

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATION
DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN
FISCAL YEAR 2021

Introductory, Commitment and Accountability Statement by the Agency Head

As Commissioner of the Department of Information Technology and Telecommunications, 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 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 Officer, 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 involve the EEO Officer in critical human resources decisions, including recruitment and selection strategies, workforce projections, succession planning, promotion of training/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 this Plan.

DoITT's 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 DoITT's intranet.

During Fiscal Year 2021, 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.

II. Recognition and Accomplishments

In FY 2020, DOITT accomplished the following as part of our commitment to Equal Employment Opportunity, Equity, Diversity, and Inclusion:

In July 2019, in recognition of National Disability Awareness Month, a presentation entitled, "Digital Accessibility" was held and provided information to employees how to ensure their documents are accessible for others who may have a disability and also the type of assistance that is available for people who have a disability.

There were several events conducted during the month of October 2019, as listed below:

- Members of the Women's Empowerment, Disability, and LGBTQ ERG attended the Silicon Harlem daylong conference entitled, "World 4.0: Let's Get Ready." The conference provided attendees with an inclusive vision of the effects of technological change. Silicon Harlem seeks to promote digital equity by emphasizing the role of technology as a vehicle for social change, advocating for broadband access in underserved communities, and fighting redlining practices. ERG members enjoyed the conference, especially since it addressed diversity, inclusion, and how to narrow the digital divide.
- The agency participated in a career fair sponsored by Silicon Harlem. Representatives from Human Resources' Recruitment Unit and MWBE Unit provided information about career opportunities and the vendor process for MWBE vendors. The career fair was geared toward conference participants and member of the public who are interested in a career in technology and/or city employment. Silicon Harlem is committed to emphasizing inclusivity and expanding access to technology in and throughout Harlem, East Harlem, and Upper Manhattan.
- In celebration of Hispanic Heritage Month, the Office of Diversity and EEO *Tech-nically Diverse* event series sponsored a panel discussion entitled, "Latinx Impacting Tech." The panel consisted of three highly visible Latinx people who provided information about their careers, how they have impacted technology and the role of Latinx people in technology.

- NYC Cyber Command conducted an open house that was hosted by NYU Center for Global Affairs. The purpose was to bring together diverse members of the information security fields to discuss NYU's new degree program and Cyber Command's mission. The open house included panel discussions related to how to increase diversity in information security, and to showcase organizations that have diverse tech talent such as Women in Cybersecurity and the International Consortium of Minority Cybersecurity Professional Executive Women's Forum.

In November and December 2019, The Women's Empowerment ERG sponsored a coat drive to benefit New York Cares.

In December 2019, the LGBTQ ERG held their annual holiday potluck for their members and agency staff. During the event, attendees played Jeopardy and the questions were geared toward contestant's knowledge of LGBTQ, EEO and Diversity.

In December 2019, the Office of Diversity and EEO in collaboration with the Women's Empowerment, Disability and LGBTQ ERG's sponsored a joint toy drive to benefit the children in Union Settlement's Early Childhood Education, Youth Services and Mental Health programs. DoITT employees donated and helped wrap over 150 toys that were given to the organization. Additionally, EEO and Diversity staff members attended the holiday party and helped distribute the toys and read books to children.

In the month of May 2020, the LGBTQ, Disability, and Women's Empowerment ERGs held two programs in recognition of Mental Health Awareness month. Both events were designed to bring employees together in a virtual environment so that employees could have the opportunity to interact with each other to counteract the social isolation of working remotely, and the effect on mental health. The first event consisted of playing several rounds of Bingo and EEO Jeopardy. The second event, entitled "DIY-Trash to Treasure," consisted of an employee presentation on how to take a few everyday items to decorate and create craft treasures.

In May and June 2020, EEO staff conducted EEO virtual training sessions for over 700 employees. The training was entitled, "EEO in the Workplace."

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

- ☒ Diversity & EEO Awards*
- ☐ Diversity and EEO Appreciation Events*
- ☐ Public Notices
- ☐ Positive Comments in Performance Appraisals

☐ Other: _____

** Please specify under "Additional Comments"*

☐ The agency will continue to recognize employees, supervisors, managers, and agency units demonstrating superior accomplishment in diversity and equal employment opportunity in FY 2021.

Additional Comments:

In Q3, during the agency's recognition event, the Office of EEO & Diversity Management plans to recognize an employee who demonstrated a commitment to diversity, equity and inclusion during the 2020 calendar year. The first time the award will be presented will be in 2021 and the goal is to recognize such contributions on an annual basis. The staff will be provided with the eligibility criteria, and nomination period during Q3.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2020

(available in the EBEPR210 CEEDS report): 1,685

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 2021, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

☒ NYCAPS ESS (by email; strongly recommended every year)

☐ Agency's intranet site

☐ Newsletters and internal Agency Publications

☒ On-boarding of new employees

Additional Comments:

1. Describe the review process of the quarterly CEEDS report on workforce composition, utilization, new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency's EEO Officer, Personnel Officer and 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 OCEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform the formulation of its recruitment plans and efforts.

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

Reviewed with	Frequency
Human Resources	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
General Counsel	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Agency Head	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Other (____ specify)	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____

- ☒ The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).
- ☐ The agency reaches out to DCAS to serve as a resource in identifying strategies and best practices to address barriers to entry as well as to receive guidance concerning the interpretation of underutilization reports.

Additional Comments:

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2021

1. Proactive Strategies to Enhance Diversity, EEO and Inclusion

State below the central goals of your strategy for FY 2021 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Include initiatives that your agency will implement in FY 2021.

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

2. **Workplace:** Expand programs designed to support the engagement and success of staff members with a diverse background and leverage analysis of DoITT's workforce to inform priorities and targets for Diversity and Inclusion activities and programs.
3. **Community:** Increase opportunities for M/WBEs to do business with the City through DoITT procurement vehicles and by facilitating events that afford IT M/WBE vendors opportunities to meet agencies' IT and procurement teams. Develop an MWBE Advisory Board to help better inform DoITT about systemic barriers to entry and how to eliminate those obstacles faced by MWBEs. Develop an MWBE Mentor Board for MWBEs that are new to doing business with DoITT and the City to assist MWBEs in navigating the process and identify opportunities.

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

2. Describe the ongoing and new programs, actions, and initiatives planned for FY 2021, that are aimed toward innovative 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 action 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 necessarily executed by the EEO Office.

The agency will address underutilization in FY 2021 by:

- ☒ Expanding internal and external applicant pools to address the underutilization through outreach strategies for broader recruitment.

- ☒ 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:

- ☐ Job analysis and skills audit.
- ☐ Conduct workforce planning and forecasting.
 - ☐ Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service.
 - ☐ Ensure that there will be a diverse applicant pool for the anticipated vacancies.
 - ☐ Evaluate best sources for diverse candidates
 - ☐ Encourage agency employees to take promotional civil service examinations.

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.
- ☐ Institute succession planning for top managerial positions
- ☒ Implement initiatives to improve the personal and professional development of employees.

Additional Initiatives, Programs, or Comments:

B. WORKPLACE:

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

<input checked="" type="checkbox"/> The agency will take initiatives to create an inclusive work environment that values differences, and to maintain focus on retaining talent across all levels.
<input checked="" type="checkbox"/> Promote employee involvement by supporting Employee Resource Groups (ERGs).
<input type="checkbox"/> The agency will create a Diversity Council to leverage equity and inclusion programs.
<input checked="" type="checkbox"/> In FY 2020, the agency conducted the following survey(s) to improve the recruitment, hiring, inclusion, retention and advancement of people in underrepresented groups
<input checked="" type="checkbox"/> Engagement / Job Satisfaction/ Employee Morale Survey(s)
<input type="checkbox"/> Workplace Insight Survey for Exiting (WISE) Managers
<input checked="" type="checkbox"/> Exit interview or surveys developed by the agency
<input type="checkbox"/> The agency will adopt in FY 2021 the following initiatives based on the analysis of the results of these survey(s):
1.
2.
<i>Additional Initiatives, Programs, or Comments:</i>

C. COMMUNITY:

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

<p>In FY 2021, the agency will:</p>
<input checked="" type="checkbox"/> Continue or plan to promote diversity and EEO community outreach in providing government services
<input checked="" type="checkbox"/> Promote participation with minority and women owned business enterprises (MWBEs).
<input type="checkbox"/> Conduct a customer satisfaction survey.
<input checked="" type="checkbox"/> Identify best practices for establishing a brand of inclusive customer service.

- ☐ Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.

Additional Initiatives, Programs or Comments:

V. Recruitment

A. Recruitment Efforts

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

The agency will implement the following recruitment strategies and initiatives in FY 2021:

- ☒ Review policies, procedures, and practices related to targeted outreach and recruitment.
- ☒ 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 appropriate diversity, inclusion, and equal opportunity employer messaging.
- ☒ Share job vacancy notices with the Mayor's Office for People with Disabilities at nycatwork@mopd.nyc.gov, (212) 788-2830 and ACCESVR 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
- ☒ Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

Additional Strategies, Initiatives and Comments:

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded sufficiently large and diverse applicant pools.
1. MOPD	1. To encourage applicants who have a disability to apply for available positions <input type="checkbox"/> Previous hires from this source
2.	2. <input type="checkbox"/> Previous hires from this source
3.	3. <input type="checkbox"/> Previous hires from this source
4.	4. <input type="checkbox"/> Previous hires from this source
5.	5. <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/fellow employed in FY 2020 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2021.

The agency provided the following internship opportunities in FY 2020:

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		2B	M __ F_2_ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns			M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify):		2H, 1A, 2W, 1B, 3U	M _5_ F_3_ Non-Binary __ Other __ Unknown _1_

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

☒ The agency will utilize the internship/fellowship programs to improve a pipeline of candidates from underutilized groups for entry-level positions, including in mission-critical occupations.

☒ The agency has hired former interns/fellows.

☒ The agency plans to provide internship/fellowship opportunities in FY 2021.

Additional Comments:

C. 55-a Program

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

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

In addition to conducting an information session, the agency will participate in career and job fairs for available posted positions.

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

2. Indicate the goals of your 55-a Program Coordinator for FY 2021. Also include your agency plans to do the following: participate in career and job fairs; use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants; and promote and encourage 55-a program participants to take civil service examinations.

☒ The agency uses the 55-a Program to hire and retain qualified individuals with disabilities and plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities in FY 2021.

Currently, there are 10 55-a participants.

There are 0 participants who have been in the program less than 2 years.

Last year, a total of 0 new applications for the program were received

and 2 participants left the program due to assignment to a permanent civil service title after passing a civil service examination.

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

The agency will proactively provide information regarding job opportunities to the Mayor's Office for People with Disabilities.

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

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

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

☒ Based on the June 7, 2016, 55-a memorandum, issued by DCAS, the agency will carefully evaluate each request by longtime provisional employees for designation under § 55-a to serve non-competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of 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 2021 are:

1. Conduct an information session for staff and hiring managers. A session is scheduled for February 22, 2021.
- 2.
- 3.
- 4.

☒ These goals are the same as last year.

Additional Goals, Initiatives, and Comments:

VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared in consultation with the Agency Personnel Officer.

1. For FY 2021, if your agency is fiscally able to hire new employees and/or backfill open positions, please discuss the planned duties of the agency Career Counselor(s) with regard to advising employees of opportunities for promotion as well as overall career development.

In FY 2021, 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

Additional Initiatives and Comments:

2. Monitoring, review, and assessment of the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions.

In FY 2021, the agency will do the following:

- ☒ Review, revise and/or develop a protocol for in-title promotions and salary increases.
- ☒ Assess the criteria for selecting persons for mid-level to high level positions.
- ☒ Publicly post announcements for all positions, including senior level positions.
- ☒ Actively reach out to networks of underrepresented groups as part of its outreach.
- ☒ Reach out to the Mayor's Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.
- ☒ Ensure that hiring managers are trained in structured interviewing techniques to avoid unintentional biases in the hiring process.
- ☒ Assess the manner in which candidates are selected for employment, to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group.
- ☒ If adverse impact is discovered, determine whether the criteria being utilized are job-related. If the criteria are not job-related, the agency will discontinue using that method.
- ☒ Compare the demographics of current employees to the placements.
- ☒ Ensure promotion justification is included in all promotion requests.
- ☒ Review the demographics race/ethnicity and gender for those who received the promotion/salary raises.
- ☒ Review on a quarterly basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).

Additional Comments:

3. Identify the steps that are taken to ensure that selection process is objective and job related.

During FY 2021, the agency will do the following:

- ☒ Engage in a collaborative effort between EEO, HR and managers where necessary, develop action plans to eliminate identified barriers.
- ☒ Recommend specific, job-related qualification standards for each position that reflect the duties, functions, and competencies of the position and minimize the potential for gender stereotyping and other unlawful discrimination. Make sure these standards are consistently applied when choosing among candidates.
- ☒ Consult with EEO in creating/reviewing objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- ☒ In conducting job interviews, ensure nondiscriminatory treatment by conducting a structured interview, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question.
- ☒ Use a diverse panel of interviewers to conduct the interview.
- ☒ Consult with the EEO Officer to review the interview questions.
- ☒ Where possible, include the EEO Officer as an observer of interviews with applicants.
- ☒ Use the NY CAPS eHire applicant tracking system for external and internal applicants.
- ☒ Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.

Additional Comments:

4. For FY 2021, what steps will your agency take to review the positions filled during the year?

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

Additional Comments:

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

In FY 2021, the agency EEO Officer will do the following:

PRE-SELECTION:

- ☒ Collaborate with the Director of Human Resources to ensure that an updated listing of sources for diverse applicants, including schools and professional organizations, is maintained.

- ☒ Actively monitor agency job postings.
- ☒ In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- ☒ Provide feedback to the hiring manager after the EEO Officer's assessment.
- ☒ Assist the hiring manager if a reasonable accommodation is requested during the interview.
- ☒ May observe interviews when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- ☐ Other: _____

POST-SELECTION:

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

Additional Comments:

6. During periods of layoffs, terminations and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race and age? It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency 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 2021.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- ☒ Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- ☒ The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be

conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

Training Topic	Type of Audience (e.g. All Staff, Front-line Employees, Managers, Supervisors, etc.)	Target Number of Participants	Targeted Dates
1. EEO Awareness(e-learning)	All staff, managers, and supervisors	300	Q3
2. EEO Awareness(classroom)	Front-line staff, supervisors, managers	350	Q2
3. Everybody Matters(D&I) (e-learning)			
4. Everybody Matters(D&I) (classroom)			
5. Sexual Harassment Prevention (e-learning)	All employees	1600	Q3 and Q4
6. Sexual Harassment Prevention (classroom)	All employees		
7. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees All other employees	400	Q4
8. IgbTq – Power of Inclusion (classroom)	Managers, Supervisors, and Front-line employees All other employees		
9. Disability Etiquette			
10. Structured Interviewing and Unconscious Bias(classroom)			
11. Other (specify) Unconscious Bias	Managers and supervisors	300	Q2
12. 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.

- ☒ Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- ☒ The agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth or a related medical condition.
- ☒ The agency 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 the appeal fifteen (15) days after submission of appeal.
- ☒ If the review and decision on appeal is NOT by the Agency Head, please provide the name and title of the designee¹: Ethel H. Corcoran, Counsel to the Commissioner
- ☒ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.
- ☒ The agency analyzes the reasonable accommodation data and trends.
- ☒ The agency has posted/will circulate the *Reasonable Accommodations at a Glance* sheet for the workforce.

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 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.

<http://extranet.dcas.nycnct/eeo/diversityeeo/media/19647/reasonable-accommodation-procedural-guidelines-1c-12116.pdf> (p17).

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

The agency follows the CityWide reasonable accommodations and appeals process. Requests are submitted and reviewed by the Office of EEO & Diversity Management, a cooperative dialogue is held with the employee, the employee's manager/supervisor is contacted, if necessary, and a determination is made. If an accommodation is denied or modified, for any reason, the employee is provided with an appeal form. As per the appeal form, the employee has 15 days to request and submit an appeal to the Office of EEO & Diversity Management. The Office of EEO & Diversity Management then compiles all relevant documentation and submits the appeal, and related documents, to the Commissioner's Designee. The Commissioner's designee issues a decision within 15 days.

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

A. Executive Order 16: Training on Transgender Diversity and Inclusion

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, 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 the managers, supervisors, and front-line employees were re-trained prior to FY 2021.
- ☒ 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.

Additional Comments:

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

<input checked="" type="checkbox"/> The agency plans to train <u>all</u> new employees on Sexual Harassment Prevention within 30 days of start date. <input checked="" type="checkbox"/> The agency will train <u>all</u> current employees on Sexual Harassment Prevention (Cycle 3) as indicated in the Section VII Training above.
<i>Additional Comments:</i>

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

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

D. Local Law 101 (2018): Climate Survey

<p>The agency, in collaboration with DCAS, will conduct a climate survey in FY 2021 by proceeding to do the following:</p> <input checked="" type="checkbox"/> Distribute questionnaire electronically to agency employees. <input checked="" type="checkbox"/> Designate computers with internet/intranet access to enable employees without computers or internet/intranet access to complete survey during work hours. <input checked="" type="checkbox"/> Analyze results of the response data sent by DCAS. <input checked="" type="checkbox"/> Continue to implement initiatives identified in the 2018 Climate Survey Action Plan which was submitted to DCAS and reported to City Council Speaker in 2020.
<i>Additional Comments:</i>

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 or _____ **[another governmental agency – please specify]** specific to our EEO practices. **Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2021 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 measures 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.

Jessica Tisch

Print Name of Agency Head

Signature of Agency Head

03/29/2021

Date

APPENDIX

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, you may list that person once but include all assigned EEO functions:

1. Agency EEO Officer, Disability Rights Coordinator, Disability Services Facilitator
Elsa Hampton
Chief Diversity, Inclusion/EEO Officer
2 Metro Tech Center
Brooklyn, NY 11201
718-403-8513
EHampton@doitt.nyc.gov
2. ADA Coordinator
Sarah Cardona
Diversity and EEO Coordinator
2 Metro Tech Center
Brooklyn, NY 11201
718-403-8081
SarCardona@doitt.nyc.gov
3. 55-a Coordinator
Kirann Nesbit
Diversity and EEO Coordinator
2 Metro Tech Center
Brooklyn, NY 11201
718-403-8129
KiNesbit@doitt.nyc.gov
4. Career Counselor(s)
Stacey Abramson
Director of Civil Service Administration, Recruitment, and Classification
Recruitment
2 Metro Tech Center, Brooklyn, NY 11201,
718-403-8639
sabramson@doitt.nyc.gov
5. Training Liaison(s)
John Magisano
2 Metro Tech Center, Brooklyn, NY 11201,
718-403-8148
jmagisano@doitt.nyc.gov