
11. On April 7, 2022, we held a Women's History Month event, *Technically Diverse: A Conversation with New York City's Deputy Mayor for Strategic Initiatives Sheena Wright*. Deputy Mayor Wright discussed her career path, how she often was the only woman in the room and the importance of mentors and mentoring others.
12. On April 20, 2022, OTI's Office of EEO & Diversity Management and Human Resources sent out an agency wide announcement for their third series of *Courageous Conversations*. *Courageous Conversations* was created to enable staff to talk about relevant social issues. The purpose of *Courageous Conversations* is to address disparities through safe, authentic, open, and effective dialogue. The third topic in the series discussed "Stereotypes and Unconscious Bias."
13. On April 27, 2022, OTI's Office of EEO & Diversity Management sponsored, *Disability Etiquette and Awareness Program*, which was hosted by the Mayor's Office for People with Disabilities (MOPD).
14. On April 28, 2022, OTI hosted a NYC Digital Design Service Initiative MWBE Event. The event was attended by 110 people from 91 unique MWBE companies. This event provided information to the MWBE vendor community on upcoming solicitations and how to participate.
15. On April 29, 2022, OTI's *Literary Bytes*, the agency book club, hosted a movie night and discussion for the movie *CODA (Child of a Deaf Adult)*. The movie was a 2021 coming-of-age comedy-drama in which the only hearing member of a deaf family struggles to balance helping her family and their struggling fishing business with their own life aspiration. *CODA* has won three Oscars during the 94<sup>th</sup> Academy Awards, it became the first streaming movie and first film starring predominantly deaf/non-hearing cast members in leading roles to win best picture.



16. On May 4, 2022, the Office of EEO & Diversity Management welcomed Mayor's Office for People with Disabilities and Integrate for a presentation on how to make our workplace more inclusive for neurodiverse individuals. The purpose of the workshop was to learn more about disabilities, the traits of neurodivergent people, breaking stereotypes, and strategies in engaging communities of persons with disabilities in employment.
17. In recognition of American Pacific Islander Heritage, and Jewish American Heritage Month the Office of EEO & Diversity Management distributed an agency wide email announcement.
18. OTI's *Literary Bytes*, the agency's book club, read "*Bengali Harlem and the Lost Histories of South America*" by Vivek Bald, an Associate Professor of Comparative Media Studies and Writing at the Massachusetts Institute of Technology. Mr. Bald also created a documentary film version of the book called "*In Search of Bengali Harlem*". In the book, the author traces the South Asian American experiences of South Asian immigrant men who came to this country and quietly became part of some of America's most iconic neighborhoods of color such as Tremé in New Orleans, Detroit's Black Bottom, West Baltimore, and Harlem in NYC. On May 25, 2022, OTI's Office of EEO & Diversity Management hosted a lively discussion for those who read the book or watched the documentary to celebrate APPI Heritage month.
19. On June 6, 2022, OTI's Office of EEO & Diversity Management sent an agency wide announcement for their Jewish American Heritage Month Event *Jewish People in United States: Past, Present and Future*. For this event, OTI welcomed New York University Professor Hasia R. Diner and the director of the Anti-defamation Leagues' New York and New Jersey regional office, Scott Richman. They touched on Jewish American History and some of the current challenges that the Jewish Community faces in the 21<sup>st</sup> century, as well as the rising rate of hate crimes in America and the impact on other communities. The event was held on June 8, 2022
20. In recognition of Pride Month, the Office of EEO & Diversity Management distributed an agency wide email announcement which highlighted the theme for NYC Pride 2022, "Unapologetically Us." The announcement included links to events including The NYC Pride March, Pride Island, and the 28<sup>th</sup> Annual PrideFest.
21. On June 10, 2022, OTI welcomed Judge Pamela K. Chen to speak about her experiences as being an Asian-American and the first openly LGBTQIA+ judge on the federal bench. Judge Chen discussed her career path, her focus on justice/social justice issues, her current position as a Federal District Court Judge, the impact the federal judiciary has on state government, and what, if any role she sees technology playing. Judge Chen also



discussed the obstacles she faced during her career by the virtue of being a woman, Asian American, and a part of the LGBTQ+ community, how she overcame those obstacles and how she turned the obstacles into opportunities for advancement, creating a positive impact in her career.

22. On June 17, 2022, OTI's Office of EEO & Diversity Management sent an agency wide announcement for Juneteenth National Independence Day explaining the history behind the celebration. In recognition of the day, workers, for the first time ever were given a paid day off. The announcement also included a link to the Juneteenth NY Organization for those looking for ways to celebrate locally.
23. OTI has been committed to providing opportunities to the M/WBE community. By the end of FY22, OTI awarded over \$261 million directly to 22 M/WBE vendors for COVID related purchases. Additionally, OTI continues to successfully utilize the M/WBE Purchase method for discretionary and ITCS opportunities, which has resulted in over 329 awards worth 46.7M by the close of fiscal year 2022. Finally, OTI is the leading agency with the most M/WBE registrations in Passport with 142 registrations.

Furthermore, during FY22, OTI has launched the following internal and external initiatives in order to increase M/WBE participation on OTI procurement contracts:

- a) OTI M/WBE staff has bi-weekly meetings with relevant business divisions to assist with finding or certifying eligible vendors, and enforcing M/WBE contract provisions, irrespective of whether the agreement is subject to Local Law 1 requirements or is an emergency contract.
- b) OTI M/WBE staff has monthly meetings with prime vendors to encourage M/WBE utilization, assists with finding or certifying eligible vendors, and enforces M/WBE contract provisions, irrespective of whether the agreement is subject to Local Law 1 requirements.
- c) On November 17, 2021, DoITT held an M/WBE PrimeTime virtual event where we held an informational session for M/WBE vendors and then M/WBE vendors were able to have one-on-one meetings with the DoITT procurement team and participating prime vendors.
- d) On January 19, 2022, OTI participated in a virtual Small Business Services' M/WBE Mentors Event Series – Meet NYC Prime Vendors and Agencies event, geared toward informing goods and services M/WBE vendors about connecting with prime vendors and the M/WBE Noncompetitive Small Purchase Method.
- e) On March 24, 2022, OTI participated in a virtual Small Business Services' Procurement Technical Assistance Center's Meet the Agency event, geared toward educating and training M/WBE businesses that are interested in doing business with City agencies. At this event, OTI M/WBE and procurement staff explained how to do business with OTI, the procurement process, and opportunities and resources.
- f) On April 28, 2022, OTI held a virtual NYC Digital Design Services event for M/WBE vendors to inform them about upcoming needs and opportunities that OTI would have related to the Mayor's MyCity Portal.

- g) On June 9, 2022, OTI participated in the LaGuardia Community College's Eighth Annual Government and Business Matchmaker Event. This event provided M/WBE vendors an opportunity to meet the procurement staff and share their capabilities.
- h) OTI is well into the process of developing an M/WBE Advisory Board/Committee. The mission is to improve access and eliminate barriers to entry and other obstacles M/WBE vendors encounter in the procurement process.



### III. Workforce Review and Analysis

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

Total Headcount: 1577

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 2023, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- ☒ NYCAPS Employee Self Service (by email; strongly recommended every year)
- ☐ Agency's intranet site
- ☒ On-boarding of new employees
- ☒ Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- ☒ In FY 2023, the agency will inform and remind employees of the option to add preferred name in ESS.

2. [Describe the review process of the quarterly CEEDS reports on workforce composition, utilization, and 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 Agency Head work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.]

[Note: If necessary, the agency can reach out to DCAS CEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform its recruitment plans and efforts to reduce/eliminate underutilization.]

- ☒ The agency conducts regular reviews of the CEEDS workforce reports and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

[Select the options that apply to your agency.]

#### Agency Head

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

#### Human Resources



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

**General Counsel**

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

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

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

- ☒ The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).

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

[State below the central goals of your strategy for FY 2023 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

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

❖ **Workforce:**

- [Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]

Increase the recruitment, hiring, and retention of women, African American, Hispanic, and Asian employees by 5% in each division where the percentage is less than 10%.

Develop and implement internal training and professional development programs aimed at retention and promotions by identifying career pathways for agency employees.

❖ **Workplace:**

- [Workplace goals have to do with inclusion, workplace culture, and employee activities.]

Leverage analysis of DoITT's workforce to inform priorities and targets for diversity and inclusion activities and programs. Encourage employees to participate in diversity and inclusion related programs to foster a more inclusive environment agency-wide and across divisions.

❖ **Community:**

- [Community goals should be directed at the external environment of your agency: the public and entities served by the agency.]

Increase opportunities for M/WBEs to do business with the City through OTI procurement vehicles and by facilitating events that afford IT M/WBE vendors opportunities to meet prime vendors, and OTI Information Technology and Procurement teams.

Guided by equity, performance, affordability, privacy, and choice, the City seeks to ensure that universal broadband provides all New Yorkers with the access, devices, and skills they need to thrive in a digital world, online and off. OTI does this by developing strategies, infrastructure, programs, and initiatives that will increase access to language services, technology, and digital literacies.

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

- [Describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. (Age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums)]

Guided by equity, performance, affordability, privacy, and choice, the City seeks to ensure that universal broadband provides all New Yorkers with the access, devices, and skills they need to thrive in a digital world, online and off. OTI does this by developing strategies, infrastructure, programs, and initiatives that will increase access to language services, technology, and digital literacies.

Promote and encourage participation by all employees in the ongoing “Courageous Conversations” series, Literary Bytes Book Club, and Heritage Month events, with a continued focus on race relations, equity, inclusion, allyship, and belonging.

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

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

### **A. Workforce**

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

**[Note:** Please address the specific recruitment, selection and promotion strategies, sources, and procedures in Sections V and VI, below.]



[The actions listed below require internal agency collaboration and are not limited to the EEO Office.]

[Describe how your agency will address underutilization in FY 2023. Please mention here major job groups experiencing underutilization of women and minorities in your agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

OTI will conduct targeted recruitment and outreach strategies to increase the diversity of the applicant pools. We will review the quarterly workforce reports and dashboards to identify specific job groups where underutilization exists to guide recruitment efforts. We will also provide staff with information for relevant upcoming civil service examinations, including promotional civil service examinations.

## **B. Workplace**

[Describe specific actions designed to create inclusive workplace culture, enhance equity, and initiatives undertaken to address race relations in the agency. (e.g., modeling inclusive language such as preferred pronouns and age-inclusive language on job postings, celebrating heritage months, ensuring worksite and meetings are accessible, creating agency specific surveys or implementing initiatives based on previous agency specific surveys, etc.).]

[Select the options that apply to your agency.]

- ☒ Promote employee involvement by supporting Employee Resource Groups (ERGs).  
List below the names of existing ERGs:

1. LGBTQ+

2. Abilities Circle

3. Women's Empowerment

☐ Agency will create a Diversity Council to leverage equity and inclusion programs

☐ Agency Diversity Council is in existence and active

☒ Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion

☒ Agency will inform employees of their rights and protections under the New York City EEO Policy



- ☒ Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

## C. Community

[In addition to the strategic goals above, please describe in details specific initiatives, programs and policies planned with respect to your agency's services to the community. This should include initiatives to enhance equity, improve community relations and increase awareness about services offered by your agency.]

In FY 2023, the agency will:

- ☐ Continue or plan to promote diversity and EEO community outreach in providing government services
- ☒ Promote participation with minority and women owned business enterprises (MWBES)
- ☐ Conduct a customer satisfaction survey
- ☒ Expand language services for the public

## V. Recruitment

### A. Recruitment Efforts

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions and civil service exams internally and externally, use of underutilization reports to inform recruitment efforts, review of current policies procedures and practices related to recruitment, training hiring managers and recruiters on D&I courses.]

OTI will conduct targeted outreach and recruitment via recruitment sources for the purpose of reducing underutilization. We will use metrics to assess the effectiveness of diversity recruitment. The Chief EEO Officer will continue to review job postings to ensure that equal opportunity employer messaging is included. Since our agency is an eHire agency, ensuring that all of our vacancies will be posted on nyc.gov Careers website.

## B. Recruitment Sources

[List diverse recruitment sources, the target population your agency hopes to reach through these resources and whether the use of these sources resulted in previous hires. Recruitment sources should reflect your agency's effort to reduce underutilization in specific job groups and to otherwise diversify your workforce.]

1. OTI will participate in several career fairs to fill vacancies.
2. The creation of a Cyber Academy.
3. HBCU CONNECT

## C. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2022 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2023. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

The agency provided the following internship opportunities in FY 2022:

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	52	A 19; B 5; H 4; W 15 T 3; U 6;	M 30 F 22 Non-Binary 0 Other 0 Unknown 0
4. Summer Graduate Interns			M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): CUNY Fellows and CUNY Interns	17	CUNY does not collect the demographic data for these positions.	M __ F__ Non-Binary __ Other __ Unknown __



## D. 55-a Program

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into a competitive civil service position without having to take and pass a civil service examination. The City encourages agencies to use the 55-a program as a tool to build a diverse workforce and create greater access to City employment for qualified candidates with disabilities.

- Presently, the agency employs nine 55-a participants.
- There are 2 participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 3 new applications for the program were received and 1 participant left the program due to new employment.

[Describe your agency's plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities. This should include the goals for the Program, strategies your agency will use to educate hiring managers and those involved in the recruitment process, any challenges your agency has or foresee in recruiting and hiring 55-a candidates. If your agency hires for competitive titles and does not use the program, please explain why.]

The 55-a Coordinator will educate hiring managers about the 55-a program and the benefits of hiring individuals with disabilities. Additionally, the Coordinator will attend all DCAS targeted 55-A trainings; work closely with DCAS in following each candidate's status in the 55-a process once they have received and accepted a job offer and ensure hiring managers and human resources staff are knowledgeable of the 55-a Program.

☐ Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.

☐ Agency does not use the 55-a Program and has no participating employees.

## VI. Selection (Hiring and Promotion)

[Note: This section must be prepared in consultation with the Agency Personnel Officer.]

### A. Career Counselors

[Describe the plans of the agency Career Counselor(s) to promote advancement and transfers within the agency, advise employees of opportunities for promotion, availability of civil service exams, and provide resources to help employees grow and develop future careers.]

The Career Counselor will review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists; provide information about promotional opportunities; explain the civil service process to staff and what it means to become a permanent civil servant, provide technical assistance in applying for upcoming civil service exams, and notify staff of relevant civil service exams notices.



## B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

OTI will publicly post announcements for all positions, including senior level positions; conduct targeted outreach and recruitment; review and analyze the demographics race\ethnicity and gender for those who received promotions\salary raises to ensure such practices are equitable; regularly review the demographics of newly hired staff with the Chief Technology Officer and Human Resources.

## C. EEO Role in Hiring and Selection Process

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

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

- ☒ Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.
- ☒ Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- ☒ Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
- ☒ Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- ☒ In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- ☒ Assist the hiring manager if a reasonable accommodation is requested during the interview.
- ☐ Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.

- ☒ Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- ☐ Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- ☒ Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- ☐ Other: \_\_\_\_\_

#### **D. Layoffs**

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age? *[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General 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 2023.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- ☒ Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- ☒ The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).



## VII. Training

[Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.]

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 1 must be completed by March 31, 2023.)	1500	March 31, 2023
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 1 must be completed by March 31, 2023.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	1500	August 31, 2023
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)		
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees  All other employees	600	June 30, 2022
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees  All other employees		
7. Disability Awareness and Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)			
9. Other (specify)			
10. Other (specify)			

## 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.]

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

The agency follows the City's Reasonable Accommodation Procedure which requires decisions to be made within 30 days and appeals to be decided within 15 business days. The agency does not analyze statistics with regard to volume. Trends are identified to determine if there is a workplace issue that needs to be addressed.

- ☒ Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- ☒ Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency grants or denies request 30 days after submission or as soon as possible.
- ☒ The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- ☐ If the review and decision on appeal is not done by the Agency Head.  
Provide the name and title of the designee<sup>1</sup> : Dineil Diaz, Special Counsel in the office of the CTO (Please note this person is not the GC or in the GC office)
- ☒ The designee reports directly to the Agency Head.
- ☒ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

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



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

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

- ☒ The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- ☒ The agency will train all current employees on Sexual Harassment Prevention (Cycle 5 – September 1, 2022 – August 31, 2023) as indicated in the Section VII Training above.

### **B. Local Law 97 (2018): Annual Sexual Harassment and Complaint Reporting**

- ☒ The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- ☒ The agency will input sexual harassment complaint data, as well as all other types of complaints, on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

### **C. Local Law 121 (2020): Age Discrimination Training**

- ☒ The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- ☒ The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 1: April 1, 2021 – March 31, 2023) as indicated in the Section VII Training above.

### **D. Executive Order 16: Training on Transgender Diversity and Inclusion**

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public.

- ☒ The agency plans to train all new employees within 30 days of start date.

- ☒ All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.
- ☒ In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- ☒ The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

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

[Using the template provided in Appendix B, submit a detailed action plan that address concerns and issues raised in the 2020 Workplace Climate Survey.]

[Note: DCAS is mandated to submit a report on Action Plans to the Mayor and the Speaker of the Council by December 31, 2022].

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

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



## X. Audits and Corrective Measures

[Please check the statement(s) that apply to your agency].

- ☒ The agency is NOT involved in an audit conducted by NYC EEPD or another governmental agency specific to our EEO practices.
- ☐ The agency is currently being audited or preparing responses to an audit conducted by the EEPD or \_\_\_\_\_ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPD, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2023 to include and implement EEPD 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] \_\_\_\_\_. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- ☒ Within the last two years the agency was involved in an audit conducted by the EEPD or \_\_\_\_\_ [another governmental agency – please specify] specific to our EEO practices.
- ☐ The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- ☐ The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

## XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

Matthew Fraser

Print Name of Agency Head

[Signature]

Signature of Agency Head

1/30/23

Date



## Appendix A: Contact Information for Agency EEO Personnel

[Please provide contact information (name, title, e-mail, telephone number and full office address) for the following EEO roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed.]

	Title/Function	Name	Email	Telephone
1.	<b>Agency EEO Officer</b>	Elsa Hampton	ehampton@oti.nyc.gov	718-403-8513
2.	<b>Agency Deputy EEO Officer</b> [if appointed]			
3.	<b>Agency (Chief) Diversity &amp; Inclusion Officer</b>	Janine Gilbert	Janine@oti.nyc.gov	718-403-1988
4.	<b>Chief Diversity Officer/Chief MWBE Officer per E.O. 59</b>	Janine Gilbert	Janine@oti.nyc.gov	718-403-1988
5.	<b>ADA Coordinator</b>	Elsa Hampton	ehampton@oti.nyc.gov	718-403-8513
6.	<b>Disability Rights Coordinator</b>	Elsa Hampton	ehampton@oti.nyc.gov	718-403-8513
7.	<b>Disability Services Facilitator</b>	Elsa Hampton	ehampton@oti.nyc.gov	718-403-8513
8.	<b>55-a Coordinator</b>	Eric Hagans, Jr.	ehagans@oti.nyc.gov	718-403-8081
9.	<b>EEO Investigator(s)</b>	Eric Hagans, Jr.	ehagans@oti.nyc.gov	718-403-8081
10.	<b>Career Counselor(s)</b>	Stacey Abramson	Sabramson@oti.nyc.gov	718-403-8639
11.	<b>EEO Training Liaison(s)</b>	John Magisano	jmagisano@oti.nyc.gov	718-403-8148
12.	<b>EEO Counselor(s)</b>			

## Appendix B: 2020 Climate Survey Action Plan

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

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

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]
  - According to the survey, 98% of the respondents indicated that they are familiar with the EEO policy. Therefore, we will continue to provide training and awareness.
- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]
  - N/A
- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]
  - The Office of EEO & Diversity Management

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

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

75% of survey respondents indicated they knew who was the EEO Officer. The Office will continue to distribute agency wide emails related to the programming and initiatives of the EEO Office.
- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

All employees



- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]
  - The Office of EEO & Diversity Management

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

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

90% of survey respondents indicated they had knowledge of the complaint process but only 75% indicated they know what happens after a complaint is filed. OTI held conducted a "Meet the Division" presentation where the staff of the Office of EEO & Diversity Management address the complaint process, the various functions of the Office. Additionally, information about the complaint process and the EEO Policy are posted on the agency's intranet.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

All staff

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

- The Office of EEO & Diversity Management

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

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

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

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

Each year, managers and supervisors are required to affirm their commitment to EEO & Diversity during a regularly scheduled meeting. EEO staff maintains those documents and monitors that every manager who supervises others, completes the affirmation.

- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

Managers and Supervisors

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

- The Office of EEO & Diversity Management

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

- **Planned actions, initiatives, programs, or policies:**
- Each year, managers and supervisors are required to affirm their commitment to EEO & Diversity during a regularly scheduled meeting. EEO staff maintains those documents and monitors that every manager who supervises others, completes the affirmation. Additionally, the Chief EEO Officer conducted an EEO presentation to all managers and supervisors. The presentation included the EEO policy, complaint process and reasonable accommodation process.



- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]

Managers and supervisors

- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]

- The Office of EEO & Diversity Management

