

OFFICE OF THE STATEN ISLAND BOROUGH PRESIDENT
DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN TEMPLATE
FISCAL YEAR 2020

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

As Borough President of Staten Island, I believe that my staff is among Borough Hall's greatest assets. Therefore, as a non-mayoral agency, we are committed to the recruitment, development, and retention of a diverse and inclusive workforce. In an effort to build a strong team and drive optimal performance on behalf of our constituents on Staten Island, we value diversity of perspective, experience, and background. I expect all managers and supervisors to promote a work environment that is fair and safe for all Borough Hall employees—and one that regards equity, inclusion, and respect for all.

I hold the EEO Officers, human resources professionals, legal professionals, managers and supervisors at Borough Hall accountable for ensuring that the Agency does not discriminate against employees, or applicants for employment—and for supporting diversity and inclusion consistent with EEO rules and regulations. All Agency staff members are accountable for the effective implementation of the City's EEO Policy and the FY 2020 Diversity and EEO Plan.

I will issue a Commitment Statement annually to affirm the principles of diversity, inclusion, and equal employment opportunity. This will serve as regular guidance to managers and supervisors across all levels, as well as communicate the focus and commitment of our agency to all employees. I will drive accountability by directing that the EEO Officer be integrated in critical human resources decisions regarding workforce changes that might negatively impact any protected EEO group, including recruitment strategies, vacancy projections, succession planning, selections for training/career development opportunities, and strategic planning.

My leadership team will implement the objectives and actions of this plan, and work to promote diversity and inclusion at Borough Hall based upon guidance provided by the DCAS Office of Citywide Equity and Inclusion—and review our performance throughout the year.

The Agency will report, upon request by DCAS, on the steps undertaken to comply with Executive Order No. 16 of 2016 and the provisions of the various Executive Orders and laws (e.g. Local Law 92, Section 201g of the New York State Labor Law, Local Law 101 and Local Law 93) prohibiting employment discrimination in New York City. The Agency will also continue to disseminate and post policies and required posters.

I am committed to maintaining a workplace free from all forms of harassment and discrimination as prohibited by the City's EEO Policy. The Agency EEO Officers, Anthony T. Esposito and Marie Carmody-LaFrancesca, will serve as a resource for Agency managers and supervisors by providing guidance in addressing any identified EEO issues. The Agency EEO Officer's contact information will be prominently available to all employees in order to

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address any questions, inquiries, concerns or complaints Agency staff may have regarding EEO rights and the New York City's efforts to protect them and any allegation of violation of the EEO Policy.

☒ This statement is the same as last year.

II. Recognition and Accomplishments

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

1. All Agency staff completed DCAS' required **Sexual Harassment Prevention: *What to Know About Unlawful and Inappropriate Behaviors in the Workplace*** training.
2. Agency created a Workplace Violence Prevention Program with the help of DCAS and Department of Labor Consultant Services.

Additional Comments:

The Agency, which is non-mayoral and made up of less than 50 employees, has made a deliberate effort, via policies and procedures, to promote a diverse work environment where all Agency employees, regardless of race/ethnicity/gender/age, or any other protected EEO status are treated with the same level of professionalism and respect. The Agency has implemented an open floor plan specifically to promote diversity, equal opportunity, and collaboration.

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.

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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 all Agency personnel will be informed, via email, that the self-ID form that the agency uses now includes: **Two or More Races (Not Hispanic or Latino); Hispanic** as an option based on ethnicity, and **Asian** is now separate from **Native Hawaiian and Other/Pacific Islander**. Additionally, all Agency staff will be encouraged to update their self-ID information and be reminded that they are free to do so at any time.

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.

Reviewed with	Frequency
Human Resources	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____

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General Counsel	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually <input type="checkbox"/> Other _____
Agency Head	<input 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:
 As a non-mayoral agency, the Office of the Staten Island Borough President was not previously required to submit an Annual Plan until FY 2019. The Agency will work with DCAS to both gain access to demographic data and identify strategies to address any barriers to entry—and have already inquired about the quarterly agency workforce dashboard.

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:** The Office of the Staten Island Borough President, as any entity, is only as good at its people. Therefore, we are committed to recruiting, developing, and retaining a talented, diverse, and inclusive workforce.

- 2. Workplace:** Our Agency seeks to foster a workplace that engenders collaboration, innovation, and productivity. To do so, we will provide a workplace that values diversity of thought and background.

- 3. Community:** The Agency is led by an elected public official, the Borough President, whose principal role is to serve as the borough's advocate to City Hall. Therefore, outreach to, utilization of, and investment in our communities are core functions of this Office.

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

A. WORKFORCE:

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

The agency will address underutilization in FY 2020 by:

- ☐ Enhancing internal and external applicant pools to address the underutilization.
- ☐ Using the quarterly workforce dashboard and identifying specific job groups where underutilization exists to guide recruitment efforts.

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

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

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

- ☒ Institute coaching, mentoring and cross training programs.

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- ☒ 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 Agency will work with DCAS to access quarterly workforce data which should enable the implementation of new recruitment, selection and promotion strategies—and address any underutilization. The Agency will also work with DCAS to identify any tools that could be made available to improve workforce planning and forecasting.

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)
 - ☒ Exit interview or surveys developed by the agency

Additional Initiatives, Programs, or Comments:

The Agency has previously performed exit interviews; specifically for Agency managers. In FY 2019, we implemented exit interviews for all titles/ranks. The Agency will explore the feasibility of implementing anonymous surveys to gauge employee satisfaction and workplace conditions during FY 2020. In addition to the surveys and as communicated to all Agency staff, the Agency's Chief of Staff, Personnel Director, and EEO Officers will continue to maintain an open door policy to address any work environment issues that arise.

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C. COMMUNITY:

In FY 2020, the agency will:

- ☐ Continue or plan to promote diversity and EEO community outreach in providing government services
- ☐ Promote participation with minority and women owned business enterprises (MWBs).
- ☐ Conduct a customer satisfaction survey.
- ☐ Identify best practices for establishing a brand of inclusive customer service.
- ☒ Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development and delivery.

Additional Initiatives, Programs or Comments:

Our Agency is committed to serving and advocating on behalf of nearly 500,000 Staten Island residents for municipal services and resources. The basis of our strategy is to keep the lines of communication open via the Borough President's constituent hotline ("HelpLine"), quality-of-life mobile app ("BP Assist"), active social media accounts across multiple platforms, and a full annual agenda of community events across Staten Island. The doors of Borough Hall will remain open to all as we continue outreach to the borough's diverse neighborhoods.

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

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

Additional Strategies, Initiatives and Comments:

Diverse Recruitment Source(s)	What sort of return do you expect to see from the effort? Indicate if this source yielded increased and diverse applicant pool. Were there successful hires from this source?
The Agency will continue to contact Universities/Graduate Schools to discuss using their respective career sites to post new employment opportunities at the Agency.	Recruiting from New York City's universities has already yielded positive results. The Agency has hired several qualified, talented, and diverse entry-level and graduate fellow applicants.

B. Internships/Fellowships

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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	Gender [#s]
1. College Interns	14	Male: 4 Female: 10
2. Graduate Interns	2	Male: 1 Female: 1
3. High School Interns	11	Male: 4 Female: 7

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

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

☒ The agency has hired former interns/fellows.

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

Additional Comments:

Given that our interns are volunteers, they do not complete NYCAPS' new hire forms. The Agency, in FY 2020, however, will require all interns to complete the EEO Self-ID Form.

VI. Selection (Hiring and Promotion)

- 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

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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:

The Agency's Career Counselor keeps a file of all city employment opportunities sent by DCAS until their respective expiration dates. Agency personnel, upon request, can look through the file in order to search for other opportunities offered by different city agencies.

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In the past, the Agency's Career Counselor has explained the civil service process to staff and has assisted with the process. As a continued effort, the Career Counselor will continue to be a key reference for individuals seeking a new job or information on the civil service process in FY 2020.

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

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promotion\salary raises.

- ☐ Submit the resumes for the second- and third-choices for the position.
- ☐ Review the demographics of the senior leadership regularly (by Agency Head).
- ☐ Review on a quarterly basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).

Additional Comments:

3. For FY 2020, indicate how your agency will review the methods by which candidates are selected for new hiring and promotion. Identify the steps that are taken to ensure that 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.

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- ☐ Have the EEO Officer review the interview questions.
- ☐ Have the EEO Officer observe interviews, where possible.
- ☐ Use the NYCAPS eHire applicant tracking system for external and internal applicants.
- ☒ Make adjustments to agency outreach and recruitment efforts where necessary.
- ☐ Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.

Additional Comments:

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

- A. Detail planned actions specific to review of title specification, job description, interview procedures, and selection procedures.
 - ☐ Reach out to DCAS' Classification at 212-386-0344 to ensure that the job description and specification is current.
 - ☒ Review and develop specific, job-related qualification standards for each position that reflect the duties, functions, and competencies of the position and minimize the potential for gender stereotyping and other unlawful discrimination.
 - ☒ Use structured interview, where the same questions are asked of all applicants for a particular job or category of job and inquiring about matters directly related to the position in question.
- B. Discuss your current protocol for use of the NYCAPS Applicant Interview Log reports to identify applicants by gender and race/ethnicity.
 - ☒ The agency does not use the NYCAPS Applicant Interview Log Report.
 - ☐ The agency will schedule orientation with NYCAPS Central.
 - ☐ The agency will use the Applicant Interview Log Report to track applicant sources and identify the best sources of applicants.
- C. Discuss all planned steps taken to identify barriers to entry for positions and actions under consideration to address such barriers.

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- ☐ Identify at least two or three people from diverse gender and racial\ethnic backgrounds to review received applications and conduct the interviews.
- D. When identifying groups of subject matter experts to assist the DCAS test development team, please describe efforts that will be taken to select a diverse and inclusive group of individuals.
 - ☐ The agency will identify a diverse group of subject matter experts (e.g. race, gender, age, assignments location, etc.) when requested by DCAS.
 - ☒ The agency will use objective job-related criteria to identify the subject matter experts who will participate in test development.
 - ☒ The agency will make an effort to ensure different staff members are given the opportunity to participate in test development.

Additional Comments:

In FY 2018, the Agency assisted DCAS by identifying an expert to assist on a panel for DCAS' test development team. The Agency will, upon request, continue to help DCAS in further tests development during the FY 2020.

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.

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☐ Other: _____

POST-SELECTION:

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

☒ Review hiring package for review and approval.

☐ Other: _____

Additional Comments:

EEO Officers will be provided with hiring package for post-selection review when necessary

4. 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.

☒ The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations and demotions due to legitimate business/operational reasons in FY 2020.

☐ The agency will analyze the impact of layoffs or terminations on racial, gender and age groups.

☒ Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.

☒ The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

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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
1. EEO Awareness (e-learning)	All Staff	43	Winter 2020
2. EEO Awareness (classroom)			
3. Everybody Matters (D&I) (classroom)			
4. Everybody Matters (D&I) (e-learning)	All Staff	43	Spring 2020
5. Sexual Harassment Prevention (e-learning)			
6. Sexual Harassment Prevention (classroom)	All Staff	43	Completed
7. Disability Etiquette*	All Staff	43	Fall 2019
8. Other (specify)			
<i>Additional Comments:</i> * SIBP is working with the Person Centered Services to schedule a live classroom training.			

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.

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- ☒ The agency grants or denies request 30 days after submission or as soon as possible.
- ☐ The agency head or designee¹ must review and grant or deny the appeal fifteen (15) days after submission of appeal. If NOT the agency head, please provide the name and title of the designee: _____
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☐ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation Tracking System and update the information as they occur.
- ☐ The agency analyzes the reasonable accommodation data made at the agency.

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

The Agency adopted and implemented New York City's Reasonable Accommodation Procedural Guidelines as well as the City of New York's Equal Employment Opportunity Policy. For FY 2018 there were no reasonable accommodation requests or EEO complaints. In FY 2019, there was a reasonable accommodation, which was granted and the item was received within two weeks (14 days) of the request. The agency believes all reasonable accommodation request should be granted or denied within 30 days – if not sooner. In the event there is an appeal, we have adopted the City of New York's appeal process; thus, all appeals' decisions will be made within 30 days. If, however, a decision cannot be made within the 30 days, the Agency will notify the requestor as to why the delay is taking place and provided an estimate as to when a decision will be rendered.

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

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

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

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

Training Topic	Type of Audience	Target Number of Participants	Targeted Dates
IgbTq – Power of Inclusion (classroom)	Supervisors		
	Front Line Staff		
IgbTq – Power of Inclusion (e-learning)	Supervisors	8	Spring 2020
	Front Line Staff	35	Spring 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:

The Agency will make a conscious effort to ensure compliance and implementation of requirements under executive orders and local laws. Agency EEO Officers will ensure that all Supervisors are trained by the required date set forth above and newly promoted supervisors are trained within 30 days from the date they assume the their role.

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:

All Agency personnel involved in job interviews will attend and complete the Structured

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Interviewing and Unconscious Bias training program in FY 2020.

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
1. Sexual Harassment Prevention (classroom)			
2. Sexual Harassment Prevention (e-learning)	Supervisors and front-line staff	43	Fall 2019

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.

	Initiative(s)	Who is Responsible for implementing the initiative(s)?	Timeframe\Timeline
Risk 1 Homogenous Workplace	1) Double down on developing strategies to diversify project teams that are formed to execute Agency initiatives. 2) Explore the feasibility of implementing	Agency supervisors, Agency EEO Officers, and Chief of Staff.	FY 2020

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	procedures that allows rotational team leaders which ensures that 1) every Agency project has a new team leader and 2) every Agency employee has an opportunity to serve in that capacity.		
Risk 2 Cultural and Language Differences in the workplace	<ol style="list-style-type: none"> 1) Continue to develop HR strategies to create and implement new work activities that foster employee inclusion. 2) Develop a plan to onboard new employees with limited English proficiency with the aim of mitigating potential issues arising from cultural and language differences. 	<ol style="list-style-type: none"> 1) Human Resources, Chief of Staff, Supervisors, & EEO Officers. 2) Human Resources, EEO Officers, General Counsel, & Agency Chief of Staff. 	FY 2020
Risk 3 Workplaces with Significant Power Disparities	<ol style="list-style-type: none"> 1) The Agency will continue to make a conscious effort to use inclusive language in the workplace since language is sometimes used as a conditioning tool. 2) The Agency will explore the feasibility of increasing the number of networking initiatives where all employees, including leadership, participate in programs that further foster employee communication. 3) The Agency will search for appropriate workshops/seminars to proactively train both leadership and employees 	<ol style="list-style-type: none"> 1) All Agency Staff. 2) Agency EEO Officers & Human Resources. 3) EEO Officers and Chief of Staff. 	FY 2020

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	on how to mitigate the impact of power disparities.		
Risk 4 Isolated Workplaces	The Agency will explore the feasibility of developing anonymous surveys to gauge employee satisfaction and workplace conditions.	Agency EEO Officers, Human Resources, & Chief of Staff.	FY 2020
Risk 5 Decentralized Workplaces	The Agency will implement Agency Head/Supervisor (s) "office hours" where he or she dedicates some time once a month to talk to employees about their day-to-day issues or grievances.	Agency EEO Officers & Chief of Staff.	FY 2020
Other Findings	<ol style="list-style-type: none"> 1) The Agency will continue to make a conscious effort to collect feedback from employees about their daily assignments/tasks. 2) The Agency may seek to develop a mentorship program which would foster a connection between younger/newer staff members and senior staff members 	<ol style="list-style-type: none"> 1) Agency Supervisors 2) EEO Officers & Supervisors. 	FY 2020

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

- ☒ The agency will input sexual harassment complaint data on the DCAS Citywide Complaint Tracking System, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.
- ☒ The agency will input **all types of complaints** in the complaint data on the DCAS Citywide Complaint Tracking System, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.
- ☒ The agency will ensure that complaints are closed within 90 days.

Additional Comments:

Our Agency has taken all of the necessary steps to ensure all agency employees are aware of the actions needed to report Sexual Harassment as well as other EEO related issues. All Agency desktops, for example, have a folder entitled "EEO Rights & Responsibilities" where related documents can be accessed—and agency-wide emails have been sent to all employees informing them of their rights, proper procedures, points of contact, and where they can access more

018): 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.
- ☒ The Agency will implement the following initiatives to address concerns raised in the Climate Survey:
 - 1) Increase employee EEO awareness of EEO Policies, laws, and processes to decrease the risk of employees experiencing any form of EEO discrimination;
 - 2) Increase employee familiarity with EEO complaint process at the start of their employment and throughout their tenure as this will reduce the risk of experiencing any form of discrimination and sexual harassment
 - 3) Train employees on the Agency's Workplace Violence Prevention Program

☐ 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:

The Agency's survey response rate .at the close of survey was 27.66%. It is, therefore, fair to state that the responses to the survey did not reflect the sentiments of the entire Agency. Nevertheless, the Agency compared its specific results against the citywide benchmark to determine gaps. The agency beats the city benchmark for all but one discrimination related survey responses. Therefore, as a general matter, the Agency performs better in its climate survey than the city benchmark.

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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.

James S. ODDO
Print Name of Agency Head

James S. Oddo
Signature of Agency Head

11/4/19
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 Officers

Anthony T. Esposito

SPECIAL ASSISTANT TO THE BOROUGH PRESIDENT

718-816-2058

aesposito@stateninsula.com

Marie Carmody-LaFrancesca

DIRECTOR OF CONSTITUENT SERVICES & CAPITAL BUDGET

718-816-2141

mllafrancesca@stateninsula.com

2. ADA Coordinator; Disability Rights Coordinator; Disability Services Facilitator; Career Counselor; & Training Liaison

Heather DeMauro

DIRECTOR OF PERSONNEL

718-816-2142

hemauro@stateninsula.com