

NEW YORK CITY DEPARTMENT OF HEALTH AND MENTAL HYGIENE

DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY PLAN

FISCAL YEAR 2014

Introductory and Commitment Statement by the Agency Head

The New York City Department of Health and Mental Hygiene (DOHMH) is committed to ensuring fair employment practices. Recognizing that employees of our agency are amongst our greatest assets, we are committed to recruitment, development and retention of a diverse and inclusive workforce reflective of our City's population. Diversity is the inclusion of people who are different. When we value our differences, we build stronger teams driving the best performance. I expect all managers and supervisors to promote a work environment that values equity, inclusion of, and respect for all. I want our employees, present and future, to view our agency as a model employer.

My policy statements, in support of this commitment, can be found at:

<http://shareport/sites/adm2/Pages/EEO.aspx>

Recognition and Accomplishments

The DOHMH conducts "Employee of the Quarter" and "Employee Recognition Programs." These programs recognize employees whose outstanding contributions and/or longevity have made a positive difference in the lives of the people with whom they work, and contributions to the DOHMH and the customers we serve.

The timeliness for issuing Final Agency Decisions (FADs) improved during FY 2013 by over 23% compared to FY 2011 & FY 2012. During the same period, the number of Formal Complaints dropped in FY 2013 by 30%.

Accountability Statement

During FY 2014, I will issue a Commitment Statement to affirm the principles of diversity, inclusion and equal employment opportunity. This effort will serve as guidance to managers and supervisors across all levels, as well as communicate the focus of our agency in this area to all employees. I will drive accountability by integrating the EEO Officer in critical human resources decisions specific to inclusive recruitment, selection and development of talent. My leadership team, including the EEO Officer, will work directly to implement the objective and actions of this plan, as well as work to create a diversity and inclusion strategy based upon guidance provided by DCAS Citywide Diversity and EEO. We will conduct discussions throughout the year coinciding with the issuance of our quarterly workforce reports and will take steps to review the goals we achieved at the end of the year as well as opportunities for further progress. I expect the EEO Officer to serve as a resource for agency managers and supervisors by providing us with best practices, assessing employment decisions and providing direction in addressing any identified EEO issues. I will continue to hold managers, supervisors, EEO and human resources professionals accountable for the effective implementation of the City's EEO Policy.

Reporting and Communication Statement

The DOHMH maintains information about personnel actions as required by federal, state and local laws, including the City's official records retention schedule.

The DOHMH will continue to monitor recruitment, hiring/selection, promotion, compensation, separation, demotion and transfer rates on a quarterly basis. I will promote inclusive agency practices, policies, and programs

enhancing our progress in establishing a diverse workforce and pipeline across all levels of our agency. We will submit quarterly reports to CDEEO, and a timely annual plan each year to CDEEO on behalf of the Mayor's Office, the City Council, and the Civil Service Commission.

Proactive Strategies to Enhance Diversity, EEO and Inclusion

In an ongoing effort to promote diversity, we will continue to utilize our Mentoring Program toward internal candidate development.

To promote an inclusive work environment valuing the unique differences of all DOHMH employees, supervisors and managers are mandated to demonstrate their commitment to Equal Employment Opportunity by providing biannual EEO Talks which communicate the agency's values and definitions for diversity and inclusion.

The DOHMH maintains District Health Centers which provide effective and efficient delivery of public health services throughout the five boroughs focused on inclusive customer services reflective of the vast communities that are served.

Recruitment

A. Recruitment Efforts

The DOHMH, in conjunction with DCAS, has implemented, and will continue to implement, standard equal opportunity personnel-related rules, procedures and guidelines.

When vacancies occur for discretionary positions, the agency will post and advertise the job opportunity in a wide variety of sources with the aim of attracting a diverse pool of candidates. The DOHMH will post job openings for a minimum of ten working days, under most circumstances, at the agency and at City Jobs to ensure that the information is communicated to all applicants. The DOHMH will consider its own employees for opportunities for promotion and transfer within the agency, and promote employee awareness of such opportunities. The DOHMH will provide a link to City Jobs in SharePoint (the agency's intranet site) so that agency employees are aware of vacancies throughout City government.

The DOHMH will assess recruitment efforts to determine whether the agency should engage in greater efforts to increase the diversity of the applicant pool for specific titles, occupations or units. When advertising, the DOHMH will advertise in periodicals that reach a wide segment of the population (see examples below), and will include a statement that the "City of New York and the New York City Department of Health and Mental Hygiene are Equal Opportunity Employers."

We will continue to utilize diverse recruitment sources such as:

- Monster.com/nytimes.com's diversity option
- Latpro
- Asianave.com
- National Black MBA
- Hispanic Nurses Association of NY

By targeting diverse groups, it is anticipated that the number of minority applicants will increase, resulting in a greater selection of candidates from underrepresented groups.

The DOHMH hires interns, but we do not solicit or maintain demographic information. Health Research Training Program (H RTP) interns may be paid or unpaid volunteers. Students may be paid via grant funds, via CTL funds, or various combinations. Student internships continue to be made available.

It is projected that approximately 150 - 200 interns will be on board during FY 2014.

B. 55-a Program

Where DOHMH needs and availability permit, the agency will utilize the 55-a Program to hire and retain employees with disabilities; participate in career and job fairs; and use internship, work-study, co-op and other programs to attract a pool of diverse applicants, and to develop and hire qualified candidates.

The 55-a Coordinator strives to provide opportunities to qualified persons with disabilities in the DOHMH's 55-a Program. In July 2013, the agency's 55-a roster totaled 18.

Supervisors and managers of 55-a Program participants are expected to inform them of upcoming civil service examinations and encourage them to take competitive exams.

Information on the 55-a Program can be found at: <http://shareport/sites/adm2/Pages/EEO.aspx>

Selection (Hiring and Promotion)

The DOHMH's Career Counselor provides employees with information, advice and counseling on promotional opportunities as well as overall career development during career counseling sessions. The availability of career counseling is prominently displayed on the agency's website.

Information about the Career Counselor can be found at: <http://shareport/sites/adm2/Pages/EEO.aspx>

The DOHMH will assess the methods by which candidates are selected for employment, promotion or separation; including a review of employee application and interview materials, and procedures for all positions; especially mid- and high-level discretionary positions. The DOHMH will ensure that all selection criteria are objectives and job-related.

For discretionary hires, the DOHMH will review the job description, educational prerequisites, application procedures, interview procedures and selection methods to insure that equal employment opportunity is being afforded. The DOHMH will assess any potential adverse impact of the selection method and ensure that the interviewing and selection decisions of managers and other personnel involved in the recruitment and hiring process meet EEO requirements; and those individuals who make selection, promotion, and separation decisions receive appropriate EEO and Structured Interviewing Training.

The DOHMH will also ensure that, to the extent practicable, agency personnel involved in both the discretionary and the civil service hiring pool process receive Structured Interviewing Training. The DOHMH will make every effort to use a diverse interview panel.

For positions filled through a civil service list, the DOHMH will review the title specifications, job description, interview procedures and selection procedures in order to ensure equal employment opportunity in each selection.

The DOHMH will, if applicable, use the e-Hire interview log to identify eligible list interviewees by race/ethnicity and gender, to assess any potential adverse impact of the selection method.

When identifying groups of subject matter experts to assist the DCAS test development team, the DOHMH will make every effort to identify and select a diverse and inclusive group of individuals.

The DOHMH will, if applicable, review interview logs and make every effort to establish and use a diverse interview panel. The DOHMH is actively engaged in the e-Hire process.

The DOHMH will include the EEO Officer in the pre-and post-selection decision making process.

The DOHMH will analyze the impact of layoffs, terminations and demotions due to legitimate business/operational reasons on racial, gender, and age groups. In the event of such actions, the DOHMH will select titles or programs based on legitimate business reasons. Where layoffs, terminations or demotions would have a disproportionate impact on any of these groups, the DOHMH will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.

Workforce Analysis

The DOHMH administers the employee self-ID forms regarding race, ethnicity, gender, disability and veteran status to all employees.

DOHMH employees are alerted, at a minimum, on a semi-annual basis of the need to review and maintain current information, including self-ID information, regarding their race, ethnicity, gender, disability and veteran status via NYCAPS Employee Self Service.

Upon receipt of quarterly CEEDs Reports, data is analyzed in consultation with the Human Resources Department as well as the Office of General Counsel.

Training

The DOHMH will train approximately one-thousand-one-hundred-seventy-eight (1,178) employees this fiscal year. The training topic, type of audience and estimated number of employees to be trained are:

Training Topic	Type of Audience	Target Number of Participants
1. New Hire Orientation	All New DOHMH employees	702
2. Structured Interviewing	HR Personnel	60
3. EEO Basic & PSH (Classroom) NOTE: HealthNet Online and DCAS CBT training have negated Classroom training.	Line, Supervisors and Managers	155
4. DCAS Citywide Diversity and EEO Computer Based Training	Line, Supervisors and Managers	161
5. EEO Intro (HealthNet Online)	Line, Supervisors and Managers	100
6. Microtriggers	Supervisors and Managers	40

The DOHMH HealthNet EEO Training module is being revised for FY 2014, and will be mandated training for all DOHMH employees that have not completed training in the past 2 years.

New Hire Orientation will be scheduled/conducted every 3 weeks during FY 2014, and will include a presentation on the individual's EEO rights and responsibilities.

The DOHMH requires newly promoted supervisors/managers to complete the DCAS Citywide Diversity and EEO Computer Based Training (CBT) generally within one month of their assuming supervisory/managerial responsibilities.

As evidenced by the various training venues outlined above, the DOHMH utilizes these formats to ensure that DOHMH employees receive EEO training. The aforementioned training venues will be supplemented by EEO Talks which are provided to DOHMH employees twice a year. The agency will make good faith efforts to provide our workforce with opportunities for biennial EEO and diversity training for a minimum of one hour's duration.

Reasonable Accommodations

The DOHMH will provide reasonable accommodations to persons with disabilities; for religious practices and observances; and for victims of domestic violence, sex offenses or stalking, unless providing such accommodations will create an undue hardship. To increase awareness of the reasonable accommodation process in general, and ensure that the interactive process during the review of reasonable accommodation request is compliant with EEO Policy as well as NYC Human Rights Law in particular, the DOHMH's EEO Officer include the topic of Reasonable Accommodation in the semi-annual EEO Talks.

Information on Reasonable Accommodations can be found at: <http://shareport/sites/adm2/Pages/EEO.aspx>

As a best practice, upon notification of reasonable accommodation requests, the EEO Officer, to the extent possible, facilitates discussions and researches appropriate accommodations prior to requests being awarded or denied.

The appeal protocol utilized by the DOHMH entails that I or my designee, will review within 10 business days an employee's or applicant's appeal of the denial of a reasonable accommodation request. To the extent possible, decisions will be issued within 15 days of receipt of the appeal.

Audits and Corrective Measures

The EEPC conducted an audit of the agency covering the period of January 1, 2006 to December 31, 2008. A determination of full compliance was issued on February 24, 2012.

Thomas Farley, MD MPH

Print Name of Agency Head

Thomas Farley

Signature of Agency Head

10/21/13

Date

Addendum

Agency Head:

Thomas Farley, MD MPH
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NYC Department of Health and Mental Hygiene
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When identifying groups of subject matter experts to assist the DCAS test development team, the DOHMH will make every effort to identify and select a diverse and inclusive group of individuals.

Comment [JTL1]: After training how do you monitor that structured interviewing is occurring across your agency?

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Comment [JTL2]: What will your agency do if underutilization of women and minorities is found?

Training

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Comment [JTL3]: Please note that CDEEO has allotted 40 slots for your employees to take the Micro-Triggers on-line training free of charge. Please incorporate the Micro-Triggers number in your plan if you want to take advantage of the free on-line training.

Do you have plans of rolling out the Diversity and Inclusion Training?

The DOHMH HealthNet EEO Training module is being revised for FY 2014, and will be mandated training for all DOHMH employees that have not completed training in the past 2 years.

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As a best practice, upon notification of reasonable accommodation requests, the EEO Officer, to the extent possible, facilitates discussions and researches appropriate accommodations prior to requests being awarded or denied.

The appeal protocol utilized by the DOHMH entails that I ~~or my designee~~, will review within 10 business days an employee's or applicant's appeal of the denial of a reasonable accommodation request. To the extent possible, decisions will be issued within 15 days of receipt of the appeal.

Comment [JTL4]: Who is the designee?

Audits and Corrective Measures

The EEPC conducted an audit of the agency covering the period of January 1, 2006 to December 31, 2008. A determination of full compliance was issued on February 24, 2012.

Print Name of Agency Head

Signature of Agency Head