



THE CITY OF NEW YORK
OFFICE OF ADMINISTRATIVE TAX APPEALS
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**Diversity, Equity, Inclusion and Equal Employment
Opportunity (DEI-EEO) Plan**

Fiscal Year 2023

(OATA) TAX COMMISSION

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I. Commitment and Accountability Statement by the Agency Head

On behalf of **(OATA) TAX COMMISSION**, I hereby declare my commitment as the Agency Head to support and enforce the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, and agency partners, and members of the public served by our Agency.

I will strive to achieve the greatest possible diversity among our workforce, to create an inclusive culture of openness, tolerance, and cooperation in our workplaces, to promote equity in all its aspects, and to examine and eliminate the structural obstacles to equal treatment in the recruitment, selection, development, advancement, and retention of our diverse workforce reflective of our City's population.

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

I will hold the top leadership of our agency, as well as the EEO Officer, all other EEO professionals, human resources professionals, legal professionals, managers, and supervisors accountable for ensuring that the agency does not discriminate against employees or applicants for employment. We shall support the diversity, equity, and inclusion initiatives at the agency by observing EEO mandates and working with dedication to attain agency goals in this area. All agency staff must be compliant with the City's EEO Policy and the implementation of this Diversity and EEO Plan.

I will involve the EEO Officer in critical human resources decisions, including recruitment and selection strategies, workforce projections, succession planning, promotion of training/career development opportunities, and strategic planning.

We will report to DCAS on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders and laws prohibiting employment discrimination in New York City, and on the progress in implementing this Plan.

The Agency EEO Officer Leonard Picker and EEO Counselor Minerva Rodriguez will serve as the primary resources for managers and supervisors by providing best practices and direction in addressing EEO issues. Their contact information will be prominently available to all employees.

During this Fiscal Year, 2023, I will announce this Commitment Statement to our employees, to affirm the principles of diversity, inclusion, and equal employment opportunity, and to communicate our dedication to equity and all values that drive us toward this goal.

This statement is the same as last year.

This statement will be disseminated to all employees in the agency.

II. Recognition and Accomplishments

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

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

56 out of 56 staff, including 41 out of 41 full-time staff, completed the Sexual Harassment Prevention Training for the period ending on 8/31/22.

III. Workforce Review and Analysis

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

Total Headcount: 56 [This figure is available on the total line for your agency in the FY2022 Q4 EBEPR210 CEEDS report]

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

In FY 2023, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- NYCAPS Employee Self Service (by email; strongly recommended every year)
- Agency's intranet site
- On-boarding of new employees
- Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- In FY 2023, the agency will inform and remind employees of the option to add preferred name in ESS.

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

[Note: If necessary, the agency can reach out to DCAS CEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform its recruitment plans and efforts to reduce/eliminate underutilization.]

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

[Select the options that apply to your agency.]

Agency Head

Quarterly Semi-Annually Annually Other _____

Human Resources

Quarterly Semi-Annually Annually Other _____

General Counsel

Quarterly Semi-Annually Annually Other _____

Other (___specify)

Quarterly Semi-Annually Annually Other EEO Officer

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

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2023

[State below the central goals of your strategy for FY 2023 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

1. Goals and strategies to enhance DEI and EEO in areas of Workforce, Workplace, Community, and Race Relations.

❖ **Workforce:**

Build action plans upon the most relevant workforce key performance indicators (KPIs) such as: representation, retention, tenure, promotions, separations, and placement rates.

❖ **Workplace:**

Implement, in addition to EEO training, experiential learning for the staff focused on diversity and inclusion.

❖ **Community:**

Identify best practices for establishing a brand of inclusive customer services.

Superior customer service has been an agency hallmark for decades. We are always looking to improve it but have not had the resources to study best practices. Every customer, whether they come in, call, or email, is responded to promptly and substantively by a subject-matter expert.

❖ **Equity, Inclusion and Race Relations Initiatives:**

None at this time.

2. Planned Programs, Initiatives, Actions

[Describe the ongoing and new programs, actions, and initiatives planned for FY 2023, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: Workforce, Workplace, and Community.]

No new programs, actions or initiatives are planned for FY 2023 at this time.

A. Workforce

[In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workforce.]

Depending upon available time and resources, OATA EEO staff will meet in the first quarter to draft an action plan based upon the most recent and relevant workforces KPIs, with the goal of finalizing it and implementing it in the following quarters.

[Note: Please address the specific recruitment, selection and promotion strategies, sources, and procedures in Sections V and VI, below.]

[The actions listed below require internal agency collaboration and are not limited to the EEO Office.]

[Describe how your agency will address underutilization in FY 2023. Please mention here major job groups experiencing underutilization of women and minorities in your agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

OATA will continue to monitor data to identify any underutilization; at this time there are no major job groups – or any job groups experiencing underutilization of women and minorities, and so no plan has been drafted to address such underutilization.

B. Workplace

[Describe specific actions designed to create inclusive workplace culture, enhance equity, and initiatives undertaken to address race relations in the agency. (e.g., modeling inclusive language such as preferred pronouns and age-inclusive language on job postings, celebrating heritage months, ensuring worksite and meetings are accessible, creating agency specific surveys or implementing initiatives based on previous agency specific surveys, etc.).]

[Select the options that apply to your agency.]

- Promote employee involvement by supporting Employee Resource Groups (ERGs).

List below the names of existing ERGs:

- 1.
- 2.
- 3.
- 4.
- 5.

- Agency will create a Diversity Council to leverage equity and inclusion programs

- Agency Diversity Council is in existence and active

- Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion

- Agency will inform employees of their rights and protections under the New York City EEO Policy

This is done via an annual email from the Agency Head, and periodic reminders that the OATA Intranet page has links to information about employee rights and protections.

- Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

C. Community

[In addition to the strategic goals above, please describe in details specific initiatives, programs and policies planned with respect to your agency's services to the community. This should include initiatives to enhance equity, improve community relations and increase awareness about services offered by your agency.]

In FY 2023, the agency will:

- Continue or plan to promote diversity and EEO community outreach in providing government services
The Tax Commission actively participates in outreach sessions every year with the Department of Finance, which is in charge of publicizing them in conjunction with elected officials in every borough. Pre-Covid, those in-person sessions allowed property owners to ask questions about the assessment appeal process and our application forms, and to receive one-on-one assistance. Since 2020, those sessions have been virtual, and we are waiting to hear from Finance what is intended for 2023. "Community" is not a term we've used; our constituency consists of all New York City property owners, all of whom may wish to challenge Finance's tentative property assessments, or denial or revocations of exemptions in our administrative forums.
- Promote participation with minority and women owned business enterprises (MWBEs)
- Conduct a customer satisfaction survey
- Expand language services for the public

V. Recruitment

A. Recruitment Efforts

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

- Review policies, procedures, and practices related to targeted outreach and recruitment.
- Review underutilization in job groups to inform recruitment efforts.

- Continue to ensure that agency job postings include current 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
 - Everybody Matters EEO and Diversity and Inclusion Training
- Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

B. Recruitment Sources

[List diverse recruitment sources, the target population your agency hopes to reach through these resources and whether the use of these sources resulted in previous hires. Recruitment sources should reflect your agency’s effort to reduce underutilization in specific job groups and to otherwise diversity your workforce.]

1. NYC JOBS - Other City Agencies. We see a large and diverse applicant pool which has resulted in hires.
2. More Department of Finance employees have experience with the kind of work that OATA does. We have hired Finance employees, from a diverse applicant pool.
3. Beside the Dept. of Finance, some Law Department employees have experience with the kind of work OATA does.

C. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2022 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2023. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

The agency provided the following internship opportunities in FY 2022:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
Urban Fellows			M __ F__ Non-Binary __ Other __ Unknown __
Public Service Corps			M __ F__ Non-Binary __ Other __ Unknown __
Summer College Interns	2	Hispanic	M_x_ F__ Non-Binary __ Other __ Unknown __
Summer Graduate Interns			M __ F__ Non-Binary __ Other __ Unknown __
Other (specify):			M __ F__ Non-Binary __ Other __ Unknown __

D. 55-a Program

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

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

OATA hired its first 55-a Program employee in 2019 and is looking forward to adding more such employees whenever possible. Since OATA is a small agency, we rarely have job openings. Our goal for this year, and future years, is to hire as many 55-a participants as possible.

- Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.
- Agency does not use the 55-a Program and has no participating employees.

VI. Selection (Hiring and Promotion)

[Note: This section must be prepared in consultation with the Agency Personnel Officer.]

A. Career Counselors

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

- Review policies, procedures, and practices related to hiring (including vacancy announcements, use of certification lists, and the selection process for mission critical occupations).
- Promote employee awareness of opportunities for promotion and transfer within the agency.
- Arrange for agency wide notification of promotional and transfer opportunities.
- Encourage the use of training and development programs to improve skills, performance, and career opportunities.
- Provide information to staff on both internal and external Professional Development training sources.
- Explain the civil service process to staff and what it means to become a permanent civil servant.
- Provide technical assistance in applying for upcoming civil service exams.
- Provide agency staff with citywide vacancy announcements, civil service exams notices and other career development information.

- Assist employees and Job Training Program participants in assessing and planning to develop career paths.

B. New Hires and Promotions

In FY 2023, the agency will do the following:

- Review, revise and/or develop a protocol for in-title promotions and salary increases.
- Promotion and salary increase protocol in existence.
- Assess the criteria for selecting/promoting persons for mid-level to high level positions.
- Publicly post announcements for all positions, including senior level positions.
- Actively reach out to networks of underrepresented groups as part of its outreach.
- Reach out to the Mayor's Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.
- Compare the demographics of current employees to the placements.
- Ensure promotion justification is included in all promotion requests.
- Review and analyze the demographics race\ethnicity and gender for those who received the promotion\salary raises to ensure such practices are equitable.
- Review on a regular basis the demographics of those who received promotion and share the information with the Commissioner and Human Resources (by EEO Officer).
- Monitor the results of action plans for any changes in the agency workforce including increases or decreases in applications of qualified applicants and selection rates.

C. EEO Role in Hiring and Selection Process

The EEO Officer is part of the interview/hiring Panel.

In FY 2023, the agency EEO Officer will do the following:

- Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.
- Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
- Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.

- Assist the hiring manager if a reasonable accommodation is requested during the interview.
- Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- Other: _____

D. Layoffs

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age?

[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.]

- The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 2023.
- The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

[Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.]

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 1 must be completed by March 31, 2023.)	55	FEB. 2023
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 1 must be completed by March 31, 2023.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)	55	FEB. 2023
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 5 runs between September 1, 2022 – August 31, 2023)		
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees All other employees	55	FEB. 2023
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees All other employees		
7. Disability Awareness and Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)			
9. Other (specify) EEO Investigations			

VIII. Reasonable Accommodation

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

Describe your agency's practices for analyzing statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

- Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- The agency follows the City's Reasonable Accommodation Procedure.
- The agency grants or denies request 30 days after submission or as soon as possible.
- The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ : _____
- The designee reports directly to the Agency Head.
- The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

Agency's best practices and current appeals protocol:

¹ EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency's General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.

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

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

- The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- The agency will train all current employees on Sexual Harassment Prevention (Cycle 5 – September 1, 2022 – August 31, 2023) as indicated in the Section VII Training above.

B. Local Law 97 (2018): Annual Sexual Harassment and Complaint Reporting

- The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- The agency will input sexual harassment complaint data, as well as all other types of complaints, on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

C. Local Law 121 (2020): Age Discrimination Training

- The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 1: April 1, 2021 – March 31, 2023) as indicated in the Section VII Training above.

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

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public.

- The agency plans to train all new employees within 30 days of start date.
- All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.

In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.

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

E. Local Law 101 (2018): Climate Survey

[Using the template provided in Appendix B, submit a detailed action plan that address concerns and issues raised in the 2020 Workplace Climate Survey.]

[Note: DCAS is mandated to submit a report on Action Plans to the Mayor and the Speaker of the Council by December 31, 2022].

The agency, in collaboration with DCAS, has conducted a climate survey in 2020 and:

Analyzed the 2020 Climate Survey data provided by DCAS.

Will review or has reviewed the results of the survey with agency head and senior leadership.

Developed an action plan in consultation with agency head and senior leadership [template included in the appendix] outlining the initiatives and actions that will be adopted by the agency in response to the 2020 Workplace Climate Survey data. Implementation of the plan will be the responsibility of the agency's EEO staff.

X. Audits and Corrective Measures

[Please check the statement(s) that apply to your agency].

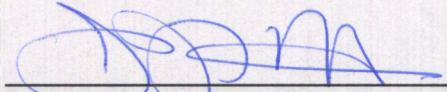
- The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- The agency is currently being audited or preparing responses to an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2023 to include and implement EEPC recommendations that will be implemented during the fiscal year.
- The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] _____. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- Within the last two years the agency was involved in an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices.
- The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

Frances J Henn

Print Name of Agency Head



Signature of Agency Head

12/6/22

Date

Appendix A: Contact Information for Agency EEO Personnel

[Please provide contact information (name, title, e-mail, telephone number and full office address) for the following EEO roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed.]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Leonard Picker	LPicker@oata.nyc.gov	212-602-6028
2.	Agency Deputy EEO Officer [if appointed]	None at this time		
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	None at this time		
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Starr Martinez	SMartinez@oata.nyc.gov	212-602-6023
5.	ADA Coordinator	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030
6.	Disability Rights Coordinator	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030
7.	Disability Services Facilitator	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030
8.	55-a Coordinator	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030
9.	EEO Investigator(s)	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030
10.	Career Counselor(s)	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030
11.	EEO Training Liaison(s)	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030
12.	EEO Counselor(s)	Minerva Rodriguez	mrodriguez@oata.nyc.gov	212-602-6030

Appendix B: 2020 Climate Survey Action Plan

[Please provide a detailed description your agencies plan to address the target areas and objectives identified by DCAS. For each target area and objectives, include the planned actions, initiatives, programs or policies, the intended reach, and the office responsible for implementation. More than one initiative is encouraged to address a target area and objective.]

1. Target area and objective: Increase employees' familiarity with the EEO Policy.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]
 - The EEO Office will circulate an agency wide email at least quarterly, linking to EEO resources, including the revised EEO Policy, and reminding staff of agency EEO personnel and their contact information, and that that information is always accessible on the agency's Intranet site.
 -
- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]
 - All staff has access to email and so will be reached by those emails. All staff has access to the agency's Intranet site.
- **Who will be responsible for implementing the action?** [Indicate all offices/units responsible.]
 - The EEO staff.

2. Target area and objective: Improve the EEO Office's visibility to the workforce.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]
- **None planned beyond the emails and positing of up-to-date information; we are a small agency, and all staff knows the EEO staff personally.**
- **Intended reach** [Please include specific strategies for staff who may not have access to computers.]
- **N/A**

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

N/A

3. Target area and objective: Improve employees' knowledge of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

The emails referenced on the prior page, under Section 1 will improve the knowledge of the complaint process, by providing multiple opportunities/year to access information about it via a reminder email.

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

➤ N/A

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

N/A

4. Target area and objective: Increase employees' understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

- **The emails referenced on the prior page, under Section 1 will improve the knowledge of protected rights and prohibition of discrimination, including sexual harassment, in the workplace, by providing multiple opportunities/year to access information about these subjects via a reminder email.**

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

➤ N/A

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

➤ N/A

5. Target area and objective: Improve managers' and supervisors' awareness of measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]
- **Managers will be sent quarterly emails tailored to them to remind them of the measures an employee may take to report any EEO violations.**

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

All managers and supervisors, who all have email access.

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

The EEO staff.

6. Target area and objective: Improve managers' and supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.

- **Planned actions, initiatives, programs, or policies:** [Please provide detailed description of each effort. More than one initiative is encouraged to address a target goal]

The emails described above in Section 5.

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

- **N/A**

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

N/A