NYS Office of Information Technology Services

Executive Order 31 Strategic Plan

Executive Order 31, issued by Governor Kathy Hochul on July 27, 2023, commits New York State to being a model employer for people with disabilities. As part of that mandate, every executive- controlled state agency is required to issue and maintain a strategic plan that outlines its strategy to increase the number of people with disabilities it hires and retains.

NEW YORK STATE | Office of Information Technology Services

January 26, 2024

Data as of 1/26/2024

Question	Answer
Agency Contact	inclusion@its.ny.gov
Total Number of Employees	3406
Total Number of Employees with Disabilities	417
Number of Reasonable Accommodations between 2017-2023	In 2023, 490 reasonable accommodations were provided to employees. Prior to this year, reasonable accommodations for ITS were handled by OGS as our HR functions were hosted within that agency.

Agency Strategic Plan Development

Per Executive Order (EO) 31, every executive state agency within the State of New York shall, in collaboration with the Office of the Chief Disability Officer (CDO), develop an annual plan at the agency. The plan shall detail the steps the agency will take to improve the hiring of people with disabilities and disability inclusiveness and increase the percentage of people with disabilities hired at each agency. These plans shall be submitted to the CDO six months from the effective date of this order and updated annually thereafter (12 months from the date on the cover page of this plan).

The point person from each agency will work both with their agency's leadership team and the CDO in this effort. If an agency point person must change, it is incumbent on the exiting point person to inform the CDO of this change as soon as possible, along with the name, title and email address of the new contact person.

Objective 1:

Make current workplaces accessible for both current and potential employees, interns, apprentices, and fellows.

Action	Accountability
• Conduct an accessibility survey of agency web sites, documents, and job postings each year, all of which should be accessible to all people with disabilities, including people with vision and hearing limitations.	• Report annual accessibility survey results.
• Ensure that all employees receive annual trainings on how to request reasonable accommodations (RAs), combined with a written plain language explanation of how to request a RA that is sent to their email.	• Report plain language explanation.
• Have all officers and employees take a training within 60 days of starting employment upon this Strategic Plan, effective immediately upon avail ability of the training materials, and annually thereafter.	• Report annual log of all employees who completed Strategic Plan training.
• Check in twice a year with employee being provided with long-term RAs or services connected to RA about the quality of the RA, performance of vendors used to provide RAs, and/or the sufficiency of current RA in place to empower that person to do their job.	• Report annual list, anonymously noted, of RAs provided with details regarding the quality of the RA, quality of vendor involved in providing RA and effectiveness of RA in allowing the employee to do their job.
• Track employee satisfaction in terms of provision of support for working as a person with a disability. While you should survey all your employees, questions to include specifically for your workers with disabilities are: • How comfortable do you feel working here? • How would you rate our existing disability programs and training? What additional programs and training would you like to see? • How do you feel about our disability inclusion efforts? Where would you like to see improvement? • What additional accommodations do you need? • What steps would you like leadership to take to make the work environment more conducive to disabled people?	• Report results of annual employee feedback.
• What other benefits or perks would you like added to the compensation package to support employees with disabilities better?	

- Develop hiring practices to ensure that interviews and communications are accessible and welcoming to people with disabilities, including: making reasonable accommodations easier to prompt for or request; being mindful of language; refining job requirements; partnering with community organizations; providing necessary accommodations; understanding what can and cannot be asked; getting feedback from existing employees.
- Report new hiring and communications efforts aimed at becoming more welcoming to prospective and current employees with disabilities.
- Perform quarterly and annual data analysis of self-identified disability disclosures in order to track performance, adjust practices, and/or recommend new goals and objectives towards hiring and retaining more employees with disabilities.
- Report quarterly data of self-identified disability disclosures.
- In collaboration with the CDO, ensure that managers, supervisors, and the Human Resources team know how to contact the appropriate state agencies - the Department of Civil Service (ODIM), the Office of Employee Relations and/or internal agency staff in order to develop or expand upon RAs.
- Report annual efforts taken to ensure that managers, supervisors, and Human Resources team has the resources necessary to handle RA requests or difficulties.

Objective 2:

Pro-actively connect to people with disabilities for open positions.

Action

- Review Civil Service 55-B/C lists for open positions and pro-actively contact qualified people for interviews.
- Work with the Inclusive Internship Coordinator to provide internships to people with disabilities.

    •Based on the advertised job duties for the postion of Inclusive Internship Coordinator, it appears the work would be focused on the New NY Leaders program. ITS does not currently utilize the New NY Leaders program for our student assistants for several reasons, including that the New NY Leaders program has set application internship timelines and ITS engages in continuous recruitment for student assistants. ITS will commit to advertising our student assistant program to individuals with disabilities through partnerships with colleges/universities and not-for-profit organizations. We will also commit to reporting the number of our student assistants that self-identify as having a disability and whether each intern was retained in either a part-time or full-time capacity in all future reports. A note on work-based learning experiences: Due to our background check process, there will be some limitations on our ability to provide such experiences for students under the age of 18.

- Work with appropriate state entities (ACES-VR, Commission for the Blind, OPWDD, OMH, DOL) on offering Customized Employment.
- Work with ACCES-VR and the Commission for the Blind on providing resources and services for work-based learning experiences, internships, and training for high school and college students with disabilities.

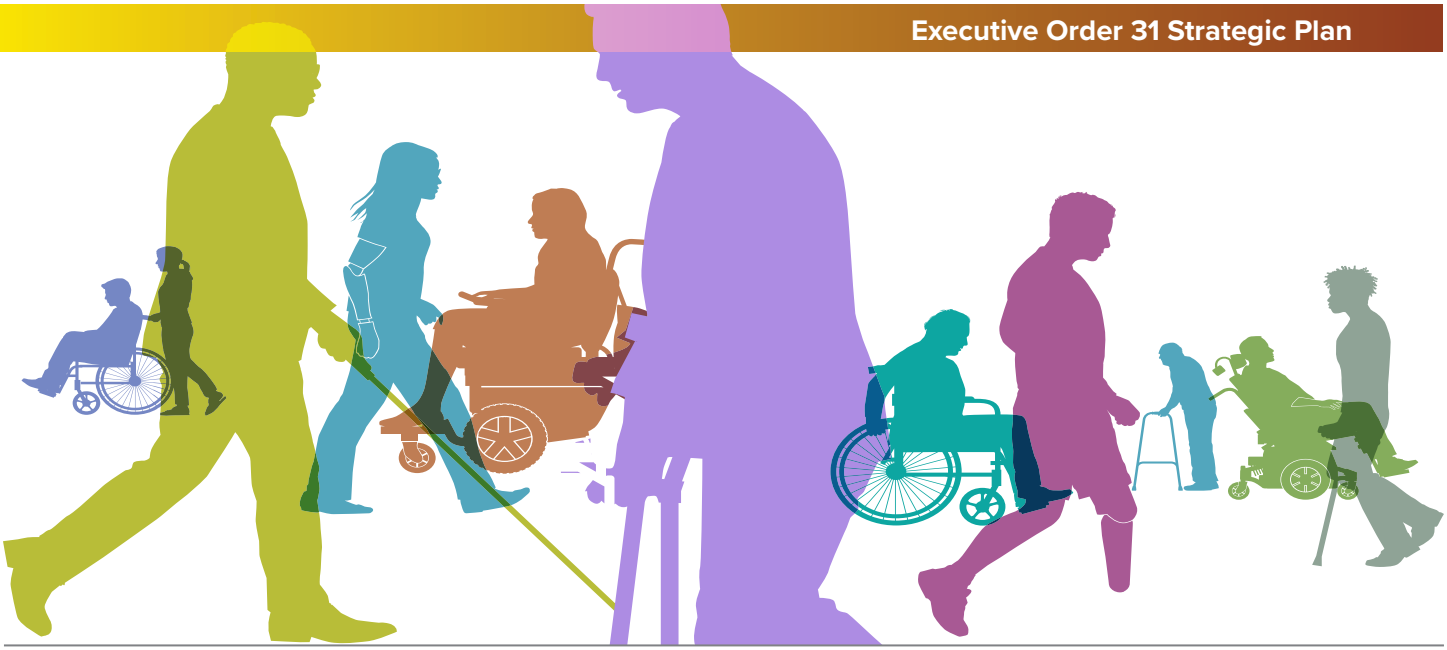
Accountability

- Report annual number of hires from these Civil Service 55-B/C lists.
- Report annual number of inclusive internships, and whether each intern was retained in either a part-time or full-time capacity.

Objective 3 – Part 1:

Communicate to the public, other agencies, and stakeholders about increased support and welcoming of people with disabilities.

Action	Accountability
• Participate in town halls and/or listening sessions to convey desire to hire people with disabilities.	• Report annual list of town halls and/or listening sessions.
• Include goal of hiring more people with disabilities into any of its external emails, news updates, newsletters, and appropriate social media posts.	• Report any language used in external emails, news updates, newsletters, and appropriate social media posts that demonstrates efforts to reach people with disabilities to recruit them.
• Include language on all appropriate job postings that state specifically that “all people with disabilities are encouraged to apply” to all jobs that they are qualified to do.	• Include in annual report copies of job postings that include this phrase, including the job title of each listing.
• Post appropriate excerpts of the EO 31 Strategic Plan to agency website and include language on agency website that specifically says “all people with disabilities are encouraged to apply” to all jobs that they are qualified to do.	• Demonstrate with screenshots all of the locations that this language is included throughout website.
• Make copies of EO 31 Strategic Plan available at all job fairs the agency attends.	• Report annual list of all job fairs and other recruitment events attended.
• Issue or collaborate on a press release upon the completion of initial EO 31 Strategic Plan and annually thereafter upon its required yearly updates.	• Provide copy of press release in annual Strategic Plan.
• Add references to non-discrimination and equal opportunity statements in all appropriate documents (printed or online) to make them available and accessible to members of the public.	• Report non-discrimination and equal opportunity statements.
• Distribute both the initial Strategic Plan and its annual updates to all appropriate employee unions.	• List all unions that received Strategic Plan.
• Make a copy of the Strategic Plan available to contractors, vendors, agencies who assist people with disabilities seeking employment and members of the public in the format requested by the individual making the request.	• List all entities that received Strategic Plan, and any alternative formats that are requested.



Objective 3 – Part 2:

Communicate to the public, other agencies, and stakeholders about increased support and welcoming of people with disabilities.

Action	Accountability
• Send biannual emails to all agency employees regard the desire to hire more people with disabilities an expand inclusivity and accessibility. Employees will be encouraged to spread the word to their own personal networks.	• Include copy of dated biannual emails in Strategic Plan, and provide details as to how your employees are encouraged to convey this message to their personal networks.
• Reference the Strategic Plan in any annual forms or messages to agency staff e.g. the DOCCS Commissioner's annual form 6920A "Policies and Standards Generally Applicable to All Employees."	• Provide copy or screenshot of where your agency includes inclusive language for people with disabilities into its handbook or policy and procedure documents.
• Post the Strategic Plan to agency's internal website.	• Provide screenshot or active link of the Strategic Plan on agency's internal website.
• Make the Strategic Plan available to any employ who requests it in the format it is requested in.	• Report on all alternative formats that agency makes its Strategic Plan available, and through which vendor.
• Make concerted efforts to add Strategic Plan goals to trainings, orientations and webinars.	• Report ways in which Strategic Plan goals are woven into trainings, orientations, and webinars.
• Reference the Strategic Plan in non-discrimination and equal opportunity statements and posters prominently displayed in offices, in areas frequented and accessible to employees.	• Provide screenshots, jpegs and/or copies of all references or postings of Strategic Plan.

Partnerships with Outside Not-for-Profits

Future possible partnerships are currently being researched. For questions or inquiries related to possible partnerships, please email inclusion@its.ny.gov.