

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

Fiscal Year 2023

**Financial Information Services Agency
and
The Office of Payroll Administration**

Table of Contents

I. Commitment and Accountability Statement by the Agency Head	3
II. Recognition and Accomplishments	4
III. Workforce Review and Analysis	6
IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2023.....	8
V. Recruitment.....	14
VI. Selection (Hiring and Promotion).....	18
VII. Training.....	22
VIII. Reasonable Accommodation	24
IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws	25
X. Audits and Corrective Measures	28
XI. Agency Head Signature	29
Appendix A: Contact Information for Agency EEO Personnel.....	30
Appendix B: 2020 Climate Survey Action Plan.....	32

I. Commitment and Accountability Statement by the Agency Head

On behalf of the Financial Information Services Agency and the Office of Payroll Administration, I hereby declare my commitment as the Agency Head 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 our City's population.

I will involve my entire leadership team in our efforts to enhance and promote the values of equity, inclusion and respect for all. All executives, managers and supervisors in our agency will be responsible for ensuring a safe, equitable and inclusive work environment for all our employees, and for delivering equitable, fair and effective services to the public we serve.

I will hold the top leadership of our agency, as well as the EEO Officers, all EEO professionals, human resources professionals, legal professionals, managers and supervisors 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 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 this Diversity and EEO Plan.

I will drive accountability by involving the EEO Officers as the agency's makes critical human resources decisions, recruitment strategies, vacancy projections, succession planning, promotion of training/career development opportunities, and strategic planning.

My leadership team will implement the objectives and actions of this plan, as well as work to create a diversity and inclusion strategy based upon guidance provided by DCAS's Citywide Equity and Inclusion (CEI). We will conduct discussions throughout the year coinciding with the issuance of our quarterly workforce reports. We will continue to report on the steps undertaken to comply. We will review our achievements at the end of the fiscal year.

The Agency EEO Officers, Margaret Withers (FISA) and Lois Valero (OPA) will serve as primary resources for managers and supervisors by providing best practices and direction in addressing EEO issues. The EEO Officers' contact information will be prominently available to all employees.

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

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2022) to advance DEI and EEO goals, for example, recognizing employee contributions to DEI goals through awards and employee appraisal, introducing new equity programs, training all staff on mandatory training, or launching employee resource groups. Add additional lines as needed.]

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

1. In the first quarter of FY 2022, FISA-OPA's Administration Unit deployed the mandatory EEO Awareness CBT to all staff members, with instructions to complete the training by August 22, 2021. FISA-OPA accomplished 100% compliance on October 6, 2021.
2. In the second quarter of FY 2022, the Mayor's Office to End Domestic and Gender-Based Violence and the Commission on Gender Equity announced an official campaign called "16 Days of Activism Against Gender-Based Violence" which was conducted from 11/25/2021 (UN International Day for the Elimination of the Violence Against Women) to 12/10/2021 (UN International Human Rights Day) to spread awareness about gender-based violence (GBV). Official flyers were posted on FISA-OPA's SharePoint site as well as on 3rd and 4th floor bulletin boards.
3. In the third quarter of FY 2022, FISA-OPA's Administration Unit distributed the Executive Director's Memo regarding our Agency's EEO Policy Commitment Statement, The City's Anti-discrimination Protection Policy, as well as the City's EEO Policy and EEO-related Information and Resources.
4. During the third quarter of FY 2022 (April 2022), FISA-OPA Managers and Supervisors conducted mandatory staff meetings (primarily via WebEx) to review the City's EEO Policy including details about where to find the Policy, EEO-related information, when and how to promptly report incidents, and how to contact FISA-OPA's EEO Team. Managers and Supervisors also received the annual review of their EEO performance. For FY 2023, mandatory staff meetings are planned for October/November 2022 and April/May 2023, contingent on the current COVID-19 restrictions.
5. During the third quarter of FY 2022, the EEPC formally initiated its audit of FISA-OPA re: its Review, Evaluation, and Monitoring of the Agency's Employment Practices (Focus on Underutilization) for Audit Period July 1, 2019, to December 31, 2021. As of the close of FY 2022, the status of the audit is 'Document Review and Analysis.'
6. In the third quarter of FY 2022, FISA-OPA held its annual Employee Recognition Ceremony as a virtual event, which highlighted key milestones and projects from the past year, forecasted plans for the upcoming year and showed appreciation to employees who completed various years of City Service.

7. In the third quarter of FY 2022, FISA-OPA held its Annual Health Challenge where teams of staff members engage in competitive activities that foster comradery and completing team goals.
8. In the third quarter of FY 2022, FISA-OPA's staff was instructed to complete the mandatory e-Learning course called Everybody Matters: Diversity & Inclusion Training for NYC Employees; DCAS's Citywide Compliance Division deployed the e-Learning course to all staff, with instructions to complete the training by 04/09/2022.
9. In the fourth quarter of FY 2022, FISA-OPA's Administration Unit distributed the City's updated EEO Policy Handbook and an updated template of the EEO Complaint form and the Reasonable Accommodation Process, as issued by DCAS. FISA-OPA has uploaded the updated documents to SharePoint.
10. In the fourth quarter of FY 2022, FISA-OPA's Administration Unit contacted DCAS's Learning & Development Team to schedule Structured Interviewing and Unconscious Bias training for all Supervisors, Managers and Directors. Multiple training sessions are scheduled to take place in the first quarter of FY 2023, on September 12th, 13th and 22nd, 2022.
11. In the fourth quarter of FY 2022, FISA-OPA's staff was instructed to complete the mandatory e-Learning course per Executive Order 16 called lgbTq-The Power of Inclusion; DCAS's Citywide Compliance Division deployed the e-Learning course to all staff, with instructions to complete the training by 07/06/2022.
12. In the fourth quarter of FY 2022, FISA-OPA's EEO Office attended the EEPCC Symposium. The webinar focused on addressing and understanding underutilization of Women and Minority Groups in NYC's workforce.
13. In the fourth quarter of FY 2022, DCAS's Citywide Equity and Inclusion Office provided FISA-OPA's EEO Office with FISA's 2020 Climate Survey Results. The data will be reviewed to develop an action plan targeted for FY 2023 implementation to address any remedial recommendations per DCAS's analysis.
14. In the fourth quarter of FY 2022, FISA-OPA held its Annual Agency Update as a virtual event. The Agency celebrated its accomplishments of the past year and presented ongoing projects and goals for the year ahead.
15. In the fourth quarter of FY 2022, FISA-OPA launched a Wellness at Work program to provide weekly support sessions for employees who help others with disabilities or mental health issues.
16. Throughout FY 2022, FISA-OPA's Administration Unit continuously posted on SharePoint and also distributed information about various Cultural Heritage Celebrations, such as Women's History Month and Irish-American Heritage Month, Earth

Day, Asian-American & Pacific Islander Heritage Month, Jewish-American Heritage Month, Older Americans Month, Caribbean-American Heritage Month, Juneteenth, and Pride Month. The Agency continues to honor the identified heritage months (either through legislation adopted by the United States Congress or through Presidential Proclamation) by asking employees to contribute resource links, such as links to events and articles, for any of the heritage months listed.

17. Throughout FY 2022, FISA-OPA continuously posted on SharePoint and also distributed to all Agency staff, essential resources about the COVID-19 (Coronavirus) pandemic, including the COVID-19 Fact Sheet, COVID-19 vaccination information and locations, COVID-19 testing sites, the Anti-Stigma COVID-19 Policy, the DCAS Commissioner's Directive regarding Safety Practices during COVID-19, contact information to the City's Employee Assistance Program (EAP), COVID-19 updates from DCAS and DOHMH, as well as the Federal Families First Coronavirus Response Act (FFCRA or Act) which requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. During FY 2023, FISA-OPA will continue to distribute essential COVID-19 information to Agency staff.
18. Throughout FY 2022, FISA-OPA continuously posted on SharePoint and also distributed to all Agency staff, important information from OLR and DOHMH about mental and physical wellness tips and available resources.

III. Workforce Review and Analysis

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

Total Headcount, FISA: ___399___.

Total Headcount, OPA: ___142___.

[This figure is available on the total line for your agency in the FY2022 Q4 EBEP210 CEEDS report]

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 Officers, 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 Officers 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 __N/A__

- 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.]

NOTE: Due to the City's recovery efforts from the COVID-19 pandemic, citywide budget restraints, additional budget PEGS, the OMB hiring allotment process, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

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.]

Awareness & Education: Diversity and EEO Policies, Resources and Practice

- FISA-OPA will continue to execute DCAS-issued risk assessment analyses, climate survey(s) and where required, other relevant data collection/analysis/reporting which will focus on identifying and eliminating possible risks and/or conditions specific to the "Stop Sexual Harassment in New York City Act" and local laws 93, 95, 96 and 101.
- FISA-OPA will continue to ensure that all agency staff participate in and complete all mandated EEO-related training sessions. The following mandatory training sessions have reached 100% completion and have fulfilled FY 2022 compliance
 - ✓ EEO Awareness: (100% completion achieved in Q1, FY 2023)
 - ✓ Everybody Matters: Diversity & Inclusion (100% completion achieved in Q3, FY 2022)
 - ✓ IgbTq: The Power of Inclusion (100% completion achieved in Q1, FY 2023)
 - ✓ Sexual Harassment Prevention (100% completion achieved in Q1, FY 2023)

The following training sessions have been targeted for deployment in FY 2023:

- ❖ Structured Interviewing and Unconscious Bias (All managers and supervisors)
- ❖ Sexual Harassment Prevention (all staff members)

Diversify our workforce demographic

- FISA-OPA, will continue working to find good sources of candidates from under-represented groups for certain job categories. This is an ongoing effort to add and change additional sources of candidates from those under-represented groups. FISA-OPA will continue to work on efforts to adjust its applicant sources to find the most effective sources in FY 2023. FISA-OPA Human Resources will continue to send out monthly Notices of

Examination for all Civil Service Exams open for filing. Additionally, employees that are eligible to take Qualified Incumbent Exams are notified individually. HR also holds periodic meetings with groups of staff members with questions about civil service lists and titles. HR advises employees which exams they should be filing for and serves as a resource for employees for information.

Succession Planning

- During the upcoming fiscal year, FISA-OPA will continue to engage managers on creating Succession Plans for highly talented agency employees. In the coming months, FISA-OPA management will continue to:
 - Identify those with the potential to assume greater responsibility in the organization
 - Provide critical development experiences to those that can move into key roles
 - Engage the leadership in supporting the development of high-potential leaders.

Mentoring and leadership opportunities

- FISA and OPA will continue to collaborate on projects that encourage and require cross-functional knowledge transfer of each agency's operational, technical and business support processes. As an added incentive towards completion of these projects, employees will be informed of possible mentoring initiatives. Upon review by unit and/or project managers, selected employees will be appointed to team lead and/or supervisory positions with accessible mentorship support from Work Unit Managers and Directors to advise these employees on key decision-making activities.

❖ Workplace:

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

- FISA-OPA will continue working to improve training opportunities and access to training resources beyond the City's EEO Training Requirements (examples of other City required training are COIB and DOI awareness training). FISA-OPA will train all new staff in VDT/Right to Know, Security Awareness, and Workplace Violence Prevention. FISA-OPA's professional development online subscription to LinkedIn.com Learning will continue to offer our staff a more diverse career platform to enhance both their knowledge and practical skills, including some topics related to diversity and inclusion, leadership, effective listening, mentoring, and other related competencies. FISA-OPA will continue to encourage staff to learn new skills and to enhance their existing skills, with the expectation that the staff will be motivated and prepared to take on new responsibilities and roles which will strengthen the organization.
- Our managers, Career Counselors, and the EEO Office will continue to have an open-door policy. Staff can use any of these avenues to get advice or to raise any issues.
- FISA-OPA will continue to stay current with EEO and Diversity training requirements provided by DCAS's Office of Citywide Equity and Inclusion. Over the past few years

FISA-OPA has trained its staff on the Diversity and Inclusion CBT, the Basic EEO CBT, Structured Interviewing and Unconscious Bias, Transgender Inclusion, and how to do effective performance evaluations. As of Q1 FY 2023, FISA-OPA staff are currently working to complete mandatory Sexual Harassment Prevention Training via eLearning.

❖ **Community:**

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

- FISA-OPA does not directly provide services to the citizens of New York City. However, FISA-OPA will continue to purchase goods/services from MWBE (Minority and Women owned Business Enterprises) vendors.
 - For FY 2022, 127 out of 262 FISA contracts were awarded to M/WBE businesses. The value of these contracts was 48.47% of FISA's M/WBE procurement spend and 0.24% of FISA's M/WBE \$ as a percentage of total City M/WBE spend.
 - For FY 2022, 5 out of 24 OPA contracts were awarded to M/WBE businesses. The value of these contracts was 20.83% of OPA's M/WBE procurement spend and 0.01% of OPA's M/WBE \$ as a percentage of total City M/WBE spend.

❖ **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)]

Obtain Agency Head authorization to send periodic messages that support Equity, Diversity and Inclusion principles. The City's EEO Policy, including the Agency Head's EEO Policy Commitment Statement, the City's Anti-Discrimination Protection Policy and all EEO-related information and resources were distributed in FY 2022. In Q2 FY 2022 and Q4 FY 2022, FISA-OPA's EEO Office also announced via email, that all levels of FISA-OPA leadership, managers and supervisors must conduct mandatory EEO Policy Review meetings with their respective staff members. The EEO Office used www.surveymonkey.com to capture confirmation that these meetings with staff members actually occurred. The EEO Office's contact information is always provided as part of every email correspondence.

- Participate in the City's Gender Equity Interagency Partnership Relaunch
- Incorporate the Agency's Diversity and Inclusion efforts to the goals and responsibilities of managers and supervisors.
- Once a quarter effective Q2 - Q4 FY 2023, FISA-OPA's EEO Office may consider either: (i) scheduling a "Come Talk with EEO Day," or (ii) do an agency-wide email

distribution called “Send us your Diversity, Equity & Inclusion Suggestions or Concerns”

- Encourage and support new and existing Employee Resource Groups (ERGs).
- Highlight the Agency’s progress and success to promote diversity and equity.
- Actively participate in the City’s EEO and Diversity & Inclusion Community to learn and share best practices.
- The Agency will consider distributing a new Employee Engagement Survey during FY 2023.
- During Q1 of FY 2023, 137 of FISA-OPA’s managers and supervisors participated in mandatory webinar training sessions for Structured Interviewing and Unconscious Bias in September 2022. The few staff who were not able to attend the mandatory September class have been registered to attend a make-up training session at DCAS on November 9, 2022.

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.]

The agency will address underutilization in FY 2023 by:

- Expanding internal and external applicant pools to address the underutilization through outreach strategies for broader recruitment.
- Launching outreach efforts to inform and encourage applications for the upcoming civil service examinations.

- Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts.
- The agency will implement the following strategies 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, especially for critical managerial positions.
 - Encourage agency employees to take promotional civil service examinations.

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

- Identification of Ready Now & High Potential Talent.
- Institute coaching, mentoring and cross training programs.
- Implement initiatives to improve the personal and professional development of employees.
- Conduct assessment to ensure pay and promotions are equitable.

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. Chess
2. Dungeons & Dragons
3. Exercise Class
4. Knitting
5. Meditation
6. Yoga
7. Annual Agency Health Challenge Group

8. Agency Book Club

- 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
- FISA-OPA's EEO Office, HR Office and Communications Team will continue to coordinate the distribution of agency-wide announcements that reaffirm our commitment to the City's Diversity and EEO Policy and Program.

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)
 - For FY 2022, 127 out of 262 FISA contracts were awarded to M/WBE businesses. The value of these contracts was 48.47% of FISA's M/WBE procurement spend and 0.24% of FISA's M/WBE \$ as a percentage of total City M/WBE spend.
 - For FY 2022, 5 out of 24 OPA contracts were awarded to M/WBE businesses. The value of these contracts was 20.83% of OPA's M/WBE procurement spend and 0.01% of OPA's M/WBE \$ as a percentage of total City M/WBE spend.
- 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.]

NOTE: Due to the City's recovery efforts from the COVID-19 pandemic, citywide budget restraints, additional budget PEGS, the OMB hiring allotment process, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

The agency will implement the following recruitment strategies and initiatives in FY 2023:

- Review policies, procedures, and practices related to targeted outreach and recruitment.
- Utilize Inclusive Recruitment Guide Issued by the Office of Citywide Equity and Inclusion to develop strategic recruitment plans.
- Review underutilization in job groups to inform recruitment efforts.
- Identify 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 EEO protection and rights.
 - Currently in operation.
- Assess agency job postings to ensure new diversity, inclusion, and equal opportunity employer messaging is included.
- Share job vacancy notices with the Mayor's Office for People with Disabilities at nycatwork@mopd.nyc.gov, (212) 788-2830 and ACCES VR by sending the job vacancy notices to Maureen Anderson at Maureen.Anderson@nysed.gov (212) 630-2329 so they can share it with their clients.
- Reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at citywiderecruitment@dcas.nyc.gov
- 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
 - ☒ Everybody Matters EEO and Diversity and Inclusion Training

- ☒ Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

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 diversity your workforce.]

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded diverse applicant pools.
1. All jobs are posted on the City's central job posting website, NYC Careers that is part of e-Hire, where they are available on the World Wide Web and will also post with the Mayor's Office for People with Disabilities.	1. All candidates must apply via e-Hire. Since this web site is available on the world wide web, we expect a diverse group of qualified candidates. <input checked="" type="checkbox"/> Previous hires from this source
2. The EEO Office distributes all job postings to the Outreach Sources provided by DCAS and supplemented by FISA-OPA.	2. It varies with the type of position. <input type="checkbox"/> Previous hires from this source
3. Internet Job Sites, example Monster.com, Dice.com, WITI.com (Women in Technology International), Black Data Processing Association of New York, & Women for Hire, Indeed.com, Glassdoor.com and LinkedIn.com.	3. For discretionary vacancies only, these sites appear to allow job postings to be available to a more diverse population of applicants. In the past we have not been able to easily track the job site source of candidates who applied. FISA-OPA can now periodically review the e-Hire applicant data report, available through NYCAPS LRS, which should better help us assess the impact of our job postings via external recruiting sources. <input type="checkbox"/> Previous hires from this source
4. Where appropriate for the job posting and for the position available, FISA-OPA HR staff may advertise in periodicals and newspapers and participate in job fairs. Once the above recruitment sources have been exhausted and no candidates are identified, FISA –OPA utilizes recruiters to try and yield qualified candidates for agency positions.	4. Since these periodicals and newspapers and job fairs are available to everyone, we expect a diverse group of qualified candidates. <input type="checkbox"/> Previous hires from this source
5. N/A	5. N/A <input type="checkbox"/> Previous hires from this source

B. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 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.]

FISA-OPA 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	0	0	M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps	0	0	M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	0	0	M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	0	0	M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): College Aides	3	Unknown	M _1_ F_2_ Non-Binary __ Other __ Unknown __

C. 55-a Program

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

- Presently, the agency employs 1 [number] 55-a participants.
- There are 0 [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 0 [number] new applications for the program were received and 0 participants left the program due to [state reasons] N/A .

[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.]

NOTE: Due to the City's recovery efforts from the COVID-19 pandemic, citywide budget restraints, additional budget PEGS, the OMB hiring allotment process, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

The agency will actively educate hiring managers about the 55-a program and the benefits of hiring individuals with disabilities.

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 Civil Service Law §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 2023 are:

1. Attend 55-a training sessions and symposiums
2. Distribute 55-a information to Agency Staff
- 3.
- 4.

These goals are the same as last year.

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.]

NOTE: Due to the City's recovery efforts from the COVID-19 pandemic, citywide budget restraints, additional budget PEGS, the OMB hiring allotment process, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

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.]

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

- Review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations).
- Promote employee awareness of opportunities for promotion and transfer within the agency.
- Arrange for agency wide notification of promotional and transfer opportunities.
- Encourage the use of training and development programs to improve skills, performance and career opportunities.
 - Provide information to staff on both internal and external Professional Development training sources.
 - Explain the civil service process to staff and what it means to become a permanent civil servant.
 - Provide technical assistance in applying for upcoming civil service exams.
- Provide agency staff with citywide vacancy announcements, civil service exams notices and other career development information.
- Assist employees and Job Training Program participants in assessing and planning to develop career paths.
- Provide resources and support for:
 - Targeted job searches
 - Development job search strategies
 - Resume preparation
 - Review of effective interview techniques
 - Review of techniques to promote career growth and deal with change
- Internship exploration

B. New Hires and Promotions

[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.]

NOTE: Due to the City's recovery efforts from the COVID-19 pandemic, citywide budget restraints, additional budget PEGS, the OMB hiring allotment process, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates

that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

In FY 2023, the agency will do the following:

- Review, revise and/or develop a protocol for in-title promotions and salary increases.
 - Promotion and salary increase protocol in existence.
 - Assess the criteria for selecting/promoting 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.
- Compare the demographics of current employees to the placements.
- Ensure promotion justification is included in all promotion requests.
- Review and analyze the demographics race/ethnicity and gender for those who received the promotion/salary raises to ensure such practices are equitable.
- Review on a regular basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).
- 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.

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.)	Approximately 541 FISA-OPA staff members; training will be scheduled every 2 years	As of Q3, FY2022: the mandatory e-learning course was completed by all active FISA-OPA staff; also ongoing for all new hires within 30 days of coming on board.
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.)	As needed, ongoing (TBD).	When the DCAS Training Schedule becomes available.
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	Approximately 541 FISA-OPA staff members; training will be deployed every year..	The annual mandatory SHP Cycle 4 e-learning course (for FY2022 fulfillment) was deployed to all FISA-OPA staff on 07/18/2022; The course will be targeted for annual deployment again in Q3, FY2023; also ongoing for all new hires within 30 days of coming on board.
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	As needed, ongoing (TBD).	When the DCAS Training Schedule becomes available.
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees All other employees	Approximately 541 FISA-OPA staff members; training will	As of Q4, FY2022: the mandatory e-learning course was completed by all active FISA-OPA

		be scheduled every 2 years	staff; also ongoing for all new hires within 30 days of coming on board.
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees All other employees	As needed, ongoing (TBD).	When the DCAS Training Schedule becomes available.
7. Disability Awareness and Etiquette	All New EEO Staff	As needed, ongoing (TBD).	When the DCAS Training Schedule becomes available.
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	All FISA-OPA Managers, and Supervisors	Mandatory training will be scheduled every two years for all FISA-OPA Managers and Supervisors; target number will be based on actual count at time of training session.	Multiple training sessions are scheduled to take place in the first quarter of FY 2023, on September 12 th , 13 th and 22 nd , 2022. As of September 23, 2022, a total of 137 FISA-OPA managers and supervisors attended this year’s training sessions; six (6) remaining FISA-OPA staff members are scheduled to attend training on November 9, 2022, at DCAS.
9. Other (specify) Conflicts of Interest training, DOI Corruption Awareness training	All FISA-OPA staff	Approximately 541 FISA-OPA staff members.	Specific training schedules will be set by the Training Department. Our training target also includes the scheduling/provision of training to newly hired managers or supervisors within 6 months of coming on board.

10. Other (specify) VDT/Right to Know; Security Awareness; Workplace Violence Prevention (e-learning)	All FISA-OPA Staff	Approximately 541 FISA-OPA staff members.	Specific training schedules will be set by the Training Department. Our training target also includes the scheduling/provision of training to newly hired managers or supervisors within 6 months of coming on board.
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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:

- 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 designee¹:

¹ 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

***Ms. Carrie-Ann Crowe, Assistant Executive Director of Administrative Services.
Ms. Crowe does not directly report to the Agency Head; Ms. Crowe reports to the First Deputy Executive Director of Administration, Ms. Andrea Glick.***

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.

Agency's best practices and current appeals protocol:

The Agency follows all procedural steps and recommended timelines and deadlines for resolution including cooperative dialogue, as specified in the City's Reasonable Accommodation Procedural Guidelines. Any request for Reasonable Accommodations is reviewed by the Agency and a decision is made within thirty (30) business days if all the supporting information is provided, and the decision is expedited in certain time sensitive circumstances. Appeals from such determinations are reviewed and decided within fifteen (15) business days of such appeal by the Agency Head's designee; The Assistant Executive Director of Administrative Services, Ms. Carrie-Ann Crowe. Our agency also analyzes statistics with regard to volume, trends, and speed of disposition re: EEO complaints and reasonable accommodations

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 do its best to 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)

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.

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.
- ☒ Agency will review 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 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 specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2023 to include and implement EEPC recommendations that will be implemented during the fiscal year.
- The agency is subject to any other oversight or review by a federal, state or city civil rights agency [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 EEPC 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.]

Neil Matthew
Print Name of Agency Head


Signature of Agency Head

11/7/2022
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.	Agency EEO Officer - FISA	Margaret Withers	MWithers@fisa-opa.nyc.gov	212-857-7169
2.	Agency EEO Officer - OPA	Lois Valero	LValero@fisa-opa.nyc.gov	212-857-7248
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	N/A	N/A	N/A
4.	Chief Diversity Officer/Chief MWBE Officer: FISA-OPA	Aamer Parvez	AParvez@fisa-opa.nyc.gov	212-742-5942
5.	ADA Coordinators	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
6.	Disability Rights Coordinators	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
7.	Disability Services Facilitators	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
8.	55-a Coordinators	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
9.	EEO Investigator(s)	N/A	N/A	N/A
10.	Career Counselor: FISA-OPA	Kristel Simmonds-Cobb	KSimmonds-cobb@fisa-opa.nyc.gov	212-742-5931
11.	EEO Training Liaison: FISA-OPA	Glenis Patterson	GPatterson@fisa-opa.nyc.gov	212-857-1614
12.	EEO Counselors	Sherine Wright (FISA) Hiroko Miyamoto (FISA) Ajit Abraham (FISA)	SWright@fisa-opa.nyc.gov HMiyamoto@fisa-opa.nyc.gov AAbraham@fisa-opa.nyc.gov	212-857-1253 212-857-1119 212-857-7234

		Rudolph Phillips (OPA)	RPhillips@fisa-opa.nyc.gov	212-857-7141
		Angela Roberts (OPA)	ARoberts@fisa-opa.nyc.gov	212-857-7153

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]

- Example: The EEO Office will circulate quarterly agency wide email including EEO resources, including the revised EEO Policy.
- ✓ The City's EEO Policy, including the Agency Head's EEO Policy Commitment Statement, the City's Anti-Discrimination Protection Policy and all EEO-related information and resources will continue to be distributed agency wide via email, also re-targeted for Q2 FY 2023 and Q4 FY 2023
- ✓ The City's EEO Policy, including the Agency Head's EEO Policy Commitment Statement, the City's Anti-Discrimination Protection Policy all EEO-related information and resources are available and will continue to be posted on the Agency's intranet (SharePoint) and also be provided as part of FISA-OPA's onboarding activities to all new hires
- ✓ Instructions on where to find and how to obtain the City's EEO Policy, including the Agency Head's EEO Policy Commitment Statement, the City's Anti-Discrimination Protection Policy all EEO-related information and resources will be posted and visible on FISA-OPA's Intranet (SharePoint), and on various bulletin boards, agency wide

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

- Example: All staff, including, senior executives, managers, interns, consultants, etc.
- ✓ All FISA-OPA staff, including senior executives, managers, supervisors, interns, temporary workers and consultants. All staff members currently have access to devices and resources where they can read correspondence, complete eLearning courses, and/or attend virtual sessions. The information can also be provided via regular USPS mail, and via TTY: (212) 857-1780

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

- Example: EEO Office

- ✓ FISA-OPA's EEO Office
- ✓ FISA-OPA's Human Resources Unit
- ✓ FISA-OPA's Communications Unit

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]

- ✓ Throughout FY 2023, FISA-OPA's EEO Office resources, including the names and contact information of all EEO Office staff members will continue to be distributed as part of any EEO-related correspondence that is sent agency wide, via email

- ✓ FISA-OPA's EEO Office, including the names and contact information of all EEO Office staff members will continue to be posted on FISA-OPA's Intranet (SharePoint), as well as posted and visible on FISA-OPA's various bulletin boards

- ✓ Once a quarter effective Q2 - Q4 FY 2023, FISA-OPA's EEO Office may consider either: (i) scheduling a "Come Talk with EEO Day," or (ii) do an agency-wide email distribution called "Send us your Diversity, Equity & Inclusion Suggestions or Concerns"

- ✓ In Q3 FY 2023, FISA-OPA will target to deploy an Employee Engagement Survey to anonymously collect and assess workplace and job satisfaction feedback, agency wide

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

- ✓ All FISA-OPA staff, including senior executives, managers, supervisors, interns, and consultants. All staff members currently have access to devices and resources where they can read correspondence, complete eLearning courses,

and/or attend virtual sessions. The information can also be provided via regular USPS mail, and via TTY: (212) 857-1780

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

- ✓ FISA-OPA's EEO Office
- ✓ FISA-OPA's Human Resources Unit
- ✓ FISA-OPA's Communications Unit

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]

- ✓ The City's EEO Complaint Process, including the contact information of Federal, State and City EEO agencies, as well as the chart called "EEO Complaint Process at a Glance," will continue to be posted FISA-OPA's Intranet (SharePoint)
- ✓ In Q2 FY 2023 and Q4 FY 2023, the City's EEO Complaint Process, including the contact information of Federal, State and City EEO agencies, as well as the chart called "EEO Complaint Process at a Glance," will be distributed via email, agency wide
- ✓ Once a quarter, effective Q2- Q4 of FY 2023, FISA-OPA will distribute the toll-free Hotline to Report Sexual Harassment, 1-800-HARASS-3 (1-800-427-2773), via email agency wide. The information will also be posted on the Agency's Intranet (SharePoint) and will be posted and visible as flyers on the Agency's various bulletin boards

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

- ✓ All FISA-OPA staff, including senior executives, managers, supervisors, interns, temporary workers, new hires, temporary workers and consultants. All staff members currently have access to devices and resources where they can read

correspondence, complete eLearning courses, and/or attend virtual sessions. The information can also be provided via regular USPS mail, and via TTY: (212) 857-1780

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

- ✓ FISA-OPA's EEO Office
- ✓ FISA-OPA's Human Resources Unit
- ✓ FISA-OPA's Communications Unit

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]

- ✓ In Q4 FY 2023, FISA-OPA in coordination with DCAS's Citywide Compliance Training Division will target scheduled deployment of the annual, mandatory Sexual Harassment Prevention Training, agency wide
- ✓ Throughout FY 2023, FISA-OPA will continue to provide EEO-related eLearning/training web links via the Agency's Intranet (SharePoint)
- ✓ Once a quarter, effective Q2- Q4 of FY 2023, FISA-OPA will provide EEO-related information such as CCHR's Notice of Rights Fact Sheet and CCHR's Protected Classes Fact Sheet, via email agency wide. Also, the information currently is and will continue to be posted on the Agency's Intranet (SharePoint), as well as flyers posted and visible on the Agency's various bulletin boards
- ✓ During FY 2023, FISA-OPA will continue to provide consultation sessions and New Hire Orientation training (which addresses the above target area and objective) to all new staff members, as part of agency onboarding activities

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

- ✓ All FISA-OPA staff, including senior executives, managers, supervisors, interns, temporary workers, new hires, temporary workers and consultants. All staff

members currently have access to devices and resources where they can read correspondence, complete eLearning courses, and/or attend virtual sessions. The information can also be provided via regular USPS mail, and via TTY: (212) 857-1780

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

- ✓ FISA-OPA's EEO Office
- ✓ FISA-OPA's Human Resources Unit
- ✓ FISA-OPA's Communications Unit

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]

- ✓ In Q2 FY 2023 and Q4 FY 2023, FISA-OPA's EEO Office will announce via email, that all levels of FISA-OPA leadership, managers and supervisors must conduct mandatory EEO Policy Review meetings with their respective staff members. The EEO Office's contact information will be provided as part of each email
- ✓ Once a quarter during FY 2023, FISA-OPA may consider distributing email reminders to managers and supervisors about EEO awareness, including how to explain to employees which measures the latter can take to report any potential violations under the EEO Policy, including discrimination and sexual harassment that they saw or heard themselves, or that another staff member brought to either that employee's, manager's or supervisor's attention

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

- ✓ All FISA-OPA leadership, including senior executives, managers, and supervisors. All staff members currently have access to devices and resources where they can read/present EEO-related correspondence, information and/or

Signature: 

Email: nmatthew@fisa-opa.nyc.gov

host virtual sessions. The information can also be provided via regular USPS mail, and via TTY: (212) 857-1780

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

✓ FISA-OPA's EEO Office

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:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

✓ Once a quarter during FY 2023, FISA-OPA may consider distributing email reminders to managers and supervisors regarding to whom and where to direct employees that may want to discuss an EEO complaint. The EEO Office's contact information can be provided as part of each email reminder

✓ Once a quarter during FY 2023, FISA-OPA's EEO Office may consider either: (i) scheduling a "Come Talk with EEO Day," or (ii) do an email distribution to managers and supervisors called "Send us your Diversity, Equity & Inclusion Suggestions or Concerns"

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

✓ All FISA-OPA leadership, including senior executives, managers, and supervisors. All staff members currently have access to devices and resources where they can read/present EEO-related correspondence, information and/or host virtual sessions. The information can also be provided via regular USPS mail, and via TTY: (212) 857-1780

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

✓ FISA-OPA's EEO Office