

**NEW YORK CITY EMERGENCY MANAGEMENT**  
**DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN**  
**FISCAL YEAR 2020**

**I. Introductory, Commitment and Accountability Statement by Commissioner Deanne Criswell**

Recognizing that the people of New York City Emergency Management (NYC EM) are one of our greatest assets, we are committed to recruiting, developing, and retaining a diverse and inclusive workforce reflective of our City's population. We accept and value differences among people regardless of actual or perceived race, color, national origin, alienage or citizenship status, religion or creed, familial status, gender, gender identity, disability, age, military status, prior record of arrest or conviction, marital status, partnership status, caregiver status, genetic information or predisposing genetic characteristic, and sexual orientation.

When we value our differences, we build stronger teams driving the best performance. We expect all managers and supervisors to actively promote a safe, equitable and inclusive work environment for all NYC EM employees that is founded in the values of equity, inclusion, and respect for all. I hold 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. My agency supports diversity and inclusion initiatives by observing EEO regulations. NYCEM's goal is for our employees, both present and future, to view NYC EM as a model employer.

All agency staff are held accountable for complying with the City's EEO Policy and implementing the FY 2020 Diversity and EEO Plan.

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

I will drive accountability by involving the EEO Officer in critical human resources decisions, recruitment strategies, vacancy projections, succession planning, selections for training/career development opportunities, and strategic planning.

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

Nancy Silvestri, the Agency EEO Officer, will serve as a resource for managers and supervisors by providing best practices and direction in addressing EEO issues. NYC EM's Diversity and EEO Plan and procedures for discrimination complaints, and reasonable accommodations are available to all NYC EM employees and can be located in the agency's intranet. The contact information for the EEO officer, counselors, disability rights, 55-a, and language access coordinators are also available on the intranet and posted on billboards throughout the agency. Employees will be encouraged to contact the EEO Officer with any questions, inquiries, concerns or complaints regarding the EEO Policy.

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I am committed to providing opportunities for growth within the agency for current and future employees. All managers, and supervisors are expected to promote a work environment that encourages the values of equity, inclusion, and respect for all employment decisions and practices.

**II. Recognition and Accomplishments**

In FY 2019 our agency accomplished the following as part of our commitment to Equal Employment Opportunity, Diversity and Inclusion:

1. Performance evaluation were revised to include a rating for EEO policy commitments and compliance
2. The External Affairs unit took a forward leaning posture to add diversity to their podcast series by producing videos on diverse topics such as Black History Month, Women's History Month, and Immigrant Heritage week.

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: The agency present employees with awards of recognition focusing on their longevity with City employment, customer service, promotion announcements, and we highlight awards and milestones in our quarterly newsletter.

*\*Please specify under "Additional Comments"*

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

*Additional Comments:*

In FY 2020, the agency will institute Diversity and EEO awards.

III. Workforce Review and Analysis

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

In FY 2020, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

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

*Additional Comments:*

In FY 2020, the agency will utilize the agency's intranet site and newsletters to remind and encourage employees to update self-ID information.

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

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

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

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

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

*Additional Comments:*

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

**1. Proactive Strategies to Enhance Diversity, EEO and Inclusion**

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

**1. Workforce:**

Our people are our greatest asset. We are committed to recruiting, developing and retaining a diverse and inclusive workforce which reflects our City’s communities. The Human Resources and Training units work together with all division leads to develop a robust diversity training curriculum. As professional development opportunities present, such as the NYC Leadership Institute training, the Management Academy, Project Management Practical training, the Target Emerging Leaders Program, and in the Harvard Executive Leadership Program which is designed for employees who have or will assume positions of greater responsibilities in the agency, the opportunities are announced and employees are encouraged to attend. The Commissioner, along with the First Deputy Commissioner and Chief of Staff are heavily involved in the process.

In FY 2020 the Human Resources and Training units will continue to collaborate to enhance the professional development training curriculum for all employees.

**2. Workplace:**

We want our employees, present and future, to view us as an employer of choice. To do that, we believe a workplace that values diversity of thought and background is a critical component. Beginning this year, we implemented an Innovation Program that allows staff of all levels to create and propose innovated ideas to propel the agency and/or its mission forward. The process aims to be inclusive of all staff, and to improve aspects of the agency or City, providing better service to staff and to the community.

We celebrate diversity across the agency through a variety of activities. Annually we host a summer potluck picnic where all employees are encouraged to contribute foods unique to their culture and ethnicity. We produce podcasts to highlight our diverse backgrounds during Women's History Month, Black History Month, Immigrant Heritage Week, and in recognition of Veteran's Day. The agency will continue to be inclusive by encouraging staff to represent the agency at the Pride Parade, the Disability Pride Parade, and Project HOPE.

To further advance diversity awareness, an agency wide email with information regarding gender identity and pronouns and respecting co-workers gender identity and pronoun preferences was distributed to all employees. The agency will continue to encourage diversity and inclusion in its trainings. A Cultural Awareness Training is offered for staff, volunteers, and for emergency management professionals to increase workplace and community effectiveness by increasing levels of cultural competency.

Employees are also encouraged to attend diversity and inclusion courses through DCAS such as "Building an Inclusive Culture: Understanding Unconscious Bias" and "Conflict Resolution Strategies for the Culturally Diverse Workplace." The agency also provides Cultural Awareness Training.

### **3. Community:**

Although NYC EM is not a service provider agency, it has a robust and comprehensive community outreach program that both disseminates crucial emergency preparedness information as well as engages citizens to participate in volunteer organizations.

The External Affairs unit continues to expand its outreach to people with limited English proficiency and people with disabilities. All of our emergency preparedness guides are available in 13 languages in addition to English, audio and Braille. The Ready NY program has also developed specific emergency preparedness resources designed to assist New Yorkers with disabilities, or access and functional needs. In addition, seasonal, general, and hazard-specific multi-lingual advertising is regularly run in ethnic media in all five boroughs. This includes the "Know Your Zone" campaign on hurricane preparedness.

We continue to incorporate more disability, access and functional needs (DAFN) requirements throughout the agency and our external facing programs. As part of our outreach to the DAFN communities, some of our efforts includes:

**DAFN Training for Organizations:** The Community Preparedness program is planning to launch a Disabilities, Access, and Functional Needs training for community-based organizations and networks

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in Spring 2020. The goal of the training is to raise awareness about planning for people with disabilities on the community level.

DAFN Videos: The Ready NY program launched two emergency preparedness videos for people with disabilities, access, and functional needs. These videos are available in English, Mandarin, Spanish, Russian, American Sign Language, and also include audio descriptions.

Accessibility Standards for Videos: NYC Emergency Management standardized all public-facing videos to include embedded subtitling, captions, and/or voiceovers. These changes also allow the videos to be repurposed for various platforms, including social media.

NYC Emergency Management Websites: NYC Emergency Management's Communications team regularly updates the agency's websites to comply with web content accessibility guidelines and standards. This includes increasing font sizes for text and adding descriptions to multimedia elements to ensure that information and resources can be accessed by all visitors. Additionally, content is reviewed on a regular basis to confirm it is accurate and up to date.

NYC EM employees organize and participate in the National Preparedness Month awareness program to promote family and community disaster and emergency planning throughout the year. Community outreach activities include preparedness fairs, events and workshops across the five boroughs.

NYC EM continues to participate in the NYC M/WBE (Minority and Woman owned Business Enterprises) program. The M/WBE program, enacted by the City Council and signed by the Mayor as Local Law 1 of 2013 is designed to promote government contracting opportunities for businesses owned by persons who may be socially and economically disadvantaged. As we have done in the past, NYC EM continues its' procurement policy of requiring contractors to make good faith efforts to seek and hire M/WBE vendors and promote opportunities through the Emerging Business Enterprise program. In FY19, NYC EM made over 800 purchases, 40% of which were from M/WBE vendors. The procurement unit continues to attend workshops with the Mayor's Office of Contract Services and the Department of Small Business Services to promote such awareness. In addition, NYC EM has made over 147 awards to M/WBE vendors totaling a value of over \$1,746,495.

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

**A. WORKFORCE:**

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

The agency will address underutilization in FY 2020 by:

- Enhancing internal and external applicant pools to address the underutilization.

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- Using the quarterly workforce dashboard and identifying specific job groups where underutilization exists to guide recruitment efforts.

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

- Job analysis and skills audit.
- Conduct workforce planning and forecasting.
  - Use the DCAS Retirement Predictor Tools to address the impending retirement of employees and possible loss or gap in talent.
  - Integrate succession planning in the agency activities to develop a pipeline, facilitate a seamless transition and continuity of service.
  - Ensure that there will be a diverse applicant pool for the anticipated vacancies.
  - Evaluate best sources for diverse candidates
  - Encourage agency employees to take promotional civil service examinations by:
    - Sending e-mails with schedule of exams
    - Providing link to specific DCAS exams
    - Posting schedules and exam announcements at the agency intranet
  - Other (specify): Posting schedules and exam announcement on the bulletin boards throughout the agency.

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

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

*Additional Initiatives, Programs, or Comments:*

The Human Resources and Training units encourages staff to join/attend the following programs:

**Staff Level Professional Development:** The NYC EM Academy offers a number of professional development classes that all staff can attend. Each year, the Academy conducts a needs assessment to determine topic areas that staff are interested in developing.

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Emerging Leaders: A certificate program designed to build and strengthen the skills of our high performing staff, focusing on their roles and responsibilities, to prepare them for future management roles.

Leadership and Management Program: A certificate program developed in collaboration with Stony Brook University's Center for Corporate Education. Designed to build and strengthen the skills of our mid-level managers focusing on the roles and responsibilities of Directors and Deputy Directors.

Mentor Program: The NYC EM Mentor Program couples Mentors with new staff to give both the opportunity to learn. The program is done on a volunteer basis. Mentees gain valuable insight into the agency, our operations, and advice from seasoned staff. Mentors share their wisdom, practice coaching skills, and gain a different perspective.

The agency also conducts various events to help staff become more acclimated with one another and develop a sense of community. All new hires, interns and fellows are featured in an email to all staff throughout the year. Various gatherings are organized to bring people together, including agency potlucks and birthday month celebrations.

**B. WORKPLACE:**

The agency will take initiatives to create an inclusive work environment that values differences, and to maintain focus on retaining talent across all levels.

In FY 2019, the agency conducted the following survey(s) to improve the recruitment, hiring, inclusion, retention and advancement of people in underrepresented groups:

Engagement /Job Satisfaction/ Employee Morale Survey(s)

Citywide Onboarding survey

Citywide Exit Survey for Non-Represented Employees

Exit interview or surveys developed by the agency

The agency will adopt in FY 2020 the following initiatives based on the analysis of the results of the survey(s):

1. We will continue to maintain an inclusive work environment that takes into account the differences of all its employees by offering 30, 60, and 90 day evaluations for new employees and an annual evaluation of all employees, where participants are encouraged to speak candidly with each other. Employee evaluations ask focused questions to measure milestones, both perceived by the supervisor as well as the employees, and set goals for both supervisor and employees moving forward. Human Resources updated the performance evaluation form to include recommended training and/or topics that would address skill gaps and development opportunities for the employee, and new language for EEO compliance.

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2. In a continuing effort to promote inclusion and solid working relationships, as a smaller agency, NYC EM sponsors employee functions such as quarterly All-Hands meeting hosted by Agency Leadership where all of the agency staff is updated on the happenings within the agency including personal milestones, awards, and promotions. Additional events at the agency inclusionary and cohesive practices include quarterly brown bags which address agency policies and practices. Other social gatherings from celebratory breakfasts, through going-away receptions and supporting other agency events may also be seen as elements of a cohesion-building strategy within the agency.
3. NYC EM supports all new hires through "New Hire Cohort" meetings. During these meetings, HR and the NYC EM Academy partner meet with newly hired staff quarterly. These meetings encourage new staff to ask questions, get clarification on HR and Training opportunities, and to talk about their onboarding experience while meeting other employees that were hired at the same time.

As a result of these meetings, the on-boarding processes were enhanced. A Managers Guide to On-Boarding manual and a checklist was created to include strategies that managers could use to assist new hires to acclimate to their new role and the agency and the agency's intranet was enhanced to include policies, processes and resources.

4. NYC EM will continue to expand Coaching Circles, a peer-to-peer coaching program. A small group of four to eight people meet on a regular basis (every three to four weeks) to discuss solutions, and share best practices. All employees are encouraged to join.

*Additional Initiatives, Programs, or Comments:*

**C. COMMUNITY:**

In FY 2020, the agency will:

- Continue or plan to promote diversity and EEO community outreach in providing government services
- Promote participation with minority and women owned business enterprises (MWBES).

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

*Additional Initiatives, Programs or Comments:*

NYC EM is very engaged in communities. Some examples of our programs are listed below:

Ready New York: This campaign encourages New Yorkers to be ready for all types of emergencies. Through its special presentations and resource materials, New Yorkers are given the tools they need to be prepared. The Ready New York materials are available in up to 13 languages and, for some of the guides, in braille or audio tape, to accommodate the ethnically diverse and special needs of all New Yorkers. The Ready New York Program is structured to provide preparedness material which speaks to the diverse cultures that reside in our City. To accommodate the needs of our diverse communities and in furtherance of our preparedness mission, the staff of the External Affairs division reflects diverse language capabilities and tracks the language capabilities of NYC EM employees.

Community Emergency Response Teams (CERT): CERT are groups of dedicated volunteers who help to prepare their neighbors and communities for different types of disasters as well as support emergency services personnel throughout the City. NYC CERT is a public program and training is available to all City residents, as well as those who work in NYC members are affiliated with a community team by their legal residence (there are separate teams for each of the City's 59 community districts), which ensures diversity in the program as it canvases across New York City's many ethnically diverse neighborhoods and communities.

NYC Community Preparedness: NYC Community Preparedness manages the agency's connection with the nonprofit community. NYC Community Preparedness promotes community based emergency planning and disaster volunteerism, with outreach initiatives that are designed to support NYC organizations and target the needs of NYC's most vulnerable populations. Examples of past special projects include training classes for nonprofits and community organizations, a weekly newsletter, and a special needs symposium.

Cultural Awareness Training: NYC Emergency Management conducts Cultural Awareness training for its staff, volunteers, City agency and community partners. The training was launched in 2016 for emergency management professionals to increase workplace effectiveness by increasing levels of cultural competency. The training guides participants to challenge biases and assumptions through self-reflection, apply cultural awareness to NYC EM practices, identify culturally appropriate vocabulary, and acquire strategies to use in cross-cultural situations. The training is offered a few times a year.

Incorporating DAFN planning into community planning (boot camp): In July 2018 the Community Preparedness program launched a Community Preparedness Boot Camp for community-based organizations and networks interested in emergency planning for their communities. The boot camp addresses the importance of including organizations who serve diverse communities, such as

immigrants, people with disabilities, older adults, etc. in community planning to build resilience and promote a whole community approach.

Disability, Access, and Functional Needs Symposium: NYC Emergency Management hosts an annual Disability, Access, and Functional Needs Symposium. This free event aims to share information and strengthen partnerships around emergency planning and response for people with disabilities. This year, in addition to people with disabilities, discussions focused on older New Yorkers, immigrant communities, and youth. There was also a session about supporting mental health needs before, during, and post-disaster.

Prep Talk” podcast transcripts: In fall 2018, the Communications team added full transcripts to each episode of NYC Emergency Management’s “Prep Talk” podcast in order to comply with web content accessibility guidelines and standards. Episode transcripts can be accessed through the agency’s website, Sound Cloud, and iTunes.

## V. Recruitment

### A. Recruitment Efforts

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

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

- Review policies, procedures, and practices related to targeted outreach and recruitment.
- Review underutilization in job groups to inform recruitment efforts.
- Direct resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment.
- Put in place an operating, up-to-date, accessible website, mobile application and social media presence related to careers.  Currently in operation.
- Assess agency job postings to ensure appropriate diversity, inclusion, and equal opportunity employer messaging.
- Share job vacancy notices with the Mayor’s Office for People with Disabilities at [nycatwork@mopd.nyc.gov](mailto:nycatwork@mopd.nyc.gov), (212) 788-2830 and ACCES VR by sending the job vacancy notices to Maureen Anderson at [Maureen.Anderson@nysed.gov](mailto:Maureen.Anderson@nysed.gov), (212) 630-2329 so they can share it with their clients.
- Reach out to the DCAS Office of Citywide Recruitment (OCR) as a resource at [citywiderecruitment@dcas.nyc.gov](mailto:citywiderecruitment@dcas.nyc.gov).
- If your agency is an eHire agency, post ALL vacancies on NYC Careers.
- Ensure that agency personnel involved in both the discretionary and the civil service hiring process have received:
  - structured interviewing training

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- unconscious bias training
- Use the NYCAPS eHire Applicant Interview Log to determine whether recruitment efforts and recruitment sources yield a diverse pool of qualified candidates.
- Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

*Additional Strategies, Initiatives and Comments:*

When a NYC EM vacancy opens, an email is sent to all employees advising them that a position is open and applications are being accepted. All internal and external positions are posted. Hiring managers are required to interview current employees who apply for the vacancies. The outcomes of those interviews are followed-up by the EEO Officer and Human Resources.

The postings are also sent via email to an email distribution list which includes City agencies, such as the Mayor's Office of People with Disabilities; the Department of Veterans Services; CUNY colleges; NYC EM's website; professional networking sites; such as LinkedIn; and emergency management groups; such as the International Association of Emergency Managers (IAEM); the Big Cities Managers (BCEM) organization and NEMA (National Emergency Management Association). To enhance our social media presence, NYC EM is also advertising vacancies on Facebook and Twitter.

Non-NYC EM vacancies are printed and posted on the agency's communal bulletin boards.

Human Resources actively seeks out diverse recruitment sources. One example is the use of the recruitment service of CUNY colleges. The agency will continue to expand its diversity recruitment initiative by attending jobs fairs at various CUNY schools and specifically targeted schools that have a diverse student population. The Human Resources unit also searches for and attends career fairs that allow the agency to reach a pool of candidates from various backgrounds. An example of this was the DCAS: Diversity Career Fair, which we attended on May 20, 2019 and the New York Veterans Job Fair, which we attended on June 6, 2019. The EEO officer reviews EEO reports from DCAS including agency dashboard and provides quarterly reports to compare the demographics of our employees and will continue to reach out to DCAS Citywide Recruitment as a resource. The EEO Officer utilizes the workforce dashboard to identify areas where underutilization exists.

University Partnership Program: NYC EM's University Partnership Program (UPP) bridges the gap between theory and practice by strengthening students' understanding of how emergency management is actually practiced in NYC, and by advancing the emergency management field through collaborations between researchers and practitioners.

Through the University Partnership Program, postsecondary institutions with emergency management or related programs can:

- Offer students the opportunity to participate in NYC EM-led classes on site in the Emergency Operations Center (EOC) where the city coordinates the response to emergencies
- Provide faculty with the chance to collaborate with NYC EM staff to research emergency management-related questions that will improve our understanding of response and recovery

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- Provide faculty with the chance to collaborate with NYC EM staff to research emergency management-related questions that will improve our understanding of response and recovery
- Help faculty find experts or experienced practitioners who can guest lecture on emergency management in general, and potentially in specific areas related to the faculty members' course.

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded increased and diverse applicant pool. Were there successful hires from this source?
1. Career Fairs; college, private and community based	1. Our recruitment efforts focus on diverse opportunities. We attend career fairs at colleges/universities and institutions that focus on diverse groups of people. We had hires from this source.
2. International Association of Emergency Managers	2. Posting vacancies with this organization can give us more qualified applicants who are familiar with the requirements of the emergency management field from an international applicant base. We did not have hires from this source.
3. Distribution lists: City agencies/colleges universities	3. The distribution list is full of diverse sources such as MOPD, colleges/universities, various emergency management contacts and recruitment professionals at various city agencies. We had hires from this source.
4. University Partnership Program	4. Offers students the opportunity to participate in NYC EM-led classes on site in the Emergency Operations Center (EOC) where the city coordinates the response to emergencies. We did not have hires from this source.

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5. Fellowship/Internship programs	5. Offers students the opportunity to learn about the operations of the agency and emergency management. We had hires from these sources.
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**B. Internships/Fellowships**

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

The agency provided the following internship opportunities in FY 2019:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban/Solomon Fellows	3	Asian – 2, Black – 1	M <u>0</u> F <u>3</u> Non-Binary <u>0</u> Other <u>0</u> Unknown <u>0</u>
2. Public Service Corps/Civic Corps.	4	Asian -1, Black – 1 White -1, Hispanic -1	M <u>2</u> F <u>2</u> Non-Binary <u>0</u> Other <u>0</u> Unknown <u>0</u>
3. Summer College Interns	17	Asian-4, Black –0, White – 9, Hispanic – 3 Unknown – 1	M <u>7</u> F <u>9</u> Non-Binary <u>0</u> Other <u>0</u> Unknown <u>1</u>
4. Summer Graduate Interns	1	White - 1	M <u>1</u> F <u>0</u> Non-Binary <u>0</u> Other <u>0</u> Unknown <u>0</u>
5. Other: Urban Assembly School for Emergency Management	3	Hispanic- 1, Asian - 1	M <u>2</u> F <u>1</u> Non-Binary <u>0</u> Other <u>0</u> Unknown <u>0</u>

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

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

The agency has hired former interns/fellows.

The agency plans to provide internship/fellowship opportunities in FY 2020.

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*Additional Comments:*

**High School Interns - Urban Assembly School for Emergency Management (UASEM):** The NYC EM High School Internship Program is designed to develop students' college and career-ready skills and provide opportunities that expose the intern to multiple facets of emergency management.

In FY 2020, NYC EM will collaborate with the Dept. of Youth & Community Development's Ladder for Leaders Internship Program.

**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.*

The agency will continue to use the 55-a Program to hire and retain qualified individuals with disabilities in FY 2020 and will collaborate with DCAS 55-a Liaisons to participate in career and job fairs.

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

The 55-a coordinator will attend more diversity fairs to bring a more eclectic workforce to NYC EM. The 55-a coordinator will continue to collaborate with DCAS 55-a liaisons to increase distribution of job vacancies and visibility of our agency.

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities and plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities in FY 2020. Currently, there are 0 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 0 participants left the program.

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

The 55-a coordinator will work with division managers to identify positions that are a fit for 55-a participants and will continue to collaborate with DCAS, MOPD and Access VR to cast a wider net to recruit 55-a participants.

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

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

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

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

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

1. Continue sending job vacancies to MOPD and other diversity hire sources
2. Collaborate with hiring managers to review job vacancies and determine 55-a eligibility.
3. Attend job fairs that target candidates with disabilities and candidates with multidimensional backgrounds.

These goals are the same as last year.

*Additional Goals, Initiatives, and Comments:*

NYC EM does not use competitive titles but we do work with the 55-a program to ensure that qualified applicants with disabilities are given an opportunity to apply to positions at the agency.

**VI. Selection (Hiring and Promotion)**

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

In FY 2020, the agency's Career Counselor will perform the following tasks:

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

*Additional Initiatives and Comments:*

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

In FY 2020, the agency will do the following:

- Review and develop a protocol for in-title promotions and salary increases.
- Promote employee awareness of opportunities for promotion and transfer within the agency.
- Assess the criteria for selecting persons for mid-level to high level positions.
- Publicly post announcements for all positions, including senior level positions.
- Actively reach out to networks of underrepresented groups as part of its outreach.
- Reach out to the Mayor's Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.
- Ensure that hiring managers are trained in structured interviewing techniques to avoid unintentional biases in the hiring process.
- Assess the manner in which candidates are selected for employment, to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group.
- If adverse impact is discovered, the agency head will determine whether the criteria being utilized are job-related. If the criteria are not job-related, the agency will discontinue using that method.
- Compare the demographics of current employees to the placements.
- Revise the promotion request form to include the various reasons why a promotion may be necessary.
- Review the demographics race\ethnicity and gender for those who received the promotion\salary raises.
- Submit the resumes for the second- and third-choices for the position.
- Review the demographics of the senior leadership regularly (by Agency Head).

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- 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:*

Bi-weekly standing meetings are scheduled with the Commissioner, which include conversations about professional development, promotions and retention. The agency is undergoing a reorganization. We are building a new structure that more clearly defines an employee's progression pathway.

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

During FY 2020, the agency will do the following:

- Review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations) for possible barriers that have a negative impact on minority employees and applicants.
- Use a collaborative effort between EEO, HR and managers where necessary, develop action plans to eliminate identified barriers.
- Develop specific, job-related qualification standards for each position that reflect the duties, functions, and competencies of the position and minimize the potential for gender stereotyping and other unlawful discrimination. Make sure these standards are consistently applied when choosing among candidates.
- Establish written objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- In conducting job interviews, ensure nondiscriminatory treatment by conducting a structured interview, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question.
- Use a diverse panel of interviewers to conduct the interview.
- Have the EEO Officer review the interview questions.
- Have the EEO Officer observe interviews, where possible.
- Use the NYCAPS eHire applicant tracking system for external and internal applicants.

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- Make adjustments to agency outreach and recruitment efforts where necessary.
- Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.

*Additional Comments:*

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

- A. Detail planned actions specific to review of title specification, job description, interview procedures, and selection procedures.
  - Reach out to DCAS' Classification at 212-386-0344 to ensure that the job description and specification is current.
  - Review and develop specific, job-related qualification standards for each position that reflect the duties, functions, and competencies of the position and minimize the potential for gender stereotyping and other unlawful discrimination.
  - Use structured interview, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question.
- B. Discuss your current protocol for use of the NYCAPS Applicant Interview Log reports to identify applicants by gender and race/ethnicity.
  - The agency does not use the NYCAPS Applicant Interview Log Report.
  - The agency will schedule orientation with NYCAPS Central.
  - The agency will use the Applicant Interview Log Report to track applicant sources and identify the best sources of applicants.
- C. Discuss all planned steps taken to identify barriers to entry for positions and actions under consideration to address such barriers.
  - Identify at least two or three people from diverse gender and racial\ethnic backgrounds to review received applications and conduct the interviews.
- D. When identifying groups of subject matter experts to assist the DCAS test development team, please describe efforts that will be taken to select a diverse and inclusive group of individuals.

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- 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:*

There are no plans in FY 2020 for NYC EM to develop any exams.

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

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

**PRE-SELECTION:**

- Collaborate with the Director of Human Resources to ensure that an updated listing of sources for diverse applicants, including schools and professional organizations, is maintained.
- Actively monitor agency job postings.
- In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- Provide feedback to the hiring manager after the EEO Officer's assessment.
- Assist the hiring manager if a reasonable accommodation is requested during the interview.
- May observe interviews when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- Other: \_\_\_\_\_

**POST-SELECTION:**

- Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns.

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<input checked="" type="checkbox"/> Review hiring package for review and approval.  <input type="checkbox"/> Other: _____
<i>Additional Comments:</i>

6. *During periods of layoffs, terminations and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race and age? It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the agency Counsel and the Law Department are involved in the review.*

<input checked="" type="checkbox"/> The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations and demotions due to legitimate business/operational reasons in FY 2020.  <input checked="" type="checkbox"/> The agency will analyze the impact of layoffs or terminations on racial, gender and age groups.  <input checked="" type="checkbox"/> 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.  <input checked="" type="checkbox"/> 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).
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**VII. Training**

Training Topic	Type of Audience (e.g. Front-Line Staff, Managers, Supervisors, etc.)	Target Number of Participants	Targeted Dates

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1. Structured Interviewing and Unconscious Bias (Classroom)	Managers (Deputy Directors and above)	89	Dec. 31, 2020
2. Everybody Matters (D&I) (classroom)	N/A	N/A	N/A
3. Everybody Matters (D&I) (e-learning)	All Staff	212	Dec. 31, 2020
4. EEO (e-learning)	All Staff	212	Dec. 31, 2020
5. EEO (Classroom)	N/A	N/A	N/A
6. Sexual Harassment Training	All Staff	212	Dec. 31, 2020

**VIII. Reasonable Accommodation**

Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.

Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.

The agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth or a related medical condition.

The agency grants or denies request 30 days after submission or as soon as possible.

The agency head or designee<sup>1</sup> must review and grant or deny the appeal fifteen (15) days after submission of appeal. If NOT the agency head, please provide the name and title of the designee:  
\_\_\_\_\_

The agency follows the City’s Reasonable Accommodation Procedure.

The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation Tracking System and update the information as they occur.

The agency analyzes the reasonable accommodation data made at the agency.

*Describe procedures and speed of resolution, including the protocol for deciding appeals of Reasonable Accommodation decisions. Does the agency analyze statistics with regard to volume,*

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

*trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals?*

NYC EM follows the Complaint Procedure Guidelines issued by DCAS.

NYC EM's process for reasonable accommodation is as follows:

1. The first step in providing a reasonable accommodation to an individual with a disability is to begin a cooperative dialogue that assesses the needs of the individual. When we learn, either directly or indirectly, that an individual requires an accommodation due to their disability, we will engage in a cooperative dialogue with the individual. NYC EM will initiate a cooperative dialogue when it receives information that leads it to believe that a person may need a reasonable accommodation.
2. The cooperative dialogue is the process by which NYC EM and a person who is entitled to, or may be entitled to, an accommodation under the law engage in good faith in a written or oral dialogue concerning the person's accommodation needs; potential accommodations that may address the person's accommodation needs, including alternatives to a requested accommodation; and the difficulties that such potential accommodations may pose for NYC EM. A cooperative dialogue involves an evaluation of the individual's needs and consideration of the possible accommodations for the individual that would allow them to perform the essential requisites of the job or enjoy the right or rights in question, without creating an undue hardship for NYC EM.
3. Complete the Reasonable Accommodation Form(s).
4. Once completed, forms are submitted to the EEO Officer/Reasonable Accommodation Coordinator; the forms are reviewed for completion, requests are entered into the Reasonable Accommodation database and submitted to the relevant parties.
5. If an employee should require any updates about the status, they should email or call EEO Officer/Reasonable Accommodation Coordinator.
6. NYC EM will provide any person requesting an accommodation who participated in the cooperative dialogue with a written final determination identifying any accommodation granted or denied.

**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

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No. 16, the training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public.

- The agency plans to train all new employees within 30 days of start date.
- All the front-line supervisors, managers and employees were re-trained during FY 2019
- All managers\supervisors will be re-trained by March 7, 2021.
- All front-line employees will be re-trained by March 7, 2020.

Training Topic	Type of Audience	Target Number of Participants	Targeted Dates
lgbTq – Power of Inclusion (classroom)	N/A		
	N/A		
lgbTq – Power of Inclusion (e-learning)	All Staff	212	Dec. 31, 2020

- The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

*Additional Comments:*

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

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

*Additional Comments:*

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

- The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date. Current employees will be trained annually.

Training Topic	Type of Audience	Target # of participants	Targeted Dates
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1. Sexual Harassment Prevention (classroom)	N/A		
2. Sexual Harassment Prevention (e-learning)	All Staff	212	12/31/2020

*Additional Comments:*

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

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

	<b>Initiative(s)</b>	<b>Who is Responsible for implementing the initiative(s)?</b>	<b>Timeframe\Timeline</b>
<b>Risk 1 Homogenous Workplace</b>	We provide mandatory training to supervisors so that they are aware of what sexual harassment is; how to handle a sexual harassment matter and how to report instances of sexual harassment	EEO Officer and Training Liaison	<u>Ongoing</u> <input checked="" type="checkbox"/> <u>Completed</u> <input type="checkbox"/>
<b>Risk 2 Cultural and Language Differences in the workplace</b>	Our agency encourages the sharing of cultural and language differences amongst our employees. All of our employees are trained to participate in Ready NY events where we educate the public about preparedness for natural and man-made emergencies. These events are held all over the City of New York and	Training Liaison	<u>Ongoing</u> <input checked="" type="checkbox"/> <u>Completed</u> <input type="checkbox"/>

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	<p>presenters speak to various populations.</p> <p>Employees are also encouraged/required to attend diversity and inclusion courses through DCAS such as "Building an Inclusive Culture: Understanding Unconscious Bias" and "Conflict Resolution Strategies for the Culturally Diverse Workplace."</p>		
<b>Risk 3 Workplaces with Significant Power Disparities</b>	<p>Throughout the year, EEO and sexual harassment training are emphasized and offered to all personnel. New employees are provided with the agency handbook and referred to our intranet page where all of the agency's policies are outlined in plain language.</p> <p>We have a procedure in place for sexual harassment instances to be reported. Managers in the agency are well aware of rules, have had the training and know the procedure.</p>	EEO Officer and all managers	<p><u>Ongoing</u> <input checked="" type="checkbox"/></p> <p><u>Completed</u> <input type="checkbox"/></p>
<b>Risk 4 Isolated Workplaces</b>	<p>There are no strategies to be identified or undertaken as there are no isolated workplaces in our agency, nor isolated workers.</p>	N/A	<p><u>Ongoing</u> <input type="checkbox"/></p> <p><u>Completed</u> <input checked="" type="checkbox"/></p>
<b>Risk 5</b>	<p>The agency has two facilities. Our primary</p>	EEO Officer and Training Liaison	<u>Ongoing</u> <input checked="" type="checkbox"/>

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<b>Decentralized Workplaces</b>	headquarters and the Warehouse. There are personnel who travel between both buildings on an as needed basis. NYC EM provides mandatory training to all employees so that they are aware of what sexual harassment is; how to handle a sexual harassment matter and how to report instances of sexual harassment		<u>Completed</u> <input type="checkbox"/>
<b>Other Findings</b>	A thoughtful training package is prepared for all new hires and includes key milestones for the first week, month, quarter and year. All employees are required have received sexual harassment trainings as have their managers and supervisors. Each employee has been given access to reporting procedures for EEO/ Reasonable Accommodations/Sexual Harassment violations as well.	Training Liaison	<u>Ongoing</u> <input checked="" type="checkbox"/>  <u>Completed</u> <input type="checkbox"/>

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

- The agency will input sexual harassment complaint data on the DCAS Citywide Complaint Tracking System, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.
- The agency will input **all types of complaints** in the complaint data on the DCAS Citywide Complaint Tracking System, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

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

*Additional Comments:*

**F. Local Law 101 (2018): Climate Survey**

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

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

analyzed results of the response data sent by DCAS.

implemented the following initiatives to address concerns raised in the Climate Survey:

The EEO component in the orientation process was enhanced to include all EEO related information/documents.

The EEO compliant process and supporting documents were placed in the agency's intranet.

A notification of EEO team members was distributed to the agency.

The agency will provide a report to DCAS on the above initiatives by January 31, 2020.

[NOTE: DCAS is mandated to submit a report on Action Plan to the Mayor and the Speaker of the Council].

*Additional Comments:*

**A. Local Law 37: Stop Credit Discrimination in Employment Act**

NYC EM does not make any inquiries of an applicant for employment or of employees regarding their credit history.

**B. Local Law 63: Fair Chance Act**

NYC EM does not consider the criminal history of job applicants until after extending conditional offers of employment. If NYC EM wishes to withdraw its offer, NYC EM will give the applicant a copy of the inquiry into and analysis of the applicant's conviction history, along with at least three business days to respond.

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***C. Local Law 78: Pregnant Workers Fairness Act***

NYC EM is compliant with the Local Law 78. NYC EM will provide reasonable accommodations to pregnant workers when needed.

***D. Local Law 3: Gender Identity or Expression***

NYC EM's policies are fully compliant with Local Law 3. NYC EM uses gender-neutral policies. NYC EM does not consider a person's actual or perceived gender when making employment decisions. NYC EM uses the name and pronoun that an applicant for employment or an employee self-identifies with.

***E. NYC Human Rights Law***

NYC EM is compliant with the NYC Human Rights Law and guidance provided by the NYC Human Rights Commission. NYC EM does not restrict hair or hairstyles in compliance with guidance provided by the NYC Human Rights Commission.

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X. Audits and Corrective Measures:

Please choose the statement that applies to your agency.

The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.

The agency is currently being audited or preparing responses to an audit conducted by the EEPC or [ \_\_\_\_\_ another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2020 to include and implement EEPC recommendations that will be implemented during the fiscal year.

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

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

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

Deanne Criswell

Print Name of Agency Head

Deanne Criswell

Signature of Agency Head

June 9, 2020

Date

**APPENDIX  
Contact Information**

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

1. Agency EEO Officer, Reasonable Accommodation Coordinator
  - a. Nancy Silvestri, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-8917, [nsilvestri@oem.nyc.gov](mailto:nsilvestri@oem.nyc.gov)
2. ADA Coordinator
  - a. Dennis Boyd – DAFN Coordinator, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-8595, [dboyd@oem.nyc.gov](mailto:dboyd@oem.nyc.gov)
3. Disability Rights Coordinator
  - a. Dennis Boyd – DAFN Coordinator, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-8595, [dboyd@oem.nyc.gov](mailto:dboyd@oem.nyc.gov)
4. Disability Services Facilitator
  - a. Dennis Boyd – DAFN Coordinator, 718-422-8595, 165 Cadman Plaza East Brooklyn, NY 11201, [dboyd@oem.nyc.gov](mailto:dboyd@oem.nyc.gov)
5. 55-a Coordinator
  - a. Veronica Geager – Deputy Director, Human Resources, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-8485, [vgeager@oem.nyc.gov](mailto:vgeager@oem.nyc.gov)
6. EEO Counselor(s)
  - a. Anthony Marzuillo – Director, Coop, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-8479, [amarzuillo@oem.nyc.gov](mailto:amarzuillo@oem.nyc.gov)
  - b. Karen Thomas – Continuity of Operations Planner, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-8930, [kthomas@oem.nyc.gov](mailto:kthomas@oem.nyc.gov)
7. Training Liaison(s)
  - a. Anita Sher – Assistant Commissioner, Training, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-4820, [asher@oem.nyc.gov](mailto:asher@oem.nyc.gov)
8. Language Access Coordinator
  - a. Iskra Killgore - Director, Community Engagement and Language Access, 165 Cadman Plaza East Brooklyn, NY 11201, 718-422-8941, [ikillgore@oem.nyc.gov](mailto:ikillgore@oem.nyc.gov)