

# **Diversity, Equity, Inclusion and Equal Employment Opportunity (DEI-EEO) Plan**

**Fiscal Year 2025**

**Financial Information Services Agency –  
Office of Payroll Administration**

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## I. Annual Commitment, Accountability, and EEO Statement (EEO Policy Statement).

[This statement provides the Agency Head with an opportunity to articulate, in their own language, the agency's commitment to the values of diversity, equity, and inclusion (DEI), and equal employment opportunity (EEO). It should proclaim the assurance of a discrimination-free workplace, integration of this plan into the agency's strategic mission, and a declaration that all senior executives, managers, supervisors, and employees are accountable for upholding these values and are charged, within their scope of responsibility, to effectively implement the agency's DEI-EEO Plan. It must include the name and contact information of agency EEO Officer.]

As Agency Head of the Financial Information Services Agency-Office of Payroll Administration (FISA-OPA), I pledge my commitment to honor, promote, and fulfill all tenets of the City of New York's EEO Policy, the New York City and New York State Human Rights Laws, and all supporting laws that protect the rights of employees, job applicants, contractors, consultants, government partners and the general public.

As a native New Yorker, I consider it a privilege to experience every day, the cosmopolitan richness inherent to this City. As Executive Director of FISA-OPA, I reaffirm my responsibility to promote diversity and equity towards cultivating an inclusive workplace, where people can feel safe and respected.

I am dedicated to working with FISA-OPA's EEO Office and the FISA-OPA executive management team, to lead by example, by encouraging each of us to serve as ambassadors of workforce equity, where we value each individual's perspectives and talents. We will collaborate to create and implement robust diversity and inclusion strategies based on guidance from DCAS's Citywide Equity and Inclusion Office. Throughout this year, we will continue regular analysis and discussions targeted at expanding cultural diversity, pay equity, promotional opportunities and avenues for innovation within FISA-OPA's workforce, while using the City's workforce and demographic reports and resources. In addition, scheduled reviews of our goals and accomplishments will be conducted to assess the effectiveness of our initiatives and strategies.

Diversity, Equity and Inclusion serve as the pillars of dignity that help to attain a peaceful co-existence. Towards this end, I will ensure accountability across all levels of staff, by securing their acknowledgement and commitment to support an inclusive workplace that is free of discrimination, harassment, fear and isolation.

The Agency's EEO Officers, Margaret Withers (FISA) and Lois Valero (OPA) will continue to serve as primary resources for all managers and supervisors by providing them with best practices, direction and legitimate solutions in addressing any identifiable EEO issues. Ms. Withers can be contacted via email at [mwithers@fisa-opa.nyc.gov](mailto:mwithers@fisa-opa.nyc.gov) or by calling (212) 857-7169. Ms. Valero can be contacted via email at [lvalero@fisa-opa.nyc.gov](mailto:lvalero@fisa-opa.nyc.gov) or by calling (212) 857-7248. The EEO Officers' and EEO Counselors' contact information (see Appendix A) will continue to be included in official agency-wide correspondence and is also prominently available on the Agency's intranet site (SharePoint) to all employees.

My Commitment and Accountability Statement will be provided to all Agency staff and will be published on all Agency communication platforms, reassuring us of our united consensus to actively promote diversity, equity and inclusion for everyone.

This statement is the same as last year.

**NOTE:** If this statement has been in use for more than two years the Agency Head should issue a revised statement.

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 (2024) 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. If some of the accomplishments listed below are a continuation of what was included in previous Annual plans, you will need to provide a statement on how it has changed and/or developed in the past year. Add additional lines as needed.]

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

In September 2023, FISA-OPA celebrated National Payroll Week (9/3/2023-9/9/2023) and acknowledged each of the Agency's divisions for their work and dedication.

In December 2023, the Agency held a Winter Celebration event which enabled staff members to share in the spirit of the Holiday Season.

In January 2024, FISA-OPA hosted its annual Employee Recognition Ceremony, where the Agency honored 85 award recipients, and celebrated their combined total of 1260 years of City service.

In April 2024, FISA-OPA hosted the Agency's annual "Take our Daughters and Sons to Work Day." The event gave the kids an opportunity to see what duties their respective parent performed at work, see how the agency operates, and allowed the kids to discover what types of work might be exciting to them. The one-day experience also provided the kids an opportunity to make new friends with other children from various nationalities, ethnic and cultural backgrounds.

In June 2024, FISA-OPA held its Annual Agency Update Presentation, with free boxed breakfast for each staff member. The Agency's Executive Management Team, acknowledged the contributions made by all levels of staff, provided an overview of the agency's accomplishments during the past year, and a preview of ongoing and planned projects for the coming year.

During FY 2024, FISA-OPA hired two (2) staff members as part of the Silver Stars Recruitment Program. For FY 2025, the Agency will continue its recruitment efforts and will also seek to attend any future 55-a program events, as announced by DCAS.

In Q4 FY 2024, FISA-OPA hired two (2) minority females, one (1) assigned to the Human Resources Unit and the other assigned to the General Counsel's Office. One (1) female staff member hired from the Silver Stars Program, is assigned to the General Counsel's Office.

### EEO Training Achievements for FY 2024:

- a. DCAS CTC, C1044: Fundamentals of Supervision (Managers and Supervisors); Q2 FY 2024.
- b. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (all staff members); completed in Q3, FY 2024
- c. Sexual Harassment Prevention Training (all staff members); Q4, FY 2024
- d. Introduction to END DV/GBV;EO85 (EEO Office); Q1 FY 2024
- e. Trauma Responsive Training (EEO Office); Q4 FY 2024

Throughout FY 2024, FISA-OPA recognized various heritage and diversity-related months awareness months and activities, such as National Immunization Month, Asian American and Pacific Islander Heritage Month, International Women's Day, Black History Month, National Nutrition Month, Jewish American Heritage Month, Caribbean American Heritage Month, Juneteenth, LGBTQ Pride Month, and Mental Health Awareness Month. FISA-OPA continues to honor the recognized heritage months (either through legislation adopted by the United States Congress or through Presidential Proclamation) by asking employees to contribute resource links, such as links to events and articles, for any of the recognized heritage, well-being and/or diversity awareness months.

In Q1 FY 2024, about thirty (30) FISA-OPA staff members participated in an Agency-wide Health Challenge, as a supportive way to improve one's overall health while connecting with work colleagues. Participants earned daily points from completing various physical, mental and nutritional activities and the team with the highest total at the end, wins the challenge.

During Q4 FY 2024, a number of mindfulness activities were deployed throughout the Agency to engage staff, in honor of Mental Health Awareness Month. Around various parts of the agency's office areas, there were poster-sized coloring pages with markers for employees to stop by and color, as well as free mazes that one could take back to their desk and enjoy during a work break.

In June 2024, FISA-OPA's EEO Office hosted free 30-minute meditation sessions each day from 1:00pm-1:30pm for staff members to attend. The Agency promoted these sessions to encourage mental health and wellness activities on an ongoing basis.

During the fourth quarter of FY 2024, twelve (12) runners and four (4) volunteers from FISA-OPA participated in the JPMorgan Corporate Challenge. The challenge is the world's largest corporate running event which encourages fitness, friendly competition and fun. The event also provided employees an opportunity to connect with other participants from various nationalities, ethnic and cultural backgrounds.

In closing out FY 2024, the Agency announced the relaunch of encouraging Affinity Groups or Employee Resource Groups in the workplace and invited staff members to present their ERG and affinity group ideas for consideration.

During FY 2024, FISA-OPA's EEO Office attended the following DEI-related events hosted by DCAS-CEI and partner DEI agencies:

- Attended DEP's Zoom webinar called "International Day for the Remembrance of the Slave Trade and its Abolition" on 08/30/2023
- Attended the Mayor's Office END DV/GBV training webinar called "Introduction to Domestic and Gender-Based Violence" training on 09/21/2023
- 2023 DCAS HR and EEO Conference, being held from 09/26/2023 - 09/29/2023
- Trauma Responsive Practices: A Holistic Approach, hosted by the Mayor's Office to End Gender and Domestic-based Violence on 12/08/2023
- Center for Workforce Inclusion's Equity Summit 2023 – 10/17/2023. Recordings of the Summit were provided to invitees on 10/25/2023
- DEP's Zoom webinar called "Celebrating Global Diversity Awareness Month; A Step Towards Togetherness & Belonging" – 10/31/2023

- Catalyst's webinar called "Women on the Front Line: Enabling Them to Thrive, Stay, and Perform" – 11/02/2023
- The Mayor's Office to End Domestic & Gender-based Violence (END GBV) hosted a webinar called "Addressing Violence Against the Trans and Gender Expansive Community" - 12/06/2023
- The NYC Commission on Gender Equity conducted its Interagency Partnership meeting, where overviews of the Seramount and Catalyst organizations and their resources were presented. The new GEIP website was also introduced to the attendees – 02/15/2024
- DCAS's Office of Citywide Equity & Inclusion facilitated a panel discussion webinar called "Black History Month CityTalk: African Americans in the Arts." During this discussion, NYC employees shared how 'their passion for the arts influenced their careers – 02/26/2024
- On 03/01/2024, DCAS's Office of Citywide Equity & Inclusion facilitated an interactive Zoom workshop called "Preventing Hate and Bias in the Workplace." The webinar was presented by Ms. Maha Elgenaidi and Ms. Karen Stiller, both from the Islamic Network Group (ING) – 03/01/2024
- The NYC Commission on Gender Equity conducted an International Women's Day webinar in conjunction with contracted partner, Seramount. The webinar presented featured stories that showed the efforts of individuals and companies that are working to support women and girls at their organizations and/or communities – 03/08/2024
- OATH conducted its quarterly ADRC meeting via Zoom. The agenda focused on the Principles of Inclusive Language, understanding inclusive language across different identities and working with others to adopt inclusive language together – 03/08/2024
- DCAS's Office of Citywide Equity & Inclusion facilitated a panel discussion webinar called "Women's History Month CityTalk: Women in Diversity, Equity and Inclusion." This discussion presented women leaders across the City and showcased the key programs they are leading to promote diversity, equity and inclusion across various agency sectors and external communities – 03/29/2024
- NYC Commission on Gender Equity conducted a virtual discussion panel called NYC Unit Project: LGBTQ+ Mental Health Awareness. The forum addressed issues between physical and mental wellbeing and highlighted the Unity project's health equity initiatives – 05/28/2024
- DCAS's Office of Citywide Equity & Inclusion virtual workshop session called "Trauma Responsive Training" – 06/04/2024

### III. Workforce Review and Analysis

**Please provide the total agency headcount as of 6/30/2024**

**Total Headcount: 541**

[This figure is available on the total line for your agency in the FY 2024 Q4 EBEP210 CEEDS report]

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2024.

The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability.

1. [While DCAS will engage an external vendor to conduct a pay equity analysis of the city government workforce, agencies must conduct their own analysis of compensation practices and measures to address pay disparity and occupational segregation with regard to the various titles they use.
  - Describe your agency's analysis of compensation data, including conformity with collective bargaining agreements and Mayor's Personnel Orders (MPO).

FISA (Payroll 127) and OPA (Payroll 131) is a functionally-merged government agency with a combined total of 541 staff members as of Q4 FY 2024, per the CEEDS reports. At the Executive Management (Commissioner, Assistant Commissioner) level, there are three (3) staff members, two (2) males and one (1) female. The Agency Head/Executive Director (Commissioner) is a Black/African-American male; of the two First Deputy Executive Directors (Assistant Commissioners), one is a White female and the other is a White male. The respective salaries for all three members of Executive Management fall within a similar pay range, which appears to be commensurate with the scope of their respective responsibilities. Per the CEEDS reports, FISA-OPA has a combined total of 231 staff members in the Job Group=MANAGERS and 79 staff members in the Job Group=Management Specialists.

In FY 2024, a pay parity analysis was completed and submitted to DCAS-CEI regarding the Computer Systems Manager title.

For the purposes of this FY 2025 DEI-EEO plan, the following pay parity analysis synopsis is hereby provided for the Administrative Staff Analyst title.

This subset of Administrative Staff Analysts has either:

- (i) a managerial indicator=Y and/or
- (ii) are identified as having managerial responsibilities as an Administrative Staff Analyst.

As such, some Administrative Staff Analysts with Managerial Indicator=Y may not have additional staff reporting to them, nor may they have managerial responsibilities.

The following is a synopsis of this analysis:

As per the CEEDS Report for Q4 FY 2024, FISA-OPA had a total of 25 staff members in the Administrative Staff Analyst title. Nineteen (19) identified as female and six (6) identified as male.

From the six (6) male Administrative Staff Analysts, three (3) are White, and three (3) are Black/African-American. Zero (0) are as Asian, zero (0) are American-Indian, zero (0) are Unknown/Unspecified, and zero (0) are Hispanic. The average salary is \$121,820.50 and the median salary is \$111,780.50.

From the 19 female Administrative Staff Analysts, four (4) are White, three (3) are Asian, four (4) are Black/African-American, and eight (8) are Unknown/Unspecified. Zero (0) are Asian, zero (0) are American-Indian, and zero (0) are Hispanic. The average salary is \$137,326.84 and the median salary is \$121,539.00.

A further analysis of females and minority groups specific to the Administrative Staff Analyst title produced the following:

There are seven (7) female Administrative Staff Analysts with 10-20 years of service. The average salary is \$136,888.57 and the median salary is \$116,070.00.

There are eight (8) female Administrative Staff Analysts with 20-30 years of service. The average salary is \$143,915.75 and the median salary is \$136,726.50.

There are five (5) female Administrative Staff Analysts with 30 years or more of service. The average salary is \$131,868.00 and the median salary is \$131,554.00.

Regarding the four (4) Black/African-American female Administrative Staff Analysts, three (3) of them each have over 30 years of service, with the fourth person having over 40 years of service. The average salary is \$135,837.50 and the median salary is \$138,324.00.

Per the CEEDS Reports as well as the NYCAPS Employee Demographics Report, there are no female Administrative Staff Analysts that have self-identified as American-Indian.

Justifiable reasons for the diverse range of pay amongst the 19 female Administrative Staff Analysts are possibly attributable to one, or a combination of the following:

- Scope of managerial responsibilities
- Number of staff members assigned
- Earnings/compensation measured based on the quantity and/or quality of production
- Education, training or experience

Going forward, FISA-OPA plans to conduct additional pay parity analysis on other civil service titles to determine if any corrective action is required.

- Also describe possible indicators of occupational segregation such as significant over- or under-utilization of certain ethnic or gender categories in major Job Groups.

Based on the CEEDS reports from previous fiscal years, the Agency has had some challenges with addressing the underutilization of Females, Blacks/African-Americans and Hispanics in the Managers and Science Professionals job groups.

For Q4 FY 2024, FISA rectified and increased the number of Females in the Science Professionals group. The Agency will continue to analyze and address the underutilization of Females, Blacks and Hispanics in the Managers group, and Females in the Paraprofessionals group. The Q4 FY 2024 CEEDS reports for OPA showed no significant underutilization across all job groups.

- If such analysis was conducted in previous years, describe actions undertaken to reduce occupational segregation.]

At FISA-OPA, all discretionary positions are posted in various places which serve to target minorities to both attract a wider pool of candidates and, in hopes to improve underutilization by finding interested and well-qualified candidates. FISA-OPA shares all of its discretionary job postings with the following recruitment organizations:

- Linked In
- Indeed
- Monster
- Dice
- Black Data Processing Association
- Society for Women Engineers (SWE)

For any job posting that is found to be part of an underutilized Job Group, HR and EEO will determine if that selected applicant/candidate helps to mitigate under-representation of women and minorities. Where further action is needed, HR and EEO may discuss other viable options, such as post job vacancies to additional job recruitment sources that focus on women and minorities, and/or attend additional diversity-focused job fairs. An assessment of the interview pool for each Job Group will also be conducted to determine the types of candidates being contacted for interviews.

FISA-OPA continues to provide all employees with information regarding civil service exams, career opportunities in City government and career counseling.

2. [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.]

During the first and third quarters of FY 2024, FISA-OPA's Administration Unit distributed information to remind staff that they can use NYCAPS ESS to review and update their Emergency Contact Information.

In FY 2025, 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 2025, the agency will inform and remind employees of the option to add preferred name in ESS.

Below please provide the number of employees in your agency whose demographic information is unknown (these numbers are available on the total line of CEDDS report EBEPR210).

Unknown Race/Ethnicity 13 Unknown Gender 0 Unknown Both  
N/A

**[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 CEDDS 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 \_\_\_\_\_

- 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's Human Resources Office and EEO Office meet on a quarterly fiscal year basis to assess any underutilization identified and/or selections made that adversely impact EEO Job Groups, such as women and minorities. During these collaborative sessions, FISA-OPA's

Diversity Workforce Dashboard Report' is compared to the 'NYCAPS e-Hire Interview Log Report' as well as the 'EBPPP961 CEEDS Workforce Report. The HR and EEO Offices also consult with Agency Executive Management to discuss and address other factors that may present challenges to resolving underutilization of women and minorities, and/or impacting Selection (Hiring and/or Promotion), such as the City's recovery efforts from the COVID-19 pandemic, high attrition, citywide budget restraints, headcount reductions, numerous budget PEGS, the OMB hiring freeze, the City's Civil Service rules and regulations, lack of competitive salaries in comparison to the private sector, the absence of a citywide telework policy, the need for rare technical skillsets and other upcoming policy updates that may impact the Agency's operations.

For any job posting that is found to be part of an underutilized Job Group, HR and EEO will determine if that selected applicant/candidate helps to mitigate under-representation of women and minorities. Where further action is needed, HR and EEO may discuss other viable options, such as post job vacancies to additional job recruitment sources that focus on women and minorities, and/or attend additional diversity-focused job fairs. An assessment of the interview pool for each Job Group will also be conducted to determine the types of candidates being contacted for interviews. FISA-OPA continues to provide all employees with information regarding civil service exams, career opportunities in City government and career counseling.

The ongoing challenge with underutilization that exists at the agency, for instance, in the managerial group is that all the managerial titles that the agency is currently authorized to use have active civil service lists in existence. As such, targeted recruitment is nearly impossible for underutilized groups since the Agency cannot advertise the managerial positions to outside organizations, and since the Agency cannot hire candidates that are not permanent or reachable on an active civil service list for the title(s).

## IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2025

[State below the goals of your strategy for FY 2025 and programs 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.]

### A. WORKFORCE

**State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workforce.**

[Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]

Due to citywide budget restraints, headcount reduction, additional budget PEGS, the OMB hiring freeze, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

FISA-OPA will continue to execute DCAS-issued assessment analyses, climate survey(s) and where required, other relevant data collection/analysis/reporting which will focus on identifying and eliminating possible risks and/or conditions specific to the "Stop Sexual Harassment in New York City Act" and local laws 93, 95, 96 and 101, as well as the Pay Equity and the Recruitment & Retention directives per local laws 27 and 28.

The following training sessions have been targeted for deployment in FY 2025:

- IgbTq: The Power of Inclusion Training (all staff members)
- Sexual Harassment Prevention (all staff members)
- From Microaggressions to Microaffirmations (all staff members)
- Introduction to END DV/GBV;EO85 (all staff members)
- Structured Interviewing and Unconscious Bias (Managers and Supervisors)

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

### **Planned Programs, Initiatives, Actions aimed at Workforce:**

[Describe how your agency will address underutilization in FY 2025. 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.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

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

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

#### **Diversify our workforce demographic**

- FISA-OPA, will continue working to find good sources of candidates from under-represented groups for certain job categories. This is an ongoing effort to add and change additional sources of candidates from those under-represented groups. FISA-OPA will continue to work on efforts to adjust its applicant sources to find the most effective sources in FY 2025. FISA-OPA Human Resources will continue to send out monthly Notices of Examination for all Civil Service Exams open for filing. Additionally, employees that are eligible to take Qualified Incumbent Exams are notified individually. HR also holds periodic meetings with groups of staff members with questions about civil service lists and titles. HR advises employees which exams they should be filing for and serves as a resource for employees for information.

#### **Succession Planning**

- FISA-OPA acknowledges that good succession planning can provide the possible availability of qualified staff who show potential to step into leadership roles. This also enables cross-functional knowledge transfer activities amongst the different divisions/work units helps to fortify employees' skillsets, encourages employee engagement and delivers a versatile workforce to consider, should a job vacancy arise. During the upcoming fiscal year, FISA-OPA will continue to engage managers on creating Succession Plans for highly talented agency employees.

- During FY 2025, FISA-OPA management will continue to:
  - ✓ Identify those with the potential to assume greater responsibility in the organization.
  - ✓ Provide critical development experiences to those that can move into key roles.
  - ✓ Engage the leadership in supporting the development of high-potential leaders.

Target Work Units for FY 2024 succession planning efforts include the Agency's Technology Operations Division, Risk Management Division, the User Support-Call Center Work Units and the Payroll Operations Division. EEO will also partner with HR to periodically check-in with each Division to assess their progress and if needed, provide additional guidance and resources.

#### **Mentoring and leadership opportunities**

- FISA-OPA sees intrinsic value in promoting an equitable and inclusive work environment that encourages employee participation, project collaboration and the exchange of ideas. In FY 2024, such mentorship activities were conducted within the Agency's User Support-Call Center Work Unit and the Technical Operations-Technical Services Work Unit. Their respective collaborations will be ongoing into FY 2025. FISA-OPA will make efforts to continue to pair together experienced division managers with non-managerial employees. All Employees will be informed of possible mentoring initiatives. Upon review by unit and/or project managers, selected employees may be appointed to team lead and/or supervisory positions with accessible mentorship support from Work Unit Managers and Directors to advise these employees on key decision-making activities.

For FY 2025, EEO will continue to collaborate with HR to identify potential employees and/or other work units that could benefit from mentoring and leadership opportunities.

## **B. WORKPLACE**

**State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workplace and cultural environment.**

[Workplace goals have to do with inclusion, workplace culture, and employee activities.]

- FISA-OPA will continue working to improve training opportunities and access to training resources beyond the City's EEO Training Requirements (examples of other City required training are COIB and DOI awareness training). FISA-OPA will train all new staff in VDT/Right to Know, Security Awareness, and Workplace Violence Prevention. FISA-OPA also plans to schedule the following training sessions in FY 2025 that support the City's DEI initiatives and improve supervisory skills for managing a diverse workforce:
  - Sexual Harassment Prevention (all members)
  - IgbTq: The Power of Inclusion (all members)
  - From Microaggressions to Microaffirmations (all staff members)
  - Introduction to END DV/GBV; EO85 (all staff members)
  - Progressive Discipline (Managers and Supervisors)
  - Structured Interviewing and Unconscious Bias (Managers and Supervisors)
- FISA-OPA's professional development online subscription to LinkedIn.com Learning will continue to offer our staff a more diverse career platform to enhance both their knowledge and

practical skills, including some topics related to diversity and inclusion, leadership, effective listening, mentoring, and other related competencies. Out of the forty-one (41) available licenses, thirty-four (34) employees or just about 7% of the Agency's workforce is actively using LinkedIn Learning, up from 3% of users last year. EEO will partner with HR to promote awareness of LinkedIn Learning and its various professional development courses. The Agency will continue to encourage staff to learn new skills that enhances their existing skills, with the expectation that the staff will be motivated and prepared to take on new responsibilities and roles which will strengthen the organization.

- Our managers, Career Counselors, and the EEO Office will continue to have an open-door policy. Staff can use any of these avenues to get advice or to raise any issues.
- FISA-OPA will continue to stay current with EEO and Diversity training requirements provided by DCAS's Office of Citywide Equity and Inclusion. Over the past few years FISA-OPA has trained its staff on the Diversity and Inclusion CBT, Sexual Harassment Prevention, Fundamentals of Supervision, and how to do effective performance evaluations. For FY 2025, FISA-OPA staff will be scheduled to complete mandatory "Sexual Harassment Prevention Training," "lgbTq: The Power of Inclusion Training," and "Structured Interviewing and Unconscious Bias Training."

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

#### **Planned Programs, Initiatives, Actions aimed at 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.).]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

Throughout FY 2025, FISA-OPA will continue to recognize various heritage and diversity-related months awareness months and activities, such as National Immunization Month, Asian American and Pacific Islander Heritage Month, International Women's Day, Black History Month, National Nutrition Month, Jewish American Heritage Month, Caribbean American Heritage Month, Juneteenth, LGBTQ Pride Month, and Mental Health Awareness Month. FISA-OPA continues to honor the recognized heritage months (either through legislation adopted by the United States Congress or through Presidential Proclamation) by asking employees to contribute resource links, such as links to events and articles, for any of the recognized heritage, well-being and/or diversity awareness months.

In FY 2025, the Agency will host its annual Health Challenge in the Fall, by providing supportive ways to improve one's overall health while connecting with work colleagues.

The EEO Office will contact Work Well NYC at the Office of Labor Relations to schedule health and wellness-focused workshops.

The EEO Office will utilize resources to deliver Ageism awareness in the workplace.

The EEO Office will continue to deliver different types of mindfulness activities, which may provide employees with fun and creative ways to break the monotony of work. For instance, in Q4 of FY 2024, there were poster-sized coloring pages with markers around various parts of the agency's office areas for employees to stop by and color, as well as free mazes that one could take back to their desk and enjoy during a work break.

FISA-OPA's EEO Office will continue to encourage agency-hosted meditation sessions for staff members to attend. An ERG dedicated to meditation is on the verge of being established.

FISA-OPA plans to participate in the annual JPMorgan Corporate Challenge, scheduled for Q4 FY 2025. The challenge is the world's largest corporate running event which encourages fitness, friendly competition and fun. The event also provided employees an opportunity to connect with other participants from various nationalities, ethnic and cultural backgrounds.

The Agency will continue to promote and support Affinity Groups or Employee Resource Groups in the workplace. Staff members will be periodically encouraged to present their ERG and affinity group ideas for consideration.

[Please select below the options that apply to your agency.]

- Promote employee involvement by supporting Employee Resource Groups (ERGs). List below the names of existing ERGs:
  1. Meditation Group
  2. Yoga and Exercise Group
  3. Chess and Checkers Club
  4. Bowling Club
  5. Artificial Intelligence (AI) Machine Learning
- Agency does not presently have any ERGs.
- 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
- Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

## **C. COMMUNITY and EQUITY, INCLUSION and RACE RELATIONS**

**State your Agency's general goals and strategies to enhance DEI and EEO in areas of Community and Race Relations.**

[Community goals should be directed at the external environment of your agency, that is the public, communities, organizations, and other entities served by your agency.]

FISA-OPA does not directly provide services to the citizens of New York City. However, FISA-OPA will continue to purchase goods/services from MWBE (Minority and Women owned Business Enterprises) vendors.

- For FY 2025, the agency has combined target goal for both FISA and OPA to increase the percentage of contracts awarded to M/WBEs by 5%.
- In Q4 FY 2024, 36.96% of FISA's contracts were awarded to M/WBE vendors. The value of these contracts was 23.94% of FISA's procurement spend. FISA's M/WBE \$ as a percentage of total City M/WBE spend in Q4 FY 2024 was 0.48% which represents a total of 34 out of 92 contracts awarded to M/WBEs.
- In Q4 FY 2024, 25% of OPA's contracts were awarded to M/WBE vendors. The value of these contracts was 0.93% of OPA's procurement spend. OPA's M/WBE \$ as a percentage of total City M/WBE spend in Q4 FY 2024 was 0.01%, which represents a total of 4 out of 16 contracts awarded to M/WBEs.

### **Planned Programs, Initiatives, Actions aimed at Community, Equity and Race Relations:**

[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.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

Throughout FY 2025, the Agency's EEO Office will also seek to attend M/WBE events offered by the NYC Department of Small Business Services (SBS) and the New York City Economic Development Corporation (EDC), in order to learn of other ways FISA-OPA can increase its percentage of awarded contracts to M/WBEs. The EEO Office has also signed up for email notifications and newsletter distributions from SBS and EDC.

[Please select below the options that apply to your agency.]

In FY 2025, the agency will:

- Continue or plan to promote diversity and EEO community outreach in providing government services

- Promote participation with minority and women owned business enterprises (MWBEs)
- Expand language services for the public

## V. Recruitment

### A. Recruitment Efforts

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions, use of underutilization reports to inform recruitment efforts, and review of current policies procedures and practices related to recruitment and training hiring managers and recruiters on DEI courses.]

NOTE: This section must be prepared jointly by Agency DEI-EEO and HR.

Due to citywide budget restraints, headcount reduction, additional budget PEGS, the OMB hiring allotment process, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

In FY 2025, FISA-OPA will continue to make use of a number of best practices and resources to retain and build a diverse and inclusive workforce. These include but are not limited to, announcing and encouraging employees to take civil service exams, posting discretionary positions, employing the CEEDS and Workforce Diversity reports to assess and plan recruitment efforts and provide training and tools to hiring managers such as Structured Interviewing and Unconscious Bias and Interview Process tips.

EEO in collaboration with HR, regularly reviews the Applicant Interview Log to monitor job applicants' self-identification trends, identify the demographic population regarding hiring managers' final recommendation/candidate to hire, and determine whether the recruitment sources are proving effective in providing the Agency with a more diverse pool of potential candidates.

FISA-OPA will continue to post all job notices on both the City's website, Jobs NYC and also the Agency's intranet site on SharePoint. In addition, FISA-OPA will also encourage staff to seek career growth through such avenues as mentorship, applying for posted vacancies, and professional development.

Both the HR Office and the EEO Office at FISA-OPA will continue to engage strategies to expand the Agency's recruitment efforts. Currently, FISA-OPA's Director of Human Resources, Ms. Kristel Simmonds-Cobb, serves as the Career Counselor. Along with Senior Director of Human Resources & Training Ms. Diana Bicchetti and members of the HR Team, they have deployed measures to better promote awareness of career growth opportunities within the Agency. FISA-OPA's Human Resources Office makes every effort to ensure that hiring processes are consistent with the City's recruitment policies, procedures and practices.

During FY 2025, FISA-OPA's EEO Office and the Human Resources Office will make every effort to collaborate with internal and external agency partners towards fortifying recruitment efforts.

Such activities include:

- Ensuring that agency personnel involved in both the discretionary and the civil service hiring process have received Structured Interviewing & Unconscious Bias training, and
- Everybody Matters EEO and Diversity and Inclusion Training.
- Attending recruitment and hiring hall events, based on the job categories being targeted and the Agency's job vacancy/headcount allotment, as determined by OMB.
- Broadening the Agency's participation in internship and fellowship programs geared towards attracting and hiring talent from diverse backgrounds.
- Consider inviting potential job seekers to a Job & Career Fair at FISA-OPA's office.

## B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2025 to promote open competitive and promotion civil service exams.]

Due to ongoing headcount reductions and hiring freezes, both FISA and OPA do not have a surplus of vacant positions that would warrant the attendance at recruiting events. In the past, FISA-OPA did participate in recruiting events in various locations around the City. Should the need arise, FISA-OPA would certainly begin attending the DCAS Hiring Halls and other recruiting events, as necessary.

On a monthly basis, Human Resources sends out to the entire agency a list of exams open for filing – both open competitive and promotional opportunities. In addition, HR reaches out individually to staff who do not have a permanent title, who are serving provisionally in a title for which an exam is being offered or are serving in a title eligible to file for a promotional exam. The agency is confident that the outreach taken and communication about civil service exams is adequate and effective.

List any planned recruitment events for FY 2025 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Event Date	Event Name	Borough
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	NA
N/A	N/A	N/A
N/A	N/A	N/A

List planned expenditures for FY 2025 related to recruiting candidates for open-competitive and promotion civil service exams.

Due to ongoing headcount reductions and hiring freezes, both FISA and OPA do not have a surplus of vacant positions that would warrant the attendance at recruiting events in FY 2025. In the past, FISA-OPA did participate in recruiting events in various locations around the City. Should the need arise,

FISA-OPA would certainly begin attending the DCAS Hiring Halls and other recruiting events, as necessary.

<b>Borough</b>	<b>Approximate Dollar Amount (\$)</b>
Bronx	\$0
Brooklyn	\$0
Manhattan	\$0
Queens	\$0
Staten Island	\$0
Other (include online)	\$0

## **C. 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.]

At FISA-OPA, all positions are posted in various places which serve to target minorities to both attract a wider pool of candidates and in hopes to improve underutilization by finding interested and well-qualified candidates. The Agency will continue to post any job vacancies on the City's official job website, Jobs NYC.

For FY 2025, the EEO Office will consult with HR to determine if it's feasible to also post job vacancies with the following educational institutions:

1. CUNY and SUNY: A solid level of interest from students at these universities could be leveraged since many of the students reside in the metropolitan area.
2. VetConnect Program: This is offered by the Mayor's Office of Veteran's Services.
3. NYC AtWork Program: This is offered by the Mayor's Office for People with Disabilities.

For discretionary vacancies only, the following websites appear to allow FISA-OPA job postings to be available to a more diverse population of applicants. In the past, FISA-OPA was not able to easily track the job site source of candidates who applied. FISA-OPA can now periodically review the e-Hire applicant data report available through NYCAPS LRS, which should better help us assess the impact of our job postings via external recruiting sources.

- ✓ LinkedIn.com
- ✓ Indeed.com
- ✓ Monster.com
- ✓ Dice.com
- ✓ Indeed.com

- ✓ Glassdoor.com
- ✓ Black Data Processing Association of New York: <https://bdpa-ny.org/>
- ✓ Society for Women Engineers (SWE): <https://swe.org/>
- ✓ Women in Technology International: <https://witi.com/>

## D. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2024 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2025. 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 2024:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	0	N/A	M <input type="checkbox"/> F <input type="checkbox"/> Non-Binary <input type="checkbox"/> Other <input type="checkbox"/> Unknown <input type="checkbox"/>
2. Public Service Corps	0	N/A	M <input type="checkbox"/> F <input type="checkbox"/> Non-Binary <input type="checkbox"/> Other <input type="checkbox"/> Unknown <input type="checkbox"/>
3. Summer College Interns	0	N/A	M <input checked="" type="checkbox"/> F <input type="checkbox"/> Non-Binary <input type="checkbox"/> Other <input type="checkbox"/> Unknown <input type="checkbox"/>
4. Summer Graduate Interns	0	N/A	M <input type="checkbox"/> F <input type="checkbox"/> Non-Binary <input type="checkbox"/> Other <input type="checkbox"/> Unknown <input type="checkbox"/>
5. Civil Service Pathways Fellows	0	N/A	M <input type="checkbox"/> F <input type="checkbox"/> Non-Binary <input type="checkbox"/> Other <input type="checkbox"/> Unknown <input type="checkbox"/>
6. Other (specify): <b>College Aides</b>	<b>2</b>	<b>2, Male, Asian</b>	M <input type="checkbox"/> F <input type="checkbox"/> Non-Binary <input type="checkbox"/> Other <input type="checkbox"/> Unknown <input type="checkbox"/>

## E. 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 2 [number] 55-a participants. [Enter '0' if none]
- There are 1 [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] N/A.

[Describe your agency's plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities. This should include the goals for the Program, strategies your agency will use to educate hiring managers and those involved in the recruitment process, any challenges your agency has or foresee in recruiting and hiring 55-a candidates. If your agency hires for competitive titles and does not use the program, please explain why.]

Due to citywide budget restraints, headcount reductions, additional budget PEGS, the OMB hiring freeze, the City's Civil Service rules and regulations, the lack of a citywide telework policy and other yet to be determined policy updates that may impact the Agency's operations, FISA-OPA may be unable to fulfill some aspects of this initiative.

- 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.

The Agency EEO Officers, Margaret Withers (FISA) and Lois Valero (OPA) also serve as FISA-OPA's 55-a Program Coordinators.

## VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared jointly by Agency HR and DEI-EEO. HR must describe the activities and plans of Agency Career Counselors in A) below. EEO must respond to questions in C) below.

### A. Career Counselors

[Describe the plans of the agency Career Counselor(s) to promote advancement and transfers within the agency, advise employees of opportunities for promotion, availability of civil service exams, and provide resources to help employees grow and develop future careers.]

In FY 2025, FISA-OPA's Career Counselor Ms. Kristel Simmonds-Cobb, will continue to share opportunities for internal transfers, promotions, professional advancement, civil service exams announcements and other resources geared towards employees' ongoing career growth.

Such strategies to be employed will include:

- ✓ Reviewing policies, procedures and practices related to hiring, such as distributing job vacancy postings to all employees.
- ✓ Endorsing opportunities for promotions and internal transfers via agency-wide announcements and by coordinating transitional workforce realignment with the relevant department/division managers.
- ✓ Coordinate professional development sessions and resources in collaboration with FISA-OPA's Training & Development Director.
- ✓ Encourage employees to take advantage of the Agency's Training and Professional Development resources as aids towards improving their respective skills, knowledge and job performance, thereby expanding their career opportunities.
- ✓ Deliver and explain information about the City's civil service process to all employees, and when needed, facilitate technical assistance when applying for civil service exams.
- ✓ Provide agency staff with citywide vacancy announcements, civil service exams notices and other career development information.
- ✓ Assist employees with assessing and creating a strategic plan that's focused on their respective career path aspirations.
- ✓ Provide employees with access to the Agency's resources and support to help with targeted job searches, effective resume preparation and job interviewing techniques, as well as internship or fellowship exploration.

## B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

In FY 2025, FISA-OPA's Career Counselor and Human Resources Office will continue to foster employee advancement and facilitate internal transfers (if qualified and selected), inform employees of opportunities for promotion, announce upcoming civil service exams and informational civil service sessions and share resources with employees that aid their career growth.

Such activities will include:

Collaborating with the Agency's Training & Development Director, Ms. Glenis Patterson to leverage available online, on-demand and/or classroom training sessions to improve employees' knowledge and skillsets, which can aid with overall job performance and expand potential career avenues.

Consult with employees about their career aspirations and then guide them to formulate an action plan towards their professional growth.

Actively connecting to networks of underrepresented groups as part of FISA-OPA's outreach.

Contacting the Mayor's Office of Appointments for help to identify diverse pools of talent and additional networks for finding qualified candidates.

On a quarterly basis, reviewing and analyzing the demographics race\ethnicity and gender for those who received the promotion\salary raises to ensure such practices are equitable.

Perform a Pay Parity Analysis of civil services titles where underutilization based on gender and ethnicity are evident; address/present such findings to the Agency Head and Human Resources to determine strategic course of action.

## **C. EEO Role in Hiring and Selection Process**

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

In FY 2025, the agency EEO Officer will do the following:

- Ensure that all vacancy announcements include the revised NYC EEO 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 for an interview.
- 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 and/or SmartRecruiter 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 2025.
- The agency will analyze the impact of layoffs or terminations on racial, ethnic, 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 2 must be completed by March 31, 2025)  All new hires within 30 days of coming on board.	Approximately 541 FISA-OPA staff members; training will be scheduled every 2 years	FY 2026  <i>Note:</i> <i>FISA-OPA completed Cycle 2 training during Q3 FY 2024.</i>

2. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)  All new hires within 30 days of coming on board.	Approximately 541 FISA-OPA staff members; training will be deployed every year.	Q3, FY 2025
3. IgBTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026)  All other employees  All new hires within 30 days of coming on board.	Approximately 541 FISA-OPA staff members; training will be scheduled every 2 years	FY 2025
4. Disability Awareness and Etiquette	Tentative: All employees	Approximately 541 FISA-OPA staff members; training will be scheduled every 2 years	Q3, FY 2025
5. Structured Interviewing and Unconscious Bias (classroom/live webinar)	All FISA-OPA Managers, and Supervisors  All new-hire Managers and Supervisors, within 30 days of coming on board.	Mandatory training will be scheduled every two years for all FISA-OPA Managers and Supervisors; target number will be based on actual count at time of training session.	Q1, FY 2025
6. Other (specify) From Microaggressions to Microaffirmations	Tentative: All employees	Approximately 541 FISA-OPA staff members; training will be scheduled every 2 years	TBD
7. Other (specify) End Gender Based Violence: Workplace Violence Prevention Training (per EO 85)	Tentative: All employees	Approximately 541 FISA-OPA staff members; training will be scheduled every 2 years	TBD

8. Other (Specify) Progressive Discipline Training	All FISA-OPA Managers, Supervisors.	Target number of class participants will be based on actual count at time of training session(s).	FY 2025
9. Digital Accessibility Awareness (eLearning)	All FISA-OPA Staff	Approximately 541 FISA-OPA staff members.	FY 2025
10. Other (specify) Conflicts of Interest training, DOI Corruption Awareness training	All FISA-OPA Staff	Approximately 541 FISA-OPA staff members.	Specific training schedules will be set by the Training Department. Our training target also includes the scheduling/provision of training to newly hired managers or supervisors within 6 months of coming on board.
11. Other (specify) VDT/Right to Know training; Security Awareness training (e-learning)	All FISA-OPA Staff	Approximately 541 FISA-OPA staff members.	Specific training schedules will be set by the Training Department. Our training target also includes the scheduling/provision of training to newly hired managers or supervisors within 6 months of coming on board.

## 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.
- 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 implemented the modifications of Reasonable Accommodation Procedure announced in May 2024.
- The agency initiates the cooperative dialogue within 10 days from the request for Reasonable Accommodation.
- The agency grants or denies request within 15 days after from the conclusion of cooperative dialogue.
- When necessary, in certain time-sensitive circumstances the agency conducts and expedited review and grants or denies request in less than 15 days.
- 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 designee<sup>1</sup> :

*FISA-OPA's Appeals Officer is Ms. Carri-Ann Crowe, Assistant Executive Director of Agency Operations. Ms. Crowe does not directly report to the Agency Head. Ms. Crowe reports to FISA-OPA's First Deputy Executive Director of Administration, Ms. Andrea Glick.*

- 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.

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<sup>1</sup> 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.

FISA-OPA follows City's Reasonable Accommodation Procedural Guidelines by promptly addressing each reasonable accommodation request submitted to the EEO Office, engaging in cooperative dialogue with each employee, and complying with recommended timelines and deadlines for resolution. Any request for a reasonable accommodation is reviewed by the Agency and a decision is made within thirty (30) business days, once the employee provides all the supporting information and documentation. In certain time-sensitive circumstances, the review and decision on that specific reasonable accommodation request may be expedited.

During the cooperative dialogue process, the EEO Officer meets with the relevant employee to review/determine if their supporting documentation is satisfactory, and if required, also discuss accommodation options or alternatives. When necessary, the EEO Officer also meets with the relevant Work Unit Manager or Division Director to discuss whether there's potential undue hardship on or impact to the Agency's business operations. The process and activities for each reasonable accommodation request are formally documented and archived, including approvals, denials, and appeals.

In the event of a Reasonable Accommodation (RA) appeal, the employee is informed to submit their appeal to the FISA-OPA RA Appeals Officer, Ms. Carri-Ann Crowe, Assistant Executive Director of Agency Operations. If required, additional cooperative dialogue is facilitated with the employee. An RA appeal is reviewed and decided within fifteen (15) business days of said appeal by the RA Appeals Officer.

FISA-OPA also analyzes statistics regarding volume, trends, and speed of disposition re: EEO complaints and reasonable accommodations.

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

### 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 7 – September 1, 2024 – August 31, 2025) 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 2: April 1, 2023 – March 31, 2025) as indicated in the Section VII Training above.

*Note: FISA-OPA deployed and completed Cycle 2 of this training during Q3 FY 2024.*

### D. Local Law 27 (2023): Access to Workplace Facilities

- Employees have access to gender appropriate bathrooms and lactation rooms.
- Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2024.

- Reassignment

- Modification of Work Schedule
- Flexible leave
- Modification or Purchase of Furniture and Equipment
- Modification of Workplace Practice, Policy and/or Procedure
- Grooming/Attire

#### **E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2025**

- List of diversity and inclusion training for FY 2025 is included in section VII of this annual plan.

#### **F. Local Law 27 (2023): Workforce Information Report for FY 2024**

- The agency will submit the mandated annual report with workforce information to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission by September 30, 2024.

#### **G. Local Law 28 of (2023): Diverse Recruitment and Retention in City Government**

Under LL 28 (2023), agencies must provide information about agency-specific training programs that are required for, or relevant to, an applicant's appointment to a position based on an open-competitive or promotional civil service examination. Additionally, agencies must provide information on expenditures related to recruiting candidates for open competitive and promotional civil service examinations, a list of recruiting events to promote open-competitive civil service examination and a list of any preparatory materials developed for applicants or potential applicants for open-competitive and promotional civil service examinations.

- The agency submitted all information required by LL 28 for FY 2024 using the form and templates provided.

#### **H. 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 current Cycle 5 runs from April 1, 2024, to March 31, 2026.

- 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.

*Note: FISA-OPA shares leased office space and restroom areas with other business tenants in the building. The Agency will post notices about Transgender Restroom Access on bulletin boards, on the FISA-OPA intranet webpage (SharePoint), and within other office spaces under the Agency's control.*

## **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 2024 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.]

Neil Matthew  
Print Name of Agency Head

  
Signature of Agency Head

12/02/2024  
Date

## Appendix A: Contact Information for Agency EEO Personnel and Career Counselors \*

### Agency EEO Office mailing address:

450 West 33<sup>rd</sup> Street, 4<sup>th</sup> floor, New York, NY 10001

[Please provide contact information (name, title, e-mail, telephone number and **full office address** if different from the main address above, for the following EEO and HR 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. **NOTE:** Include staff performing any of EEO or HR-related roles in this listing even if they work in another part of the agency and not in the Office of DEI-EEO.]

\*To prevent potential conflicts, the Career Counselor should not be within the EEO Office]

	<b>Title/Function</b>	<b>Name</b>	<b>Email</b>	<b>Telephone</b>
1.	<b>Agency EEO Officer, FISA</b> [indicate if 'Acting' or 'Interim']	Margaret Withers	MWithers@fisa-opa.nyc.gov	212-857-7169
2.	<b>Agency EEO Officer, OPA</b> [indicate if 'Acting' or 'Interim']	Lois Valero	LValero@fisa-opa.nyc.gov	212-857-7248
3.	<b>Agency (Chief) Diversity &amp; Inclusion Officer [if appointed]</b>	N/A	N/A	N/A
4.	<b>Chief Diversity Officer/Chief MWBE Officer per E.O. 59</b>	Rozaliya Gorelik	RGorelik@fisa-opa.nyc.gov	212-742-5940
5.	<b>ADA Coordinators</b>	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
6.	<b>Disability Rights Coordinators</b>	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
7.	<b>Disability Services Facilitator</b>	Carri-Ann Crowe	CCrowe@fisa-opa.nyc.gov	212-857-1500
8.	<b>55-a Coordinators</b>	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
9.	<b>EEO Investigator(s)</b>	Margaret Withers Lois Valero	MWithers@fisa-opa.nyc.gov LValero@fisa-opa.nyc.gov	212-857-7169 212-857-7248
10.	<b>Career Counselor(s)</b>	Kristel Simmonds-Cobb	KSimmonds-cobb@fisa-opa.nyc.gov	212-742-5931

11.	<b>EEO Training Liaison(s)</b>	Glenis Patterson	GPatterson@fisa- opa.nyc.gov	212-857-1614
	<b>EEO Counselors</b>	Sherine Wright (FISA)  Hiroko Miyamoto (FISA)	SWright@fisa-opa.nyc.gov  HMiyamoto@fisa- opa.nyc.gov	212-857-1253  212-857-1119
12.		Ajit Abraham (FISA)  Rudolph Phillips (OPA)  Angela Roberts (OPA)	AAbraham@fisa- opa.nyc.gov  RPhillips@fisa-opa.nyc.gov  ARoberts@fisa-opa.nyc.gov	212-857-7234  212-857-7141  212-857-7153
13.	<b>Other (specify)</b>	N/A	N/A	N/A