

Florida Highway Safety and Motor Vehicles  
2900 Apalachee Parkway  
Tallahassee, FL 32399



## EQUAL EMPLOYMENT OPPORTUNITY/ AFFIRMATIVE ACTION PLAN

2021-2022 DATA YEAR  
2022-2023 PLAN YEAR

Jamie Wilson, (Acting) Chief of Personnel Services  
Name and Title of AA/EEO Officer or Designee

  
Signature

12/19/2022  
Date

Prepared by:  
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November 30, 2022  
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*Our Mission: Providing Highway Safety and Security through Excellence in Service, Education, and Enforcement.*

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## PURPOSE AND SCOPE

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) assures applicants and members an equal employment opportunity (EEO). This means that all persons shall have equal access to the opportunities and benefits of employment, both in hiring and in the terms and conditions of employment, limited only by their ability to do the job and without regard to race, color, sex, national origin, religion, age, disability, genetic information, or any other basis protected under the law.

As part of its commitment to equal employment opportunity, FLHSMV publishes an annual Equal Employment Opportunity (EEO)/Affirmative Action (AA) Plan. The plan is developed in accordance with the requirements of section 110.112, Florida Statutes, and chapter 60L-40.002, Florida Administrative Code.

In general, the plan outlines:

- The policies, practices, and procedures that FLHSMV has implemented relevant to equal employment opportunity.
- The analysis of workforce, applicant, and labor market data in order to identify areas where protected groups are underutilized or being adversely impacted.
- The assessment of agency processes and other factors, internal and external, to identify any potential obstacles in the agency's efforts related to equal employment opportunity.
- The strategies and specific actions that FLHSMV plans to take to eliminate any obstacles identified and to enhance the agency's diversity, equity, and inclusion efforts.

FLHSMV'S EEO/AA Plan is actively managed throughout the year and is updated annually to reflect any changes based new problems or opportunities identified.

## **POLICIES AND PROCEDURES**

**EQUAL EMPLOYMENT OPPORTUNITY PROGRAM**  
**AFFIRMATION OF POLICY STATEMENT**

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) is committed to fostering a diverse, equitable, and inclusive workplace where everyone is treated with dignity, respect, and fairness. FLHSMV assures each member and applicant an equal employment opportunity without regard to age, race, color, sex, pregnancy, gender identity, sexual orientation, religion, national origin, disability, veteran status, marital status, genetic information, or on any other basis protected under the law. This applies to all aspects of employment to include recruitment, examination, hiring, promotion, demotion, and separation.

All employment decisions will be based on objective, job-related criteria designed to evaluate an individual's knowledge, skills, and abilities needed to perform the essential functions of a particular job with or without a reasonable accommodation. A reasonable accommodation as required by law will be provided upon request to a qualified applicant or current member with a disability unless such accommodation would impose an undue hardship on the conduct of its business. Additional details are outlined in FLHSMV Policy 3.02, Americans with Disabilities Act Compliance for Employment Applicants and Current Members.

Discrimination based on age, race, color, sex, pregnancy, gender identity, sexual orientation, religion, national origin, disability, veteran status, marital status, genetic information, or on any other basis protected under the law is illegal and against department policy. FLHSMV is committed to eliminating unlawful discrimination and harassment in the workplace and encourages applicants or members who believe they have been subject to, or who have been witness to, such conduct to file a complaint with the agency's Intake Officer, who is the Chief of Personnel Services at 2900 Apalachee Parkway, Room A420, Tallahassee, Florida 32399-0503; phone number 850-617-3207; fax number 850-617-5177; email [OER@flhsmv.gov](mailto:OER@flhsmv.gov). FLHSMV prohibits retaliation against, coercion, or intimidation of any individual who has complained about unlawful discrimination, filed a charge of unlawful discrimination, or participated in an employment discrimination investigation or lawsuit. Complaints will be investigated promptly and thoroughly and a confirmed act of unlawful discrimination, harassment, or retaliation by any employee will lead to disciplinary or administrative action, up to and including dismissal. Additional details are outlined in FLHSMV Policy 3.05, Claims of Discrimination to Include Sexual Harassment.

Jamie Wilson, (Acting) Chief of Personnel Services  
Printed Name and Title of AA/EEO Officer or Designee

  
Signature of AA/EEO Officer or Designee

**SUBJECT**

**AFFIRMATIVE ACTION  
/ EQUAL  
EMPLOYMENT  
OPPORTUNITY**

**POLICY NUMBER  
3.01**



**POLICY MAINTENANCE ADMINISTRATOR:** Chief, Bureau of Personnel Services

**PURPOSE/SCOPE:** To establish a policy ensuring fair and equal treatment for all job applicants and members in all employment practices in compliance with federal and state requirements for Affirmative Action and Equal Employment Opportunity.

**I. AUTHORITY**

[Section 110.112](#), Florida Statutes, Affirmative action; equal employment opportunity.

[Section 110.2135](#), Florida Statutes, Preference in employment, reemployment, promotion, and retention.

[Chapter 760, Part I](#), Florida Statutes, the FLORIDA CIVIL RIGHTS ACT

[Chapter 60L-36](#), Florida Administrative Code, Conduct of Employees

Governor's [Executive Order 19-11](#) on Ethics, Open Government, and Preventing Sexual Harassment, effective January 8, 2019.

**II. RELATED POLICIES** <http://hsmvsafetynet/hsmvpolicies/Pages/PolicyIndex.aspx>

MP 3.02, Americans with Disabilities Act Compliance

MP 3.05, Claims of Discrimination to Include Sexual Harassment MP  
3.08, Ethics and Personal Responsibility

MP 3.11, Title VI and Other Related Nondiscrimination Authorities MP  
5.04, Member Selection

**III. DEFINITIONS**

- A. Affirmative Action – United States [Executive Order 10925](#) (President John F. Kennedy, 1961) designed to increase representation in jobs with a low representation of minorities in relation to their availability in the relevant labor market. As specified in the federal Equal Employment Opportunity government archives, [Affirmative Action](#) is

defined as “Positive steps taken by an employer which contribute toward greater employment opportunities for minorities, females, the elderly, and the disabled.”

- B. Affirmative Action/Equal Employment Opportunity (AA/EEO) Officer – The Chief of the Bureau of Personnel Services has been designated by the Executive Director to act as the AA/EEO Officer.
- C. Employment Practices – Actions which include but are not limited to, hiring, promotions, training, demotions, transfers, reassignments, discipline, and terminations.
- D. Equal Employment Opportunity (EEO) – Ensures all qualified individuals the right to work and to advance only on the basis of objective, job-related merits, which measure knowledge, skills and abilities to perform a particular job. EEO is required by federal and state law.
- E. Protected Classes – Groups of individuals shielded against employment discrimination based on their gender, sexual orientation, race, color, religion, national origin, ethnicity, age, disability, marital status, veteran status, or any other class protected under Florida or federal law.

#### **IV. POLICY**

The Florida Department of Highway Safety and Motor Vehicles (department) assures applicants and members an equal employment opportunity. The department will publish its commitment to AA/EEO internally and externally. The department will train its members, supervisors, and managers regarding our commitment.

The Bureau of Personnel Services’ Office of Employee Relations, division directors and other stakeholders will collaborate to produce an annual written plan that:

1. Reports the department’s current AA/EEO composition; and
2. Sets goals in hiring and promoting persons in protected classes.

The written plan is available on the department’s intranet and internet sites. A printed copy may also be obtained by contacting the Office of Employee Relations at 850-617-3202.

Any applicant or member who believes that he or she has not been afforded AA/EEO opportunity may file a complaint under the department’s Management Policy 3.05, Claims of Discrimination to Include Sexual Harassment.

#### **V. ROLES AND RESPONSIBILITIES**

Hiring and promotional goals are established for all job categories on an annual basis in the AA/EEO plan by the Chief of the Bureau of Personnel Services in consultation with department management. Managers and supervisors are expected to pursue AA/EEO goals.



## **VI. PROCEDURES**

- A. Targeted recruitment of protected classes is encouraged. Emphasis in recruitment will be expected in occupations where persons in protected classes are not employed in proportion to their availability in the labor market. The Chief of the Bureau of Personnel Services may distribute information to recruitment sources outlining career opportunities, application procedures and other pertinent information relating to employment with the department. Recruitment sources may include targeted organizations, universities, colleges, and community resources. Innovative outreach strategies are also encouraged from all divisions.
  
- B. The Chief of the Bureau of Personnel Services, as AA/EEO Officer, will periodically provide the Executive Director and division directors with progress reports on AA/EEO accomplishments and analysis of employment practices, along with recommendations for any corrective action needed.

**SUBJECT**  
**AMERICANS WITH**  
**DISABILITIES ACT**  
**COMPLIANCE FOR**  
**EMPLOYMENT**  
**APPLICANTS and**  
**CURRENT**  
**MEMBERS**

**POLICY NUMBER**  
**3.02**



**POLICY MAINTENANCE ADMINISTRATOR:** Chief, Bureau of Personnel Services

**PURPOSE/SCOPE:** To establish a policy regarding equal access and employment opportunity for persons with disabilities and to ensure department and member compliance with the non-discrimination provisions of State and Federal laws, rules, and executive orders as it relates to employment for persons with disabilities

## I. AUTHORITY

[The Americans with Disabilities Act of 1990](#), Titles I and V  
Federal Law, The Americans with Disabilities Act (ADA) of 1990, as amended

[Chapter 760](#), Florida Statutes, the Florida Civil Rights Act

Governor's [Executive Order 11-03](#) and [Code of Ethics](#), effective January 4, 2011

## II. DEFINITIONS

- A. Internal ADA Coordinator - The Executive Director has designated the Chief, Bureau of Personnel Services as the Internal ADA Coordinator. The designee is responsible for providing information, resources, and technical assistance to managers, supervisors, and members in complying with ADA requirements as it relates to those applying for employment or to current members.
- B. Essential Function - A job function may be considered essential for any of several reasons, including, but not limited to, the following: the reason the position exists is to perform that function, there are a limited number of members who can perform that function, or the function is highly specialized and the member was hired for expertise or ability to perform it. Evidence as to whether a function is essential includes, but is not limited to: the employer's judgment, a written job description prepared prior to advertising or conducting interviews, the amount of time spent on the job performing that function, and the consequences of not requiring the member to perform that function.
- C. Applicant for employment or current member with a disability - One who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment or is regarded as having such impairment. Major life activities include, but are

not limited to, walking, working, seeing, hearing, speaking, breathing, learning, caring for oneself, sitting, standing, lifting, reading, and performing manual tasks.

- D. Qualified Applicant for employment or current member with a disability - A person with a disability who satisfies the requisite skill, experience, education, and other job-related requirements of the job that the individual holds or desires, and who, either with or without reasonable accommodation, can perform its essential functions.
- E. Reasonable Accommodation - Change in the work environment which results in an equal employment opportunity for an individual with a disability. An accommodation is not reasonable if it would fundamentally alter the nature of the Department's mission, cause significant difficulty or expense, or otherwise impose an undue hardship.

### **III. POLICY**

The Department of Highway Safety and Motor Vehicles assures access and opportunity to a qualified person with a disability who can perform the essential functions of a job. This applies to hiring, advancement, compensation, job training, access to facilities and programs, telecommunications, and other terms, conditions and privileges of employment. No qualification or selection criterion which would screen out an applicant with a disability on the basis of disability is acceptable unless it is a business necessity and is specifically identified as an essential function on the official position description.

The Department will provide reasonable accommodations to ensure that services, programs, and activities are readily accessible to persons with disabilities who request such accommodation.

The Department will provide information and direction on ADA requirements to all members as needed.

### **IV. ROLES AND RESPONSIBILITIES**

#### **A. Bureau of Personnel Services**

1. Chief of Personnel Services is to serve as Internal ADA Coordinator;
2. Distribute information and provide assistance regarding ADA responsibilities and requirements to department managers, supervisors, and members;
3. To ensure that all department employment practices and any provision of reasonable accommodations requested will comply with ADA requirements.

#### **B. Supervisory Responsibility**

1. Supervisors may not ask any applicant or member if they have a disability.
2. Any situation involving a member or applicant that involves ADA, accommodations, or situations where the supervisor believes that action may need to be taken in such a situation must be reported through the chain of command and to the Chief of Personnel Services.

3. No action may be taken in situations described in number 2 above until the appropriate review has been conducted and the specific course of action determined by the Chief of Personnel Services.

## V. PROCEDURES

### A. Duty to Accommodate

The Department will, upon request, and after consultation with the Internal ADA Coordinator, provide a reasonable accommodation to the known physical or mental limitations of a qualified prospective employee or current member with a disability, unless the accommodation would fundamentally alter the nature of the Department's mission, cause significant difficulty or expense, or otherwise impose an undue hardship. Examples of reasonable accommodation include, but are not limited to:

1. Making facilities accessible to a person with a disability;
2. Job restructuring;
3. Modifying work schedules;
4. Acquiring or modifying equipment or devices; and
5. Modifying exams or training materials.

### B. Complaint of Discrimination

Any applicant or member who believes he or she has been unlawfully discriminated against on the basis of disability in employment may file a complaint with the Internal ADA Coordinator, the Chief of Personnel Services, through the provisions of Department [Policy 3.05](#), Claims of Discrimination. The Internal ADA Coordinator may be reached at the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida 32399-0500, telephone (850) 617-3207.

**SUBJECT**  
**CLAIMS OF**  
**DISCRIMINATION TO**  
**INCLUDE SEXUAL**  
**HARASSMENT**

**POLICY NUMBER**  
**3.05**



**POLICY MAINTENANCE ADMINISTRATOR:** Chief, Bureau of Personnel Services

**PURPOSE/SCOPE:** To establish a policy ensuring fair and equal treatment for all job applicants and members in all employment practices in compliance with federal and state requirements for Affirmative Action and Equal Employment Opportunity.

## **I. AUTHORITY**

[Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq.](#)

[Title VII of the Civil Rights Act of 1964, 42 U.S.C. 2000e et seq.](#)

[Civil Rights Restoration Act of 1987, 20 U.S.C. 1681-1688](#)

[Section 20.055](#), Florida Statutes, Agency inspectors general

[Section 110.105](#), Florida Statutes, Employment policy of the state

[Section 112.044](#), Florida Statutes, Public employers, employment agencies, labor organizations; discrimination based on age prohibited; exceptions; remedy

[Section 119.071\(2\)\(n\)](#), Florida Statutes, General exemptions from inspection or copying of public records

[Chapter 760](#), Florida Statutes, Discrimination in the Treatment of Persons; Minority Representation

[Chapter 60L-36](#), Florida Administrative Code, Conduct of Employees

[Chapter 60L-40](#), Florida Administrative Code, Sexual Harassment, Equal Employment Opportunity and Affirmative Action

Governor's [Executive Order 17-319](#), Preventing Sexual Harassment in State Agencies, effective December 12, 2017

Governor's [Executive Order 19-10](#), Reaffirming Commitment to Diversity in Government, effective January 8, 2019

Governor's [Executive Order 19-11](#), Ethics, Open Government, and Preventing Sexual Harassment, effective January 8, 2019

**II. RELATED POLICIES** <http://hsmvsafetynet/hsmvpolicies/Pages/PolicyIndex.aspx>

MP 3.06, Disciplinary Process

MP 6.06, Workplace Safety and Security

MP 7.04, Employee Assistance Program (EAP)

MP 11.07, Internal Audit and Investigations

**III. DEFINITIONS**

- A. Complainant – A Member or an applicant for employment with the department alleging unlawful discrimination.
- B. Hostile Work Environment – Severe and persistent unwelcome comments or conduct (including sexual harassment) based on age, race, color, gender, sexual orientation, religion, national origin, disability, veteran status, marital status, or on any other legally protected characteristic, that unreasonably interferes with a member's or a group of members' work performance.
- C. Intake Officer – The Chief of Personnel Services or designee and the General Counsel or designee have been designated by the Executive Director to receive, assess, and facilitate resolution of claims of discrimination.
- D. Office of Employee Relations (OER) – Section within the Bureau of Personnel Services designated to assist complainants with questions about unlawful discrimination, provide information to the Intake Officer and the Inspector General as needed, track the filing of claims of unlawful discrimination, assist with ensuring their prompt and proper handling, and keep a record of their ultimate resolution.
- E. Reasonable Accommodation for Medical Reasons – Change in the work environment which results in an equal employment opportunity for an individual with a disability. An accommodation is not reasonable if it would fundamentally alter the nature of the Department's mission, cause significant difficulty or expense, or otherwise impose an undue hardship.
- F. Reasonable Accommodation for Religious Reasons – Changes in the work environment made to accommodate a member's sincerely held religious belief, practice, or observance that conflicts with a work requirement. An accommodation is not

reasonable if it would fundamentally alter the nature of the Department's mission, cause significant difficulty or expense, or otherwise impose an undue hardship.

- G. Sexual Harassment – Type of unlawful discrimination consisting of unwelcome sexual advances, requests for sexual favors, and other oral, written, or physical conduct of a sexual nature, including displays of sexually-oriented images, when this conduct explicitly or implicitly affects an individual’s employment and unreasonably interferes with an individual’s work performance or creates a hostile work environment. A victim of sexual harassment and a perpetrator of sexual harassment may be a woman or a man. A victim of sexual harassment does not have to be the opposite sex of a perpetrator of sexual harassment. A perpetrator of sexual harassment can be a victim's supervisor, an agent of the victim’s employer, a supervisor in another area, a co-worker, or a non-employee, such as a vendor. A victim of sexual harassment does not have to be the person harassed but could be anyone affected by the offensive conduct.
  
- H. Unlawful Discrimination – Actions that create barriers, deny access, make employment decisions, or create a hostile work environment on the basis of age, race, color, sex, pregnancy, gender identity, sexual orientation, religion, national origin, disability, veteran status, marital status, genetic information, or on any other basis protected under the law. Such actions may be directed towards, or affect, one person or a group of people. Intent to discriminate is not necessary for unlawful discrimination to occur. Examples of unlawful discrimination include, but are not limited to, slurs, derogatory comments, gestures, physical behaviors, or “jokes” about age, race, color, gender, sexual orientation, religion, national origin, disability, veteran’s status, marital status, or any other basis protected under the law. In addition, subjecting a member, as a condition of employment, to any training, instruction, or any other required activity that espouses, promotes, advances, inculcates, or compels such member to believe any of the concepts enumerated in section 760.10(8)(a), Florida Statutes, constitutes discrimination based on race, color, sex, or national origin.

#### **IV. POLICY**

Discrimination based on age, race, color, sex, pregnancy, gender identity, sexual orientation, religion, national origin, disability, veteran status, marital status, genetic information, or on any other basis protected under the law is illegal and against department policy. The department is committed to eliminating unlawful discrimination in the workplace. Furthermore, reasonable accommodations to applicants and employees who need them for medical or religious reasons will be provided as required by law.

The department will provide initial education to new members no later than 30 days after the start of employment through new member training courses. The new member training courses

address claims of discrimination, including sexual harassment, and are required to be completed by the new member no later than 30 days from the course assignment date. Recurring mandatory training will be provided to all members on an annual basis thereafter, and are required to be completed no later than 90 days from course assignment date. In addition, the department will provide specific training for supervisors.

Upon receipt of a claim of unlawful discrimination, the department will initiate a prompt review while maintaining the greatest degree of confidentiality possible. Where violations are confirmed, disciplinary or administrative action up to and including dismissal, will be taken in accordance with department Policy 3.06, Disciplinary Process at <http://hsmvsafetynet/hsmvpolicies/Pages/PolicyIndex.aspx>.

Retaliation against any member who makes a report of unlawful discrimination, provides information as a witness, or opposes unlawful discrimination is prohibited. Any member who retaliates against a complainant will be subject to discipline or administrative action. Any member against whom such retaliatory action has allegedly been taken may file a complaint with the Intake Officer.

## **V. ROLES AND RESPONSIBILITIES**

### **A. Members**

- 1.** Upon employment, all new members will receive information and training regarding this policy. New members must complete the training within 30 days from the date it is assigned by the department.
- 2.** All current members are required to participate in mandatory recurring annual training courses that provide information on identifying and avoiding acts of unlawful discrimination.
- 3.** By completing the assigned training courses, new members and current members acknowledge receipt of, and agree to comply with, all associated policies, procedures and related training information.
- 4.** The new member and recurring annual training courses may be provided through the department's online training system, or in instructor-led classroom settings, as determined by the department.
- 5.** Non-supervisory members must report any incidents of unlawful discrimination they reasonably suspect, or that have been reported to them, to the Intake Officer at (850) 617-3202.



6. Members with complaints related to unlawful discrimination may also contact the following:

Florida Commission on Human Relations at 4075 Esplanade Way, Room 110, Tallahassee, FL 32399. Telephone: (850) 488-7082 or Toll-Free: (800) 342-8170, Fax: (850) 487-1007, web address <http://fchr.state.fl.us>.

United States Equal Employment Opportunity Commission (EEOC) at the Miami District EEOC Office, Miami Tower, 100 SE 2nd Street, Suite 1500, Miami, Florida 33131. Telephone: (800) 669-4000, Fax: (305) 808-1855, web address: <http://www.eeoc.gov>. EEOC Tampa Office: 501 East Polk Street, Suite 1000, Tampa, FL 33602. Telephone: (800) 669-4000, Fax: (813) 228-2841, web address: <http://www.eeoc.gov>.

#### B. Supervisors

1. Supervisors are responsible for identifying and reporting incidents of unlawful discrimination which they know of, reasonably suspect, or are reported to them. Supervisors shall not undertake investigation of such incidents. Rather, supervisors must report such incidents to their chain of command and OER at (850) 617-3202. OER will then advise the supervisor or refer them to the Intake Officer or the Inspector General based on the circumstances.
2. Supervisors are required to set the standard for non-discriminatory behavior and ensure members are aware of the different types of unlawful discrimination.
3. Supervisors who allow unlawful discrimination, are aware of it and fail to report it, or who participate in it, will be subject to disciplinary or administrative action, up to and including dismissal.
4. Supervisors will complete additional specialized training, specific to their roles as supervisors, as assigned by the department.

## VI. PROCEDURES

- A. Complaints of unlawful discrimination shall be reported to the Intake Officer who will ensure that the complaint is processed promptly. The confidentiality of any member who reports discrimination or participates in a discrimination investigation will be protected to the greatest possible extent.

- B. To ensure the prompt and thorough investigation of a complaint of discrimination or sexual harassment, the complainant should provide as much of the following information as is possible:
1. The name, department and position of the person or persons allegedly committing harassment.
  2. A description of the incident(s), including the date(s), location(s) and the presence of any witnesses.
  3. The effect of the incident(s) on the complainant's ability to perform their job or other terms or conditions of their employment.
  4. The names of other individuals who might have been subject to the same or similar harassment.
  5. What steps, if any, the complainant has taken to try to stop the harassment.
  6. Any other information the complainant believes to be relevant to the harassment complaint.
- C. The Intake Officer will promptly consult with appropriate department managers and the Inspector General to evaluate the claim to determine whether further inquiry or investigation is necessary. If an investigation is necessary, the department will, to the extent practicable, take action to eliminate contact between the complainant and subject during the investigation.
- D. OER will initiate an inquiry no later than the next business day following receipt of a claim and refer the claim to the Inspector General for investigation, if necessary. Investigative activities will be handled by the Inspector General in accordance with department Policy 11.07, Internal Audit and Investigations, and will be prompt, thorough and impartial.
- E. After evaluation of the complaint of discrimination, disciplinary or administrative action will occur and appropriate parties will be notified. Any necessary corrective or preventative action shall be effective and commenced promptly. OER will further ensure the complainant is notified of the steps the department has taken and offer them assistance from the state's Employee Assistance Program pursuant to department Policy 7.04.

**SUBJECT**  
**TITLE VI AND OTHER**  
**RELATED NON-**  
**DISCRIMINATION**  
**AUTHORITIES**

**POLICY NUMBER**  
**3.11**



**POLICY MAINTENANCE ADMINISTRATOR:** Chief, Bureau of Personnel Services

**PURPOSE/SCOPE:** To establish a policy ensuring fair and equal treatment for all job applicants and members in all employment practices in compliance with federal and state requirements for Affirmative Action and Equal Employment Opportunity.

## **I. AUTHORITY**

[Title VI of the Civil Rights of 1964](#), Title 42 U.S.C. § 2000d — 2000d-7, Subchapter V - Federally Assisted Programs

[Section 324](#) of the Federal-Aid Highway Act of 1973, Title 23 U.S.C. § 324 (2012), Prohibition of discrimination on the basis of sex

[Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970](#), Title 42 U.S.C. §§ 4601-4655

[Section 504 of the Rehabilitation Act of 1973](#), Title 29 U.S.C. § 794 (2012), Non-discrimination under Federal grants and programs; promulgation of rules and regulations

[Title II of the Americans with Disabilities Act of 1990, Public Law 101-336](#)

[Age Discrimination Act of 1975](#), Title 42 U.S.C. §§ 6101-6107

[Federal-Aid Highway Standards](#), Title 23 U.S.C. Part 109(h)

[Civil Rights Restoration Act of 1987](#), Public Law 100-259, March 22, 1988

[Section 20.055](#) Statutes, Agency inspectors general

[Section 760.01](#), Florida Statutes, Florida Civil Rights Act of 1992, Purposes; construction; title

[Section 760.10](#), Florida Statutes, Discrimination in the Treatment of Persons; Minority Representation, Unlawful employment practices

[Executive Order 12250](#), Leadership and Coordination of Nondiscrimination Laws

[Executive Order 12898](#), Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations

[Executive Order 13166](#), Improving Access to Services for Persons with Limited English Proficiency

[Title 28 Code of Federal Regulations Part 35](#), Nondiscrimination on the Basis of Disability in State and Local Government Services

[Title 28 C.F.R. Part 36](#), Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities

[Title 28 C.F.R. Part 41](#), Implementation of Executive Order 12250, Nondiscrimination on the Basis of Handicap in Federally Assisted Programs

[Title 28 C.F.R. Part 42, Subpart C](#), Nondiscrimination in Federally Assisted Programs-Implementation of Title VI of the Civil Rights Act of 1964

[Title 28 C.F.R. Part 50.3](#), Guidelines for the Enforcement of title IV, Civil Rights Act of 1964

[Title 49 C.F.R. Part 21](#), Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964

[Title 49 C.F.R. Part 27](#), Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance

[Title 49 C.F.R. Part 303](#), Civil Rights, Purpose

[Title 23 C.F.R. Part 200](#), Title VI Program and Related Statutes-Implementation and Review Procedures

[Title 23 C.F.R. Part 1235](#), Uniform System for Parking for Persons with Disabilities

[United States Department of Transportation Order 1000.12](#), Subject: Implementation of the Department of Transportation Title VI Program

[United States Department of Transportation Order 1050.2A](#); Standard Title VI/Nondiscrimination Assurances

[Federal Transit Administration Circular 4702.1B](#), Title VI Requirements and Guidelines for Federal Transit Administration Recipients

Governor's [Executive Order 11-03](#) and [Code of Ethics](#), effective January 4, 2011

[Title VI Nondiscrimination Program](#) (Florida Department of Transportation Policy # 001-275-006)

## II. RELATED POLICES

[MP 3.02](#), Americans with Disabilities Act Compliance for Employment Applicants and Current Members

[MP 3.05](#), Claims of Discrimination to include Sexual Harassment

[MP 3.06](#), Disciplinary Process

[MP 11.07](#) Internal Audit Compliance and Investigations

## III. DEFINITIONS

- A. Bureau of Personnel Services - responsible for administering the Title VI Program and Related Nondiscrimination Authorities.
- B. Complainant - person who alleges discrimination under Title VI.
- C. Compliance - satisfactory condition existing when a recipient has effectively implemented all of the Title VI and related nondiscrimination authorities or can demonstrate every good faith effort toward achieving this end has been made.
- D. Department Title VI Coordinator - Chief of Personnel Services.
- E. Discrimination - any act or inaction, whether intentional or unintentional, in any program or activity of a federal-aid recipient, sub-recipient, or contractor, which results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency, in the case of disability, failed to make a reasonable accommodation. That act or inaction, whether intentional or unintentional, through which a person in the United States solely because of race, color, national origin, age, sex or disability, including income-level and Limited English Proficiency, has been otherwise subjected to unequal treatment, or who has been retaliated against under any program or activity receiving financial assistance from the Federal Motor Carrier Safety Administration (FMCSA) under *Title 49 U.S.C.*
- F. Division Title VI Program Coordinator - Bureau Chief's and Troop Commanders.
- G. Federal Assistance –
  - 1. Any grants and loans of federal funds;
  - 2. Any grant or donation of federal property and interests in property;

3. Any utilization of federal personnel;
  4. Any sale or lease of, and the permission to use (on other than a casual or transient basis) federal property or any interest in such property without consideration or at a nominal consideration or at a consideration which is reduced for the purpose of assisting the recipient or in recognition of the public interest to be served by such sale or lease to the recipient; and
  5. Any federal agreement, arrangement, or other contract which has, as one of its purposes, the provision of assistance.
- H. Formal Complaint of Discrimination - written explanation of an event in which a person believes he or she, or any specific class of persons, has been subjected to discrimination prohibited by any of the Civil Rights laws, regulations and Executive Orders listed in the *AUTHORITY* section of this procedure, based upon race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency.
- I. Informal Complaint of Discrimination - verbal or non-written explanation of an event in which a person believes he or she, or any specific class of persons, has been subjected to discrimination prohibited by any of the Civil Rights laws, regulations and Executive Orders listed in the *AUTHORITY* section of this procedure, based upon race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency.
- J. Noncompliance - recipient has failed to meet prescribed requirements and has shown an apparent lack of a good faith effort in implementing all of the *Title VI and Related Nondiscrimination Authorities*.
- K. Program - any highway project, or activity for the provision of services, financial aid, or other benefits to individuals. This includes education or training, work opportunities, health, welfare, rehabilitation, housing, or other services, whether provided directly by the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient.
- L. Recipient - any state, territory, possession, the District of Columbia, Puerto Rico, or any political subdivision, or instrumentality thereof, or any public or private agency, institution, or organization, or other entity, or any individual in any state, territory, possession, the District of Columbia, or Puerto Rico, to whom federal assistance is extended, either directly or through another recipient, for any program. Recipient includes any successor, assignee, or transferee thereof. The term "recipient" does not include every ultimate beneficiary under any such program.
- M. Sub-recipient - any sub-grantee, contractor, sub-contractor, transferee, assignee, or successor in interest in the program.

N. Title VI Program - system of requirements developed to implement *Title VI of the Civil Rights Act of 1964* and related nondiscrimination authorities. References in this procedure to Title VI Program requirements shall not be limited to only *Title VI of the Civil Rights Act of 1964*. Where appropriate, this term also refers to the civil rights provisions of other related federal nondiscrimination authorities provided in the *AUTHORITY* section of this procedure to the extent that they prohibit discrimination on the grounds of race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency, in programs receiving federal financial assistance of the type subject to *Title VI* itself.

#### **IV. POLICY**

The Department is committed to eliminating discrimination and guarantees every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. Employment discrimination is also covered under Title VI if the primary objective of the financial assistance is the provision of employment or where employment discrimination causes discrimination in providing services under such programs. The Department will ensure compliance with 49 CFR Part 21 and 49 CFR Part 303 and as specified in the Standard Title VI/Non-Discrimination Assurances document.

The Department will provide initial education to all members upon employment through New Member Orientation and will provide a copy of this policy along with annual training to all members thereafter, about identifying and eliminating discrimination. The Department will post this policy and related materials on its website for notification to all non-members of the Department.

The Department will act swiftly and at a high level to resolve any claims of discrimination and will treat them with the greatest degree of confidentiality possible.

#### **V. ROLES AND RESPONSIBILITIES**

##### **A. Department Title VI Program Coordinator**

Designated individual in the Bureau of Personnel Services who is responsible for monitoring and administering the Department's Title VI Program and Related Nondiscrimination Authorities.

1. Ensuring the Title VI Program Assurance is signed by the Executive Director or designee and submitting the Assurance with each new Notice of Funding Availability application;
2. Providing Title VI Program training for members of the Department;

3. Submitting the Department's Title VI Program Implementation Plan to Federal Highway Administration (FHWA) annually and the Department's Title VI Program Compliance Plan to FMCSA with each new Notice of Funding Availability application;
4. Developing Title VI and Related Nondiscrimination Authorities Information for dissemination to the public (in languages other than English as identified in the Language Access Plan or as identified by the Four-Factor Analysis);
5. Facilitating the investigation of formal complaints of discrimination under Title VI and Related Nondiscrimination Authorities filed against the Department's sub-recipient's on Highway Programs and FMCSA Programs, and forwarding recommendations to the FHWA for a final determination. Coordinating with the FHWA on all Title VI and related statutes for formal complaints of discrimination filed against the Department;
6. Developing and maintaining the Department's Title VI Program and Related Nondiscrimination Authorities non-discrimination policy and procedures; and
7. Conducting Quality Assurance Reviews of division compliance with the Title VI Program and Related Nondiscrimination Authorities.

B. Division Title VI Program Coordinator

Designated individual within each division and bureau who is responsible for monitoring and reporting Title VI and Related Nondiscrimination Authorities activities within each division/bureau/program area and ensuring overall compliance with the Title VI Program and Related Nondiscrimination Authorities at the division/bureau level. The Division/Bureau Coordinator will consist of all Bureau Chiefs and Troop Commanders. Responsibilities include:

1. Resolving informal Title VI and Related Nondiscrimination Authority issues within their respective division/bureau. Notifying the Department Title VI Program Coordinator and appropriate division management within five calendar days of receipt;
2. Referring complainants to the Department Title VI Program Coordinator in the event the issue is not satisfactorily resolved within the division/bureau, or if complainant files a formal complaint; and
3. Providing quarterly reports, within thirty calendar days after each quarter, to the Department State Title VI Program Coordinator.



## VI. PROCEDURES

The following informal and formal process will be used to resolve Title VI and Related Nondiscrimination Authorities complaints of discrimination consistent with the FHWA's External Complaint of Discrimination Processing procedures.

### A. Informal Complaints

1. Division Title VI Program Coordinators are encouraged to resolve informal issues internally within their respective area. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) desires to file a formal complaint, the respective Division Title VI Program Coordinator will refer the Complainant to the Department Title VI Program Coordinator who will advise the Complainant of the formal process for filing a complaint (outlined below).
  - a. The Division Title VI Program Coordinator will advise the Department Title VI Program Coordinator and appropriate district management within **five calendar days** of receipt of the informal issue(s). The following information will be included in every notification to the Department Title VI Program Coordinator:
    1. Name, address, and phone number of the complainant;
    2. Name(s) and address(es) of respondent;
    3. Basis of complaint (race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency);
    4. Date of alleged discriminatory act(s);
    5. Statement of the Title VI and Related Nondiscrimination Authority issue(s);
    6. Explanation of the actions the Division Title VI Program Coordinator took or proposed to resolve the Title VI and Related Nondiscrimination Authority issue(s).
  - b. Within **ten calendar days** of receipt, the Division Title VI Program Coordinator will acknowledge receipt of the issue(s), inform the Complainant of action taken or proposed action to address the issue(s), and advise the Complainant of other avenues of redress available.

- c. Within **ninety calendar days** of receipt, the Division Title VI Program Coordinator will notify the Complainant in writing of the division management's decision, for the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint if he/she is dissatisfied with the decision of the division management. The Division Title VI Program Coordinator will also provide the Department Title VI Program Coordinator with a copy of this information.
- d. Each Division Title VI Coordinator will maintain a log of all informal issues received by the division. The log will include the following information:
  1. Name of complainant;
  2. Name of respondent;
  3. Basis of complaint (race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency);
  4. Date informal issue(s) were received by the division;
  5. Date respective division notified the State Title VI Program Coordinator of the informal issue(s); and
  6. Explanation of the actions the division management took or proposed to resolve the issue(s).

**B. Formal Complaints**

All formal complaints received by the Department's division offices will be referred immediately to the Department Title VI Program Coordinator for processing. The Department Title VI Program Coordinator will advise the Division Title VI Program Coordinator and respective division management of all formal complaints of discrimination accepted for investigation.

**1. Persons Eligible to File**

Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities listed in the *AUTHORITY* section of this policy, based upon race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency, may file a written complaint. The complaint may be filed by the affected person or a representative and must be provided in writing.

2. Time Limits for Filing

A formal complaint must be filed no later than **180 calendar days** after the following:

- a. The date of the alleged act of discrimination; or
- b. The date when the person(s) became aware of the alleged discrimination; or
- c. Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

3. Form of Formal Complaints

All formal complaints filed with the Department through the Bureau of Personnel Services must include the following information:

- a. A written explanation of what happened, signed by the complainant(s) or by the complainant(s) representative(s);
- b. The Complainant's name, address, and telephone number;
- c. The basis of the complaint (race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency);
- d. The respondent's name, address, and telephone number; and
- e. Sufficient information to understand the facts that led the complainant(s) to believe that discrimination has occurred and when the event complained of occurred.

C. Agencies Authorized to Receive Formal Complaints

Formal complaints should be submitted either to the Department or to the Federal Highway Administration FHWA, Federal Transit Administration (FTA), Federal Aviation Administration (FAA), or the U.S. Department of Justice (USDOJ).

D. Processing Formal Complaints

Responsibilities:

1. Complaints filed with the Department in which the Department is named as the respondent, will be reviewed and resolved by the Department. The Department's Title VI Coordinator will forward the information to the FHWA, FTA, or FAA.

2. Within **ten calendar days** of receipt, the Division Title VI Program Coordinator will acknowledge receipt of the issue(s).
3. Complaints filed with the Department's sub-recipients will be forwarded by the respective Division Title VI Program Coordinator to the Department Title VI Program Coordinator for processing.
4. Complaints filed against the Department's sub-recipients on Highway Programs will be processed and investigated by the Department's Office of Inspector General in accordance with the FHWA approved complaint procedures as required under 23 CFR Part 200.

E. **Investigative Report Review and Issuance**

Complaints received by the Bureau of Personnel Services will be reviewed by the Chief of Personnel Services and the Office of Inspector General to determine whether an investigation is warranted. If investigated, a copy of the complaint, together with a copy of the report of the investigation, will be forwarded to the FHWA within **sixty calendar days** of the date the complaint was received. An extension of an additional **sixty calendar days** may be granted by the FHWA, Director, Office of Civil Rights, for justifiable reasons.

F. **Final Agency Decisions**

The Department Title VI Program Coordinator will notify the respective District Title VI Program Coordinator of all final agency decisions and dismissals issued by the FHWA, FTA, FAA, USDOT, or USDOJ.

G. **Records**

The Department Title VI Coordinator will maintain records of formal complaints filed with the Bureau of Personnel Services, identifying each complaint by race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency. These records will be maintained for five years from the date of the Grant application. The record should contain:

1. The complaint;
2. The agency with which the complaint was filed;
3. The date the complaint was filed;
4. The investigative plan;
5. The investigative report;
6. The complaint disposition and date; and

7. Other pertinent information.

H. Training

To effectively implement and sustain the Title VI Program and Related Nondiscrimination Authorities, mandatory training will be provided annually by the Department Title VI Program Coordinator. This training shall be:

1. Conducted during Quality Assurance Reviews or as needed;
2. Provided to Division Title VI Program Coordinators.

## **REASONABLE ACCOMMODATION PROCESS**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) require employers upon request, to provide reasonable accommodations to individuals with known physical or mental limitations, regardless of whether it is a qualified applicant, prospective employee, or current member.

The Department's Internal ADA Coordinator is the Chief of Personnel Services. Under the direction of the Chief, the Office of Employee Relations (OER) will provide requesting individuals a form to request the accommodation.

When contacted by a supervisor, manager, member, or applicant, OER will explain the accommodation process and provided the appropriate forms. The process will ensure confidentiality is maintained and the individual meets qualifications under the ADA. Qualified individuals are those with a physical or mental impairment that substantially limits at least one major life activity or whom have a record of having a disability or are regarded as having a disability.

The OER, in conjunction with the Office of Workforce Efficiency (OWE), will ensure the individual with the disability is able to perform the essential functions of the job with or without a reasonable accommodation. The OER will ensure every effort is made to provide a reasonable accommodation but recognizes that the Department does not have to provide a specific accommodation as requested by the member.

## **REVIEW AND DISSEMINATION OF POLICY**

The Department's Equal Employment Opportunity related policies are reviewed annually to ensure compliance with applicable federal and state laws and regulations.

These policies are disseminated to and reviewed by members during new hire and mandatory annual training. They are also posted on the FLHSMV Intranet where they are readily accessible to all members.

All required notices regarding employee rights under EEO laws are posted in our offices throughout the state in areas highly visible to members.

The annual Affirmative Action Plan is posted on FLHSMV's public website where members and the general public have access. Also posted on FLHSMV's public website is a notice related to the Americans with Disabilities Act.

As required by Florida Statute, all vacancy advertisements include an Equal Employment Opportunity and Affirmative Action statement.

## **PLAN IMPLEMENTATION AND ADMINISTRATION**



## TRAINING PLAN

All members have access to and receive mandatory annual training on FLHSMV policies that underscore our commitment to a workplace based on equal employment for all, respect for and understanding of diversity, venues for members and others to report concerns and have them addressed at a high level in the agency, and zero tolerance for any acts of retaliation or retribution. The training contains additional information for supervisors regarding their obligations related to equal employment opportunity. This mandatory training is provided to all new hires within the first 30-days of employment and is required of all current members by May 1<sup>st</sup> of each year. Below is a description of these mandatory training courses.

Training Title	Training Description
<b>Americans with Disabilities Act (MP 3.02 &amp; MP 3.10)</b>	The purpose of this course is to inform all members of the provisions of the Americans with Disabilities Act (ADA) for applicants, members, and customers in accordance with Management Policies 3.02 and 3.10. The objectives of this course are to provide information regarding the Americans with Disabilities Act and FLHSMV policies, impacts of ADA compliance on our department, and department roles, responsibilities, and resources.
<b>Claims of Discrimination to Include Sexual Harassment (MP 3.05)</b>	The purpose of this course is to inform all members of the department's policy and procedures on claims of unlawful discrimination, including sexual harassment, as covered in Management Policy 3.05. The objectives of this course are to establish the procedures for resolving claims of employment discrimination; communicate ways to identify, avoid and report these behaviors; and define sexual harassment, specify types, and outline awareness and responsibilities of the department for preventing such claims
<b>Title VI (MP 3.11)</b>	The purpose of this course is to inform all members of the department's commitment to prevent and eliminate discrimination in all its programs and activities, including those that are federally funded, as covered in Management Policy 3.11. The objectives of this course are to identify the laws enforced by the Federal Office for Civil Rights, identify discriminatory actions prohibited by Title VI, and explain the responsibilities of FLHSMV's Title VI Program Coordinators and process of how to file a complaint.
<b>Americans with Disabilities (ADA) Compliance Overview</b>	The purpose of this course is to bring awareness to ADA compliance and to provide an overview of the accommodation that should be made in order to design accessible content. The objectives of this course are to define accessibility, identify the accessibility standards and guidelines, become aware of the types of disabilities that require accessibility design considerations, and recognize the accommodations that can be made.

In addition to the above, sworn law enforcement and Regional Communication Center (dispatch) members within the Florida Highway Patrol are also required to take the below courses annually.

Training Title	Training Description
<b>FHP: Discriminatory Profiling and Professional Traffic Stops Training</b>	This training is provided by the Florida Department of Law Enforcement (FDLE) and covers the protocols to eliminate discriminatory profiling and using good interpersonal skills during traffic stops. The objectives for this course are to define discriminatory profiling, discuss the perception of those affected by discriminatory profiling, relate constitutional and case laws that impact how and when traffic stops are conducted, and understand the characteristics of a professional traffic stop.
<b>FHP: Interacting with Persons with a Mental Illness or ASD</b>	The purpose of this course is to provide Florida Highway Patrol (FHP) members with guidelines covered in FHP Policy 22.11 for interacting with a person with a mental illness and Autism Spectrum Disorder (ASD). By the end of this course, you will be able to identify common characteristics of persons with a mental illness or ASD, respond accordingly when interacting with persons with a mental illness or ASD, and exercise the considerations for interviewing persons with a mental illness or ASD.

## **IMPLEMENTATION ROLES AND RESPONSIBILITIES**

### **Executive Director**

Primary responsibility and accountability for ensuring Department adherence to the principles of Equal Employment Opportunity (EEO) and compliance with all associated laws, rules, and regulations rests with the Executive Director. This responsibility includes making sure that policies, practices, and programs (such as the Affirmative Action Program) are developed, implemented, and administered to effectively direct the Department's EEO practices, achieve EEO goals, and monitor EEO regulatory compliance and goal progress. The Executive Director ensures this by designating appropriate personnel with the responsibility for overseeing, administering, implementing, and monitoring the Department's EEO efforts. The Executive Director further ensures that the designated personnel are given the necessary authority, Department-wide leadership support, and resources to successfully perform these responsibilities.

### **Chief of Personnel Services (EEO Officer/Internal ADA Officer)**

The Chief of Personnel Services has been appointed by the Executive Director to serve as the EEO Officer and the Internal ADA Coordinator for the Department. The Chief of Personnel Services is responsible for overseeing the development, implementation, administration, and monitoring of the Department's equal opportunity efforts. This includes:

- Developing, implementing, administering, and monitoring Department policies, procedures, programs, and practices in adherence with the principles of and regulatory requirements for EEO, ADA, anti-discrimination, etc.
- Identifying strategic goals and objectives related to equal employment opportunity, and developing and implementing programs and activities, such as the Affirmative Action (AA) Program, to meet these goals and objectives.
- Identifying and eliminating impediments to achieving goals or problems such as possible sources of discrimination or employment practices that could lead to discrimination
- Ensuring that up-to-date information, guidance, and other resources are developed and provided to applicants and Department members as appropriate; and communicating whenever there are changes to policy, procedure, program objectives, etc.

### **Managers and Supervisors**

Managers and Supervisors are responsible for fostering and maintaining a work environment conducive to achieving equal employment opportunity and a workplace free from discrimination. This includes:

- Setting the standard for professional behavior for their members and ensuring members understand responsibility to exhibit an attitude of respect, courtesy, and cooperation toward fellow employees and the public.

- Administering hiring, advancement, discipline, compensation, and other employment decisions in their area in an equitable manner.
- Encouraging participation and providing full access to all Department sponsored activities, career development and training opportunities, etc.

## AUDIT AND REPORTING PROCESS

### Ongoing Monitoring

Division leadership and Bureau of Personnel Services subject matter experts evaluate the below on an ongoing basis to ensure equal employment opportunity principles and related laws, rules, and regulations are being followed and applied consistently.

- ❖ Position Qualifications – The physical and mental qualifications of each position are reviewed to ensure that qualifications are job-related and consistent with business necessity. This review occurs whenever a position description is updated or some other change to a position is requested (e.g., reclassification), and whenever a request to fill a position is received.
- ❖ Selection Criteria and Processes – The criteria used to assess candidates and the process by which they are assessed is reviewed whenever a request to fill a position is received in order to monitor for criteria and process validity.
- ❖ Employment Actions and Processes – Hiring, promotion, reassignment, pay, demotion, discipline, and termination actions and the processes by which they are handled are examined prior to approval to ensure that decisions are applied in a nondiscriminatory manner and that there are no disparities based on a protected class status.

Supervisors and Managers monitor workforce activity and workplace atmosphere in their areas and are encouraged to report any current or foreseeable EEO concerns and their recommended solutions.

### Annual Audit

The Bureau of Personnel Services conducts an annual audit of applicant pool, workforce, and employment activity data with respect to minorities, women, and individuals with disabilities to identify potential concerns and progress towards goals. The internal and external factors contributing to any concerns are identified along with the actions needed to eliminate or reduce these factors. The information produced by this audit is then used to establish goals and strategies for the new fiscal year.

The results of the annual audit are reported in the Department's Equal Employment Opportunity/Affirmative Action Plan. The Chief of Personnel Services meets with the Executive Director to discuss EEO/AA Plan progress, areas of concern, and any recommended actions. Once approved, the EEO/AA Plan is published on FLHSMV's public website. The Bureau of Personnel Services coordinates with division leadership on the implementation of any strategies as needed.

- The policies, practices, and procedures that FLHSMV has implemented relevant to equal employment opportunity.
- The analysis of workforce, applicant, and labor market data in order to identify areas where protected groups are underutilized or being adversely impacted.

- The identification of the internal and/or external factors that may be causing any concerns identified in the statistical analysis or serving as obstacles in the agency's efforts related to equal employment opportunity.
- The strategies and specific actions that FLHSMV plans to take to eliminate any obstacles identified and to enhance the agency's diversity, equity, and inclusion efforts.

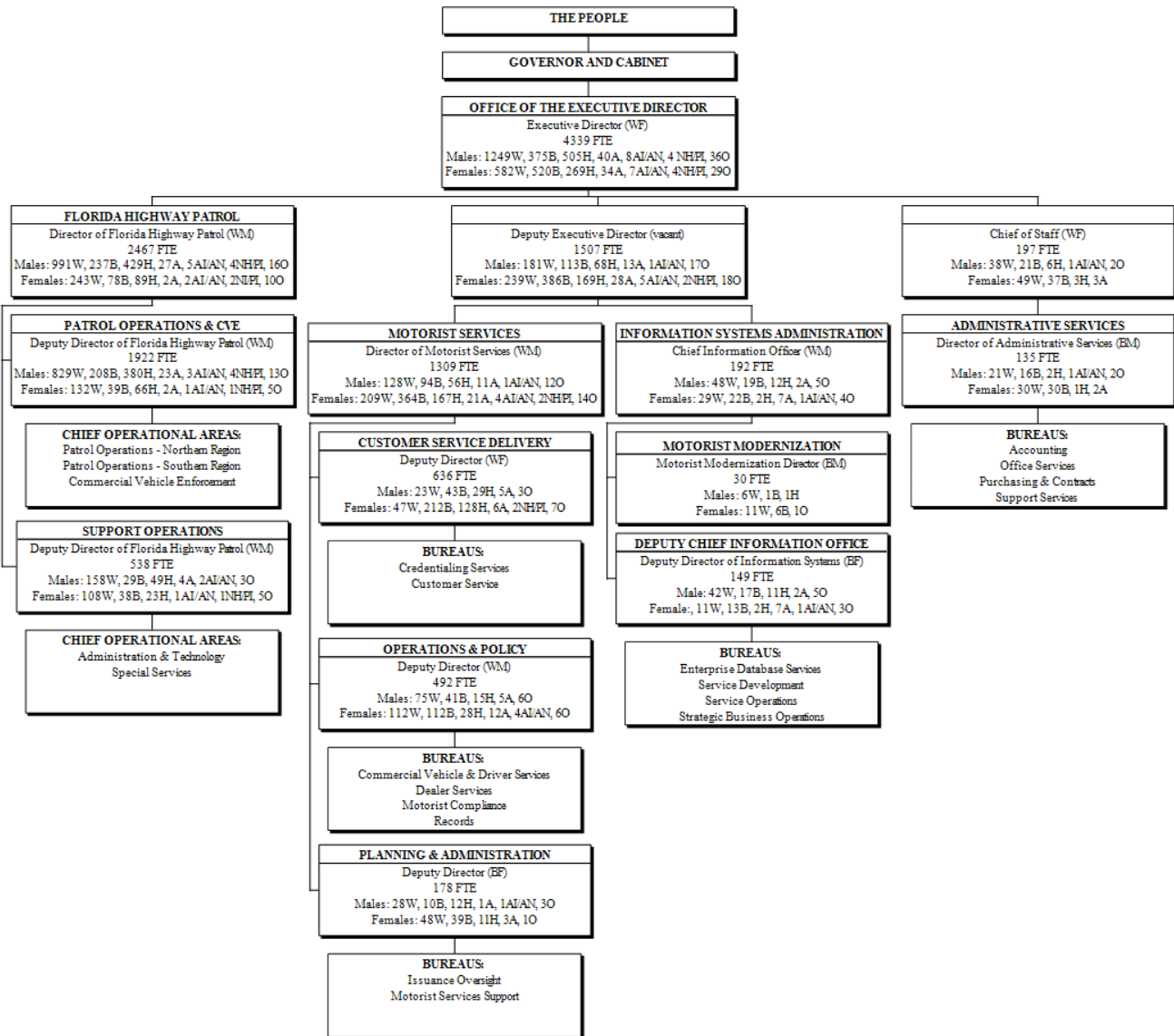
Equal employment opportunity applies to all groups protected under the law; however, in order to be feasible for agencies to implement and manage, the statute has narrowed the program focus to the groups for which there is extensive evidence in all sectors of our society that equal employment opportunity access has frequently been denied – specifically, women, racial/ethnic minorities, and individuals who have a disability.

## **AGENCY PROFILE**

# FLHSMV ORGANIZATIONAL PROFILE

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) is composed of five division comparable areas: the Florida Highway Patrol, Motorist Services, Administrative Services, Information Systems Administration, and the Office of the Executive Director. The below organizational chart (see Exhibit 1) outlines the major organizational areas and how all of the areas relate to each other. The chart also lists the race and gender of the supervisor over each major organizational area as well as a summary of the workforce demographic information for each area.

**Exhibit 1**





## FLHSMV POSITIONS PROFILE

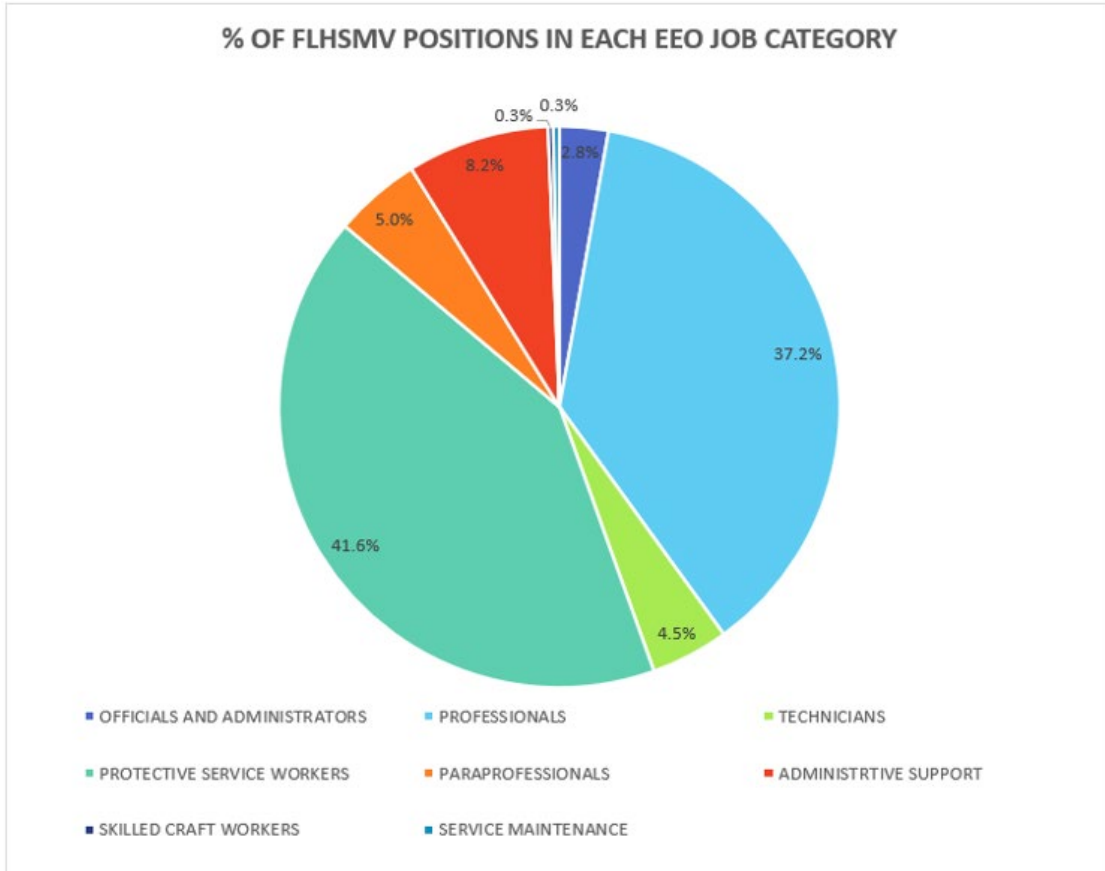
The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) has approximately 4,339 full-time equivalent (FTE) authorized positions.

Of these positions, 3,778 are Career Service (CS), 548 are Selected Exempt Service (SES), and 13 are Senior Management Service (SMS). For the purposes of this report, the difference has an impact on the selection process. Career Service positions are filled through a competitive process. Even if a career service opportunity is open to internal members only, it will still be a competitive process among the internal members who apply. SES and SMS positions may be filled by appointment, or they can be filled through a competitive process. The SES and SMS positions are mostly found in the Officials & Administrators, Professionals, and Technicians EEO job categories. Career Service positions can be found in every EEO job category except for the Officials & Administrators category.

Another factor which contributes to how a position is filled is whether the position is a sworn law enforcement position. For the most part, the only sworn law enforcement position available to the general public is the Florida Highway Patrol Trooper position. All other sworn law enforcement positions are handled through a formal promotional process open only to current members in sworn law enforcement positions. There are 1,981 sworn law enforcement positions; 1,383 of them are Florida Highway Patrol Trooper positions. Because of this, addressing workforce utilization concerns for sworn law enforcement positions in any EEO job category must begin by addressing workforce utilization in the Florida Highway Patrol Trooper position (a position in the Protective Service Workers EEO job category). Sworn law enforcement positions make up the majority of the positions in the Protective Service Workers EEO job category; they can also be found in the Officials & Administrators and the Professionals EEO job categories. Non-sworn positions can be found in every EEO job category; however, they make up a very small percentage (approximately 0.5%) of the positions in the Protective Service Workers category.

Exhibits 2 and 3 outline the distribution of FLHSMV's positions among the eight EEO job categories. The majority of FLHSMV's positions, approximately 80%, are concentrated in just two of the EEO job categories: Protective Service Workers and Professional. The remaining 20% are mostly divided between the Officials & Administrators, Technicians, and Paraprofessional categories. The remaining two EEO job categories, Skilled Craft Workers, and Service Maintenance, combined comprise less than 1% of the positions in FLHSMV.

**Exhibit 2**



**Exhibit 3**

<b>OFFICIALS AND ADMINISTRATORS - 122 POSITIONS (109 SES, 13 SES; 97 Non-Sworn, 25 Sworn)</b>	
1 Budget Manager	1 Director of Investigations-HSMV
17 Bureau Chief	4 Division Director
1 Business Relationship Consultant	1 Executive Director-HSMV
5 Chief Legal Counsel	1 Executive Senior Attorney (BPS)
5 Chief of Florida Highway Patrol	7 Field Office Manager (BAR)
1 Chief of Staff	2 Field Support Center Supervisor
1 Chief Performance Officer	1 General Counsel
1 Chief Technology Officer	7 HSMV Program Manager
1 Communications Director	1 Information Security Officer
2 CSC Specialist Supervisor	1 Inspector General-HSMV
3 Customer Service Center Supervisor II	17 Law Enforcement Major
4 Deputy Bureau Chief	1 Legislative Affairs Director
1 Deputy Communications Director	22 Operations Manager A
7 Deputy Division Director	1 Printing Administrator
1 Deputy Executive Director-HSMV	4 Senior Assistant General Counsel
1 Director of Finance	

**PROFESSIONALS - 1615 POSITIONS (1225 CS, 390 SES; 1455 Non-Sworn, 160 Sworn)**

4	Accountant I	2	Management Analyst I
2	Accountant II	1	Management Analyst II
9	Accountant III	4	Management Review Specialist
14	Accountant IV	1	Marketing Research Analyst
6	Accounting Services Administrator	39	Motorist Services Office Manager
3	Accounting Services Analyst	138	Motorist Services Specialist
1	Accounting Services Supervisor II	60	MS Analyst I
27	Administrative Assistant I	45	MS Analyst II
21	Administrative Assistant II	15	MS Analyst III
1	Administrative Assistant III	17	MS Business Consultant I
18	Administrative Hearing Officer I	22	MS Business Consultant II
12	Administrative Hearing Officer II	6	MS Business Consultant III
2	Assistant Finance & Accounting Director II	77	MS Compliance Officer I
15	Assistant General Counsel	36	MS Compliance Officer II
1	Assistant Legislative Affairs Director	42	MS Compliance Officer III
9	Attorney Hearing Officer	72	MV Compliance Officer
1	Audit Director	14	MV Supervisor
5	Budget Analyst	2	Network Systems Administrator
1	Budget Specialist	16	Office Manager
1	Building Operations Specialist	1	Office Operations Consultant I
1	Business Manager II	9	Operations & Management Consultant I
1	Business Operations Specialist I	6	Operations & Management Consultant II
1	Business Operations Specialist II	39	Operations & Management Consultant Manager
2	Business Relationship Management Analyst	2	Operations Analyst I
1	Chief Learning Officer	6	Operations Analyst II
1	Content Creator	2	Operations Manager C
2	Contract Administration Analyst	7	Operations Review Specialist
1	Construction Planning & Design Manager	43	Operations Services Manager
1	Construction Projects Consultant II	6	Paralegal Specialist II
103	Customer Service Analyst II	4	Performance Manager
14	Customer Service Analyst III	1	Personnel Technician I
10	Customer Service Center Supervisor I	8	Personnel Technician III
1	Data Administration Consultant	3	Personnel Services Specialist
2	Data Processing Consultant	2	Physician
4	Data Processing Manager	1	Planning & Evaluation Specialist
2	Database Administrator	8	Planning Analyst
1	Database Consultant	14	Planning Consultant
26	Dealer Assistance Specialist	1	Procurement Administrator
16	Evidence & Property Custodian	1	Professional Accountant
1	Executive Assistant II	2	Professional Accountant Specialist
1	Facilities Manager	1	Program Analyst II
2	Facilities Services Manager I	5	Program Consultant

5	Facilities Services Specialist	1	Property Consultant
5	Field Office Administrator	1	Property Specialist
18	Field Support Analyst III	1	Public Information Specialist
1	Finance & Accounting Director I	4	Purchasing Analyst
1	Finance & Accounting Director II	2	Purchasing Manager
1	Finance & Accounting Director III	6	Purchasing Specialist
1	Fleet Coordinator	1	Records Analyst
48	Florida Highway Patrol Captain	91	Records Specialist
103	Florida Highway Patrol Lieutenant	1	Records Technician
2	General Services Operations Manager	9	Research & Statistics Consultant
2	Government Analyst I	26	Research & Training Specialist
3	Government Operations Consultant I	1	Research Economist
3	Government Operations Consultant II	1	Safety Program Consultant
4	Government Operations Consultant III	6	Senior Analyst Trainer
2	Grant Specialist	16	Senior Compliance Analyst
1	Grants Specialist Supervisor II	15	Senior Info Tech Business Consultant
1	Graphics Design & Brand Manager	3	Senior Intelligence Analyst
26	HSMV Section Supervisor	6	Senior Management Analyst II
11	Human Resource Analyst	4	Senior Management Analyst Supervisor
1	Human Resource Consultant	1	Senior Paralegal Specialist
5	Info Tech Business Consultant Manager	3	Senior Personnel Manager
2	Information Technology Section Leader	10	Senior Professional Accountant
2	Inspector Specialist	2	Staff Development & Training Manager
1	Investigation Specialist II	3	Stores Consultant
5	Law Enforcement Captain	2	Supply Data Control Specialist
4	Law Enforcement Lieutenant	3	Training Manager
6	Law Enforcement Intelligence Analyst I	1	Utilities System/Engineering Specialist
4	Law Enforcement Intelligence Analyst II	1	Web Manager

**TECHNICIANS - 195 POSITIONS (148 CS, 47 SES; 195 Non-Sworn)**

5	Application Systems Programmer I	37	State LE Dispatch Supervisor
18	Application Systems Programmer II	1	Senior Program Manager
28	Application Systems Programmer III	6	Senior Project Manager
1	Computer Programmer Analyst I	11	Systems Programmer I
1	Database Consultant	12	Systems Programmer II
5	Distributed Computer Systems Analyst	16	Systems Programmer III
10	Emergency Vehicle Installer	9	Systems Project Administrator
4	Office Automation Analyst	8	Telecommunications Specialist III
9	Senior Database Analyst	1	Telecommunications Supervisor
13	Senior MV Compliance Examiner		

**PROTECTIVE SERVICE WORKERS - 1806 POSITIONS (1806 CS; 10 Non-Sworn, 1796 Sworn)**

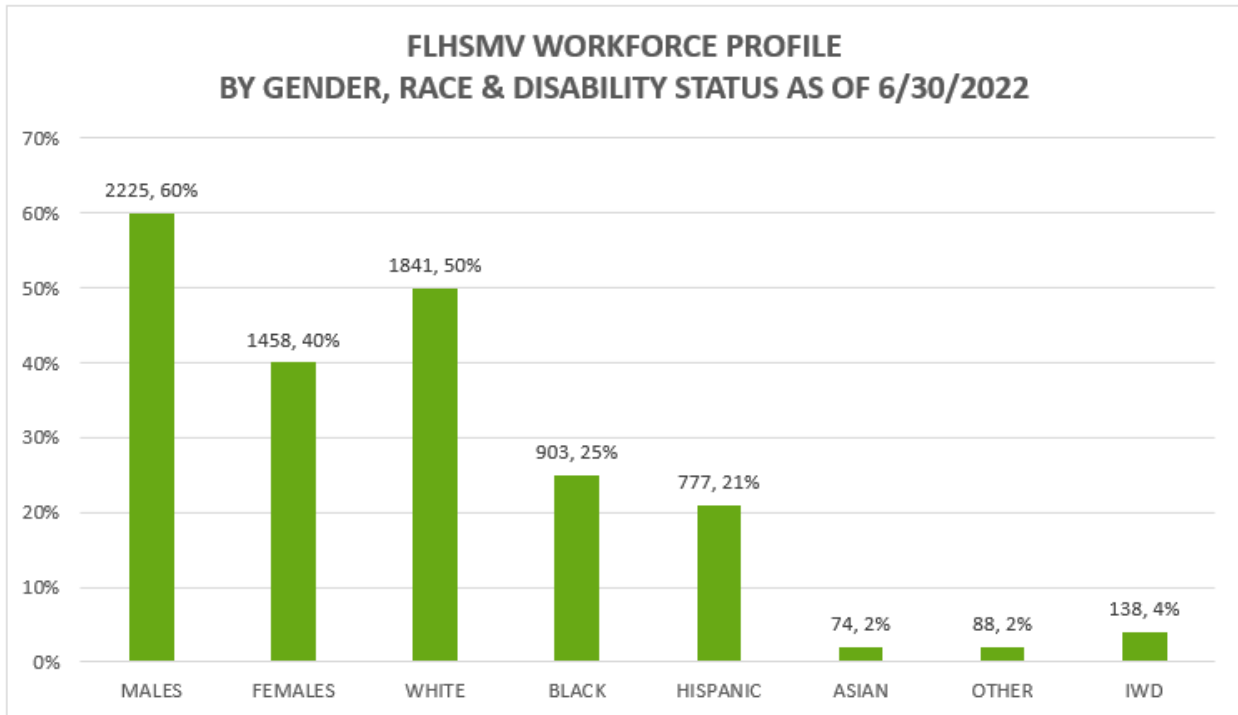
5	Call Taker	231	Florida Highway Patrol Sergeant
161	Florida Highway Patrol Corporal	1383	Florida Highway Patrol Trooper

13	Florida Highway Patrol Investigative Sergeant	1	Security Officer I
5	Florida Highway Patrol Pilot I	4	Security Officer II
3	Florida Highway Patrol Pilot II		
<b>PARAPROFESSIONALS - 217 POSITIONS (217 CS; 217 Non-Sworn)</b>			
217	State LE Dispatcher		
<b>ADMINISTRATIVE SUPPORT - 356 POSITIONS (356 CS; 356 Non-Sworn)</b>			
21	Community Outreach Specialist	335	Driver Licenses Examiner
<b>SKILLED CRAFT WORKERS - 13 POSITIONS (11 CS, 2 SES; 13 Non-Sworn)</b>			
1	Armorer	2	Maintenance Supervisor II
3	Maintenance Mechanic	6	Master Equipment Mechanic
1	Maintenance Repairman		
<b>SERVICE MAINTENANCE - 15 POSITIONS (15 CS; 15 Non-Sworn)</b>			
12	Custodial Trainer	1	Laborer
2	Groundskeeper		

## FLHSMV WORKFORCE PROFILE

The chart in Exhibit 4 outlines FLHSMV’s workforce by gender, race, and disability status as of June 30, 2022. The table in Exhibit 5 reflects this workforce data broken down into the different EEO job categories. The workforce data was obtained from the People First Data Warehouse Reports segment.

**Exhibit 4**

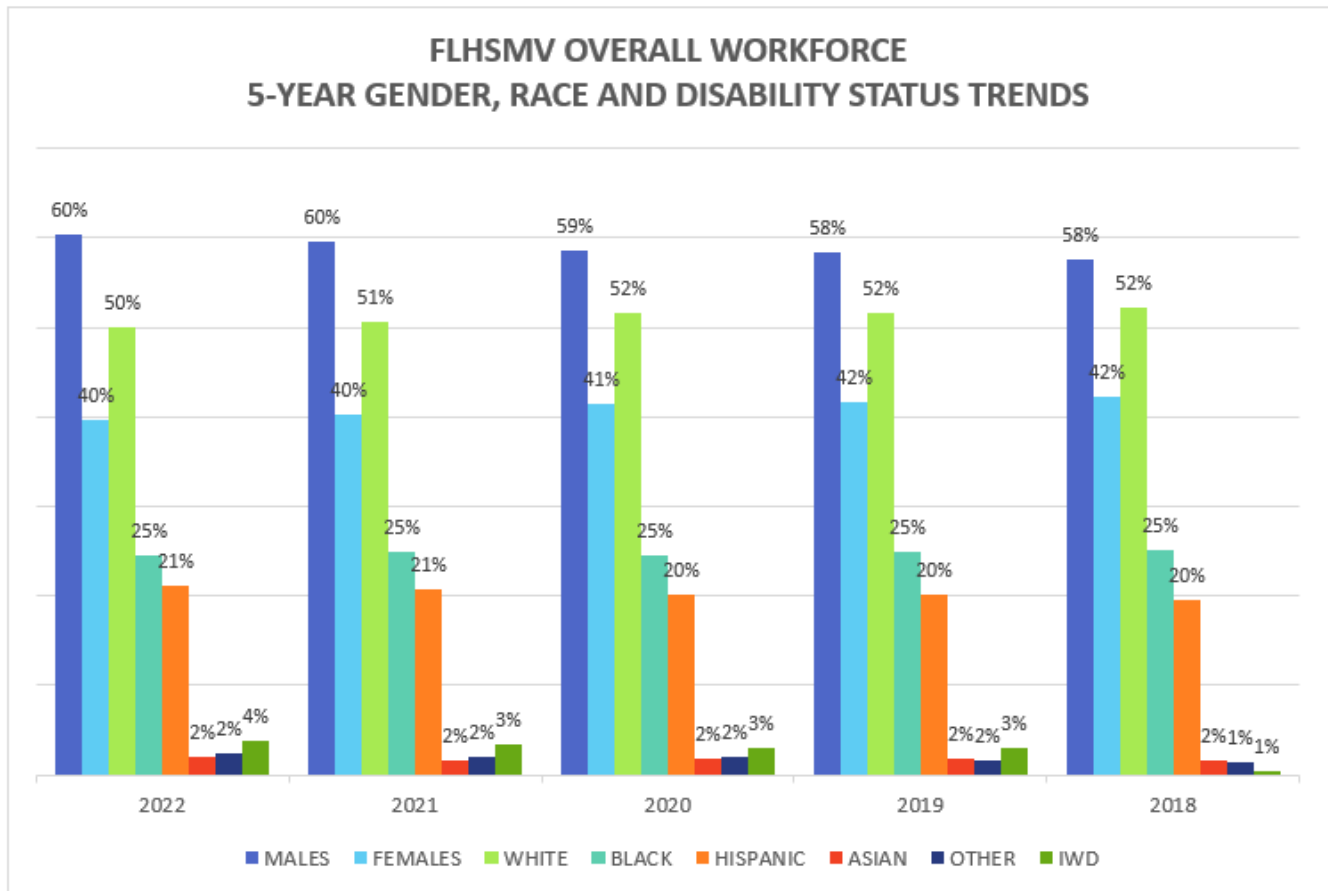


**Exhibit 5**

EEO JOB CATEGORY	TOTAL	MALES	FEMALES	WHITE	BLACK	HISPANIC	ASIAN	OTHER	IWD
OFFICIALS AND ADMINISTRATORS	110	74	36	70	25	9	1	5	2
PROFESSIONALS	1393	481	912	693	445	187	29	39	73
TECHNICIANS	158	102	56	90	34	16	7	11	9
PROTECTIVE SERVICE WORKERS	1601	1455	146	886	225	439	28	23	38
PARAPROFESSIONALS	125	39	86	72	29	21	0	3	3
ADMINISTRATIVE SUPPORT	273	58	215	20	135	103	9	6	12
SKILLED CRAFT WORKERS	11	11	0	7	2	2	0	0	0
SERVICE MAINTENANCE	12	5	7	3	8	0	0	1	1
<b>GRAND TOTAL</b>	<b>3683</b>	<b>2225</b>	<b>1458</b>	<b>1841</b>	<b>903</b>	<b>777</b>	<b>74</b>	<b>88</b>	<b>138</b>

As reflected in the chart in Exhibit 6, there has been very little change over time in FLHSMV’s overall workforce demographics. The number of individuals with disabilities has increased slightly each year with a 3% increase in the last 5 years. There has been a slight decrease over time in females in the workforce and this will need to be monitored long-term to see if this trend continues or becomes worse. Potential representation concerns will be addressed in more detail in the utilization analysis section of this report.

**Exhibit 6**



## **AGENCY ASSESSMENT**



## WORKFORCE UTILIZATION ANALYSIS

A utilization analysis is a tool used in affirmative action plans to compare the demographics of current employees with the demographics of the available labor market to determine if an employer has fewer protected group members in a particular job category than would reasonably be expected based on their availability. When that occurs, and the difference is of statistical significance (meaning it is unlikely the difference occurred by chance), then underutilization is declared. The goals established in this plan will incorporate placement goals to address any underutilization identified in the analysis.

### Analysis Methodology

- Identify the number of females, minorities, and individuals with disabilities within FLHSMV's workforce in each EEO job category.
- Identify the number and percentage of females, minorities, and individuals with disabilities within the Available Labor Market (ALM) in each EEO job category.
- Determine the expected workforce availability (expected number of employees) for each minority group. It is calculated by multiplying the total number of employees in a particular EEO job category (regardless of minority group) by the ALM percentage of each minority group for that EEO job category.
- Compare the expected workforce and the actual workforce and, if the actual workforce is less than the expected workforce, determine if the difference is statistically significant.
  - The Affirmative Action Program Manual from the Florida Department of Management Services outlines four methods for determining whether underutilization exists: 1) Any Difference Rule; 2) Whole Person Rule; 3) 80 Percent Rule (e.g., 4/5<sup>th</sup> Rule); and 4) Two-Standard Deviation Rule. The Two-Standard Deviation Rule is considered the most accurate and was the method used to conduct the analysis of FY 2021-2022 in this plan.
  - The Z-score is the key measure in the Two-Standard Deviation Rule method. If the Z-score reflects that the actual workforce is more than 2 standard deviations below the expected number (a score equal to or less than "-2.0"), the difference is considered statistically significant, and underutilization is declared.
- The majority demographic group (white males) have not been factored in the underutilization calculations. The FLHSMV workforce and ALM data for this group has been included for informational purposes only.
- Native Hawaiian/Other Pacific Islander, American Indian/Alaskan Native, and Some Other Race/2+ Races groups each represent less than 1% of the ALM and FLHSMV's workforce. As such, for the purposes of this report, they have been combined into one "Other" group for each gender.

## Available Labor Market (ALM) Data

The available labor market data (ALM) data used in the utilization analysis is listed in the table in Exhibit 7. This data was compiled by the Florida Department of Management Services (DMS) and the Florida Department of Economic Opportunity (DEO) from data in the American Community Survey (ACS). The data compiled by DMS & DEO was obtained via the People First Data Warehouse Reports segment.

**Exhibit 7**

AVAILABLE LABOR MARKET (ALM) DATA USED IN THE UTILIZATION ANALYSIS														
	GENDER & RACE GROUPS													IWD* GROUP
	TOTAL	MALE						FEMALE						IWD
		WHITE	BLACK	HISPANIC	ASIAN	OTHER	TOTAL	WHITE	BLACK	HISPANIC	ASIAN	OTHER	TOTAL	
<b>OFFICIALS AND ADMINISTRATORS</b>														
ALM #	779219	350395	28855	79775	11644	5799	476468	208685	31495	51385	7015	4171	302751	38258
ALM %	9.75%	44.97%	3.70%	10.24%	1.49%	0.74%	61.15%	26.78%	4.04%	6.59%	0.90%	0.54%	38.85%	4.56%
<b>PROFESSIONALS</b>														
ALM #	1580101	495735	54234	104824	32312	9731	696836	585360	116880	138064	30464	12497	883265	73867
ALM %	19.77%	31.37%	3.43%	6.63%	2.04%	0.62%	44.10%	37.05%	7.40%	8.74%	1.93%	0.79%	55.90%	4.30%
<b>TECHNICIANS</b>														
ALM #	275744	83845	13400	24759	5619	2398	130021	89460	26759	23089	4045	2370	145723	14429
ALM %	3.45%	30.41%	4.86%	8.98%	2.04%	0.87%	47.15%	32.44%	9.70%	8.37%	1.47%	0.86%	52.85%	4.81%
<b>PROTECTIVE SERVICE WORKERS</b>														
ALM #	210105	100225	26290	28689	1850	2630	159684	25810	16090	7330	430	761	50421	13659
ALM %	2.63%	47.70%	12.51%	13.65%	0.88%	1.25%	76.00%	12.28%	7.66%	3.49%	0.20%	0.36%	24.00%	5.88%
<b>PARAPROFESSIONALS</b>														
ALM #	380520	25440	11675	10370	1365	1001	49851	154250	97195	67910	5775	5539	330669	27114
ALM %	4.76%	6.69%	3.07%	2.73%	0.36%	0.26%	13.10%	40.54%	25.54%	17.85%	1.52%	1.46%	86.90%	6.02%
<b>ADMINISTRATIVE SUPPORT</b>														
ALM #	2189511	493365	99605	173694	22134	12685	801483	840790	198020	298760	28285	22173	1388028	140915
ALM %	27.40%	22.53%	4.55%	7.93%	1.01%	0.58%	36.61%	38.40%	9.04%	13.65%	1.29%	1.01%	63.39%	5.71%
<b>SKILLED CRAFT WORKERS</b>														
ALM #	870598	474945	81070	224281	11833	11784	803913	34890	9041	19437	2255	1062	66685	58464
ALM %	10.90%	54.55%	9.31%	25.76%	1.36%	1.35%	92.34%	4.01%	1.04%	2.23%	0.26%	0.12%	7.66%	6.11%
<b>SERVICE MAINTENANCE</b>														
ALM #	1704603	483794	186705	349018	23173	14634	1057324	308330	110385	193265	24584	10715	647279	146508
ALM %	21.33%	28.38%	10.95%	20.48%	1.36%	0.86%	62.03%	18.09%	6.48%	11.34%	1.44%	0.63%	37.97%	7.25%
<b>TOTAL</b>	<b>7990401</b>													<b>513214</b>

\*Individuals with a disability (IWD)

## Utilization Analysis Results

Exhibit 8 outlines the results of the utilization analysis that was conducted of FLHSMV's workforce as of 6/30/2022. The results of the analysis reflect the following underutilizations:

- Asian Males in the Professionals EEO job category
- Black Females in the Protective Service Workers and Paraprofessional EEO job categories
- Hispanic Males in the Professionals EEO job category
- Hispanic Females in the Technicians EEO job category
- White Females in the Officials & Administrators, Professionals, Technicians, Protective Service Workers, and Administrative Support EEO job categories

FLHSMV's plan for addressing these underutilizations is outlined in the goals & strategies section.

### Exhibit 8

FLHSMV WORKFORCE UTILIZATION ANALYSIS AS OF 6/30/2022											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>01 - OFFICIALS AND ADMINISTRATORS</b>											
EMPL #	54	11	5	0	4	16	14	4	1	1	2
EXP AVL #	49	4	11	2	1	29	4	7	1	1	5
STD DEV	5.22	1.98	3.18	1.27	0.90	4.64	2.07	2.60	0.99	0.77	2.19
Z SCORE	0.87	3.50	-1.97	-1.29	3.53	-2.90	4.63	-1.25	0.01	0.54	-1.38
STAT SGFNT CONCERN?	N/A	N	N	N	N	Y	N	N	N	N	N
<b>02 - PROFESSIONALS</b>											
EMPL #	288	105	65	6	17	405	340	122	23	22	73
EXP AVL #	437	48	92	28	9	516	103	122	27	11	60
STD DEV	17.32	6.79	9.29	5.28	2.92	18.02	9.77	10.54	5.13	3.31	7.57
Z SCORE	-8.61	8.42	-2.95	-4.26	2.88	-6.16	24.26	0.03	-0.75	3.32	1.72
STAT SGFNT CONCERN?	N/A	N	Y	Y	N	Y	N	N	N	N	N
<b>03 - TECHNICIANS</b>											
EMPL #	62	19	13	2	6	28	15	3	5	5	9
EXP AVL #	48	8	14	3	1	51	15	13	2	1	8
STD DEV	5.78	2.70	3.59	1.78	1.17	5.88	3.72	3.48	1.51	1.16	2.69
Z SCORE	2.41	4.19	-0.33	-0.69	3.96	-3.95	-0.09	-2.94	1.77	3.14	0.52
STAT SGFNT CONCERN?	N/A	N	N	N	N	Y	N	Y	N	N	N

UTILIZATION ANALYSIS CONTINUED...											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
EMPL #	806	208	395	27	19	80	17	44	1	4	38
EXP AVL #	764	200	219	14	20	197	123	56	3	6	94
STD DEV	19.99	13.24	13.74	3.74	4.45	13.13	10.64	7.34	1.81	2.40	9.41
Z SCORE	2.12	0.58	12.84	3.45	-0.23	-8.88	-9.93	-1.61	-1.26	-0.75	-5.96
STAT SGFNT CONCERN?	N/A	N	N	N	N	Y	Y	N	N	N	Y
<b>05 - PARAPROFESSIONALS</b>											
EMPL #	25	7	7	0	0	47	22	14	0	3	3
EXP AVL #	8	4	3	0	0	51	32	22	2	2	8
STD DEV	2.79	1.93	1.82	0.67	0.57	5.49	4.88	4.28	1.37	1.34	2.66
Z SCORE	5.96	1.64	1.97	-0.67	-0.57	-0.67	-2.04	-1.94	-1.39	0.88	-1.70
STAT SGFNT CONCERN?	N/A	N	N	N	N	N	Y	N	N	N	N
<b>06 - ADMINISTRATIVE SUPPORT</b>											
EMPL #	8	24	20	5	1	12	111	83	4	5	12
EXP AVL #	62	12	22	3	2	105	25	37	4	3	16
STD DEV	6.90	3.44	4.47	1.65	1.25	8.04	4.74	5.67	1.87	1.65	3.83
Z SCORE	-7.75	3.36	-0.37	1.36	-0.46	-11.55	18.21	8.07	0.25	1.35	-0.94
STAT SGFNT CONCERN?	N/A	N	N	N	N	Y	N	N	N	N	N
<b>07 - SKILLED CRAFT WORKERS</b>											
EMPL #	7	2	2	0	0	0	0	0	0	0	0
EXP AVL #	6	1	3	0	0	0	0	0	0	0	1
STD DEV	1.65	0.96	1.45	0.38	0.38	0.65	0.34	0.49	0.17	0.12	0.79
Z SCORE	0.60	1.01	-0.57	-0.39	-0.39	-0.68	-0.34	-0.50	-0.17	-0.12	-0.85
STAT SGFNT CONCERN?	N/A	N	N	N	N	N	N	N	N	N	N
<b>08 - SERVICE MAINTENANCE</b>											
EMPL #	3	1	0	0	1	0	7	0	0	0	1
EXP AVL #	3	1	2	0	0	2	1	1	0	0	1
STD DEV	1.56	1.08	1.40	0.40	0.32	1.33	0.85	1.10	0.41	0.27	0.90
Z SCORE	-0.26	-0.29	-1.76	-0.41	2.81	-1.63	7.30	-1.24	-0.42	-0.28	0.14
STAT SGFNT CONCERN?	N/A	N	N	N	N	N	N	N	N	N	N

## REVIEW OF PRIOR YEAR'S UTILIZATION GOALS

Exhibit 9 outlines the goals were set for last fiscal year based on the utilization analysis that was conducted of FLHSMV workforce data as of 6/30/2021. Of the eleven goals set, only two were met: 1) increasing the number of Hispanic males in the Administrative Support EEO job category; and 2) increasing the number of individuals with a disability in the Administrative Support EEO job category.

However, some of the goals are no longer applicable. A different analysis method was used last year (the 80% Rule). Under the new method used for the analysis, the following goals no longer apply.

- Hispanic Males in the Officials and Administrators EEO job category
- Hispanic Females in the Officials and Administrators EEO job category
- Individuals with Disabilities in the Officials and Administrators EEO job category

Based on the results of the latest utilization, the following goals from last year will remain applicable, although the goal % will change.

- Black Females in the Protective Service Workers EEO job category
- White Females in the Professionals, Technicians, Protective Service Workers, and Administrative Support EEO job categories

### Exhibit 9

% REPRESENTATION CHANGES IN FY 21/22 - ACTUAL VS. GOAL										
	HISPANIC MALES**		WHITE FEMALES**		BLACK FEMALES**		HISPANIC FEMALES**		INDIVIDUALS WITH DISABILITIES	
	ACTUAL	GOAL*	ACTUAL	GOAL*	ACTUAL	GOAL*	ACTUAL	GOAL*	ACTUAL	GOAL*
<b>OFFICIALS AND ADMINISTRATORS</b>	3%	6%	-11%	n/a	4%	n/a	-1%	1%	-1%	1%
<b>PROFESSIONALS</b>	-1%	n/a	2%	3%	-1%	n/a	1%	n/a	0%	n/a
<b>TECHNICIANS</b>	-1%	n/a	12%	20%	1%	n/a	0%	5%	2%	n/a
<b>PROTECTIVE SERVICE WORKERS**</b>	3%	n/a	-3%	2%	-1%	4%	-1%	n/a	0%	3%
<b>PARAPROFESSIONALS***</b>	6%	n/a	-25%	n/a	5%	n/a	11%	n/a	2%	n/a
<b>ADMINISTRATIVE SUPPORT</b>	2%	1%	-13%	12%	2%	n/a	5%	n/a	1%	1%
<b>SKILLED CRAFT WORKERS</b>	6%	n/a	0%	n/a	-6%	n/a	0%	n/a	-6%	n/a
<b>SERVICE MAINTENANCE***</b>	-6%	n/a	0%	n/a	8%	n/a	0%	n/a	8%	n/a

\*Goals have been notated in "RED" if goal was NOT MET. Goals have been notated in "GREEN" if goal was MET.

\*\*Goals were only set for minority groups where an underutilization was identified and where the population size of the group in the available labor market was greater than 2% at the time goals were set.

\*\*\*Goals were not set for EEO job categories with a statistically insignificant number of positions (less than 1%) within the agency at the time goals were set.

## **Good Faith Efforts to Meet Goals in Fiscal Year 2021-2022**

The majority of FLHSMV's positions are posted externally and filled through a competitive hiring process. These job advertisements automatically feed into Indeed and other major job boards. As appropriate, FLHSMV also directly advertises job opportunities on local university and college job boards, trade association job boards, etc. Unfortunately, candidate pool numbers have not yet rebounded to pre COVID-19 pandemic numbers.

FLHSMV actively targets individuals of protected classes for recruitment through outreach to local, state and community colleges, civic and professional associations, and other community organizations. In the last year, the agency participated in fifteen (15) hiring fairs, one (1) of which targeted transitioning and former military personnel, twelve (12) were held at local state universities and colleges, and the other two (2) were general community hiring fairs. The number of events the FLHSMV participated in has not yet rebounded to pre COVID-19 pandemic numbers.

FLHSMV has developed partnerships with organizations such as the Department of Education's Division of Vocational Rehabilitation to promote employment opportunities to individuals who have a disability. This has resulted in an increase in the number of applicants who have a disability applying for and being hired into positions.

FLHSMV has been working on ways to improve and enhance its recruiting efforts. In fiscal year 2021-2022, the agency's career website was completely redesigned to better showcase the agency and its opportunities; to improve content, navigation, and design for a better visitor experience; and for enhanced use in marketing and recruiting efforts.

## CANDIDATE POOL ANALYSIS

The demographic make-up of FLHSMV's workforce is strongly impacted by the demographic make-up of its candidate pools. In this section, the pool of candidates for open competitive advertisements will be compared both to the available labor market (ALM) and to FLHSMV's new hire data. The comparison with ALM data will indicate whether FLHSMV's candidate pool is in line with the ALM. The comparison with new hire data will indicate whether FLHSMV's actual new hires from the various minority groups are in line with what would reasonably be expected based on their availability in the candidate pool. The results will be utilized to help determine FLHSMV's recruitment strategy.

### Analysis Methodology

- The Two-Standard Deviation Rule method was used for the candidate pool to ALM comparison and for the candidate pool to new hire comparison. Where a statistically significant difference was identified, underutilization (underrepresentation) was noted.
- The majority demographic group (white males) have not been factored in the calculations. The data for this group has been included for informational purposes only.
- Native Hawaiian/Other Pacific Islander, American Indian/Alaskan Native, and Some Other Race/2+ Races groups each represent less than 1% of the ALM and FLHSMV's workforce. As such, for the purposes of this report, they have been combined into one "Other" group for each gender.
- Skilled Craft workers and Service Maintenance EEO job categories have so few positions (fewer than 20 positions, comprising less than 0.5% of agency positions), so these EEO job categories were not included in the analysis of personnel actions.

### Available Labor Market (ALM) to Candidate Pool Comparison

Exhibit 10 outlines the analysis that was done comparing FLHSMV's candidate pool from fiscal year 2021-2022 with the ALM. The results of the analysis reflect statistically significant differences for the below minority groups:

- Asian Males in the Administrative Support EEO job category
- Asian Females in the Professionals EEO job category
- Hispanic Males in the Professionals and Technicians EEO job categories
- Hispanic Females in the Technicians and Paraprofessionals EEO job categories
- White Females in the Professionals, Technicians, Protective Service Workers, Paraprofessionals, and Administrative Support EEO job categories
- Individuals With a Disability in the Protective Service Workers EEO job category

FLHSMV's plan for addressing candidate pool diversity is outlined in the goals & strategies section.

**Exhibit 10**

<b>ANALYSIS OF ALM AND CANDIDATE POOL DATA FROM FY 2021-2022</b>											
	<b>MALE</b>					<b>FEMALE</b>					<b>IWD</b>
	<b>WHITE</b>	<b>BLACK</b>	<b>HISPANIC</b>	<b>ASIAN</b>	<b>OTHER</b>	<b>WHITE</b>	<b>BLACK</b>	<b>HISPANIC</b>	<b>ASIAN</b>	<b>OTHER</b>	
<b>01 - OFFICIALS AND ADMINISTRATORS</b>											
CND POOL #	28	7	9	6	6	27	10	2	1	1	3
ALM #	350395	28855	79775	11644	5799	208685	31495	51385	7015	4171	38258
RSNB EXP #	44	4	10	1	1	26	4	6	1	1	4
STD DEV	4.90	1.86	2.99	1.19	0.85	4.36	1.94	2.44	0.93	0.72	2
Z SCORE	-3.19	1.83	-0.31	3.81	6.24	0.23	3.13	-1.80	0.14	0.67	-1
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>02 - PROFESSIONALS</b>											
CND POOL #	1134	952	442	97	116	1931	4049	839	159	282	632
ALM #	495735	54234	104824	32312	9731	585360	116880	138064	30464	12497	73867
RSNB EXP #	3138	343	663	205	62	3705	740	874	193	79	430
STD DEV	46.40	18.21	24.89	14.15	7.82	48.30	26.17	28.24	13.75	8.86	20.29
Z SCORE	-43.18	33.43	-8.90	-7.60	6.95	-36.73	126.43	-1.23	-2.46	22.90	9.94
STAT SGFNT Concern?	N/A	N	Y	Y	N	Y	N	N	Y	N	N
<b>03 - TECHNICIANS</b>											
CND POOL #	154	92	26	29	9	85	131	26	74	10	43
ALM #	83845	13400	24759	5619	2398	89460	26759	23089	4045	2370	14429
RSNB EXP #	193	31	57	13	6	206	62	53	9	5	31
STD DEV	11.60	5.42	7.21	3.56	2.34	11.81	7.47	6.99	3.03	2.33	5.39
Z SCORE	-3.40	11.27	-4.31	4.50	1.48	-10.28	9.28	-3.90	21.33	1.95	2.31
STAT SGFNT Concern?	N/A	N	Y	N	N	Y	N	Y	N	N	N
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
CND POOL #	1873	1761	1635	76	186	531	1542	516	25	106	288
ALM #	100225	26290	28689	1850	2630	25810	16090	7330	430	761	13659
RSNB EXP #	3936	1032	1127	73	103	1014	632	288	17	30	485
STD DEV	45.37	30.05	31.19	8.49	10.10	29.82	24.16	16.67	4.11	5.46	21.36
Z SCORE	-45.47	24.24	16.30	0.39	8.19	-16.18	37.68	13.69	1.98	13.95	-9.21
STAT SGFNT Concern?	N/A	N	N	N	N	Y	N	N	N	N	Y
<b>05 - PARAPROFESSIONALS</b>											
CND POOL #	69	66	65	2	7	128	361	76	6	20	45
ALM #	25440	11675	10370	1365	1001	154250	97195	67910	5775	5539	27114
RSNB EXP #	53	25	22	3	2	324	204	143	12	12	48
STD DEV	7.06	4.88	4.61	1.69	1.45	13.89	12.33	10.83	3.46	3.39	6.73
Z SCORE	2.20	8.50	9.38	-0.51	3.38	-14.14	12.70	-6.17	-1.78	2.47	-0.47
STAT SGFNT Concern?	N/A	N	N	N	N	Y	N	Y	N	N	N



CONTINUE ANALYSIS OF ALM AND CANDIDATE POOL DATA											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>06 - ADMINISTRATIVE SUPPORT</b>											
CND POOL #	192	390	378	22	38	790	2221	830	67	107	255
ALM #	493365	99605	173694	22134	12685	840790	198020	298760	28285	22173	140915
RSNB EXP #	1135	229	399	51	29	1933	455	687	65	51	287
STD DEV	29.65	14.79	19.18	7.10	5.39	34.51	20.35	24.36	8.01	7.10	16.46
Z SCORE	-31.79	10.89	-1.12	-4.07	1.64	-33.13	86.76	5.87	0.24	7.88	-1.97
STAT SGFNT Concern?	N/A	N	N	Y	N	Y	N	N	N	N	N

### New Hires to Candidate Pool Comparison

Exhibit 11 outlines the analysis that was done comparing FLHSMV's new hire data to candidate pool data from fiscal year 2021-2022. The results of the analysis reflect statistically significant differences for the below minority groups:

- Black Males in the Protective Service Workers EEO job category
- Black Females in the Professionals, Protective Service Workers, and Administrative Support EEO job categories
- Hispanic Females in the Protective Service Workers EEO job category

New hire data was evaluated differently in the reports from previous years and one years' worth of data is not enough to determine whether adverse impact exists. However, the above groups will be flagged for furthering monitoring.

### Exhibit 11

ANALYSIS OF NEW HIRE AND CANDIDATE POOL DATA FROM FY 2021-2022											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>01 - OFFICIALS AND ADMINISTRATORS</b>											
CND POOL #	28	7	9	6	6	27	10	2	1	1	3
NEW HIRE #	2	0	0	0	0	1	1	1	0	1	0
RSNB EXP #	2	0	1	0	0	2	1	0	0	0	0
STD DEV	1.11	0.63	0.71	0.59	0.59	1.10	0.74	0.35	0.25	0.25	0
Z SCORE	0.24	-0.68	-0.78	-0.63	-0.63	-0.61	0.51	2.52	-0.25	3.79	0
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N

CONTINUE ANALYSIS OF NEW HIRE AND CANDIDATE POOL DATA											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>02 - PROFESSIONALS</b>											
CND POOL #	1134	952	442	97	116	1931	4049	839	159	282	632
NEW HIRE #	42	27	11	1	6	73	99	20	10	8	21
RSNB EXP #	34	28	13	3	3	57	120	25	5	8	19
STD DEV	5.46	5.06	3.54	1.69	1.85	6.80	8.46	4.78	2.16	2.85	4.19
Z SCORE	1.52	-0.25	-0.60	-1.11	1.38	2.30	-2.51	-1.03	2.45	-0.13	0.53
STAT SGFNT Concern?	N/A	N	N	N	N	N	Y	N	N	N	N
<b>03 - TECHNICIANS</b>											
CND POOL #	154	92	26	29	9	85	131	26	74	10	43
NEW HIRE #	7	2	3	1	0	3	1	0	3	0	2
RSNB EXP #	5	3	1	1	0	3	4	1	2	0	1
STD DEV	1.92	1.57	0.89	0.93	0.53	1.52	1.81	0.89	1.43	0.56	1.12
Z SCORE	1.13	-0.57	2.46	0.09	-0.54	0.21	-1.72	-0.92	0.47	-0.57	0.58
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
CND POOL #	1873	1761	1635	76	186	531	1542	516	25	106	288
NEW HIRE #	91	25	48	2	1	19	12	4	0	0	6
RSNB EXP #	46	43	40	2	5	13	38	13	1	3	7
STD DEV	5.95	5.82	5.67	1.36	2.11	3.49	5.54	3.44	0.78	1.60	2.61
Z SCORE	7.58	-3.11	1.41	0.10	-1.68	1.72	-4.65	-2.51	-0.78	-1.62	-0.40
STAT SGFNT Concern?	N/A	Y	N	N	N	N	Y	Y	N	N	N
<b>05 - PARAPROFESSIONALS</b>											
CND POOL #	69	66	65	2	7	128	361	76	6	20	45
NEW HIRE #	0	0	1	0	0	5	3	2	0	0	0
RSNB EXP #	1	1	1	0	0	2	5	1	0	0	1
STD DEV	0.93	0.91	0.91	0.17	0.31	1.22	1.65	0.97	0.29	0.52	0.76
Z SCORE	-1.02	-0.99	0.12	-0.17	-0.31	2.66	-1.19	0.98	-0.29	-0.53	-0.81
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>06 - ADMINISTRATIVE SUPPORT</b>											
CND POOL #	192	390	378	22	38	790	2221	830	67	107	255
NEW HIRE #	5	18	9	6	1	15	49	38	4	2	5
RSNB EXP #	6	11	11	1	1	23	65	24	2	3	7
STD DEV	2.32	3.24	3.19	0.80	1.05	4.41	6.02	4.50	1.39	1.75	2.66
Z SCORE	-0.26	2.04	-0.64	6.70	-0.10	-1.83	-2.63	3.06	1.47	-0.64	-0.92
STAT SGFNT Concern?	N/A	N	N	N	N	N	Y	N	N	N	N

## PERSONNEL ACTIONS ANALYSIS

Equal employment opportunity principles apply to all aspects of employment to include recruitment, hiring, promotion, reassignment, demotion, and separation. Recruitment and hiring were addressed in the candidate pool assessment section of this report. In this section, data related to promotions, reassignments, demotions, and separations will be evaluated. The analysis of personnel action data helps with the identification of impediments or other concerns that may be having an adverse impact on a particular minority group.

### Analysis Methodology

- Positive personnel actions (promotion and reassignment) were reviewed to make sure that minority groups were not underrepresented compared to their representation in the applicable incumbent pools. For new hires, the applicable incumbent pool is based on candidate data from open competitive advertisements. For promotions, the applicable incumbent pool is based on FLHSMVs' internal workforce data.
- Negative personnel actions (demotions, involuntary separations, and voluntary separations) were reviewed to make sure that minority groups were not overrepresented compared to their representation in FLHSMV's internal workforce. Voluntary separations are reviewed because, even though the separation is voluntary, overrepresentation of a particular minority group can be an indicator of something happening to "drive" that group into wanting to leave the agency.
- The same Two-Standard Deviation Rule method used for the utilization analysis was used to complete the comparison of actual number of employees in each minority group vs. the expected number of employees in each minority group for the various personnel action. Where a statistically significant difference was identified, the overrepresentation/underrepresentation was noted for further review.
- The majority demographic group (white males) have not been factored in the calculations. The data for this group has been included for informational purposes only.
- Native Hawaiian/Other Pacific Islander, American Indian/Alaskan Native, and Some Other Race/2+ Races groups each represent less than 1% of the ALM and FLHSMV's workforce. As such, for the purposes of this report, they have been combined into one "Other" group for each gender.
- Skilled Craft workers and Service Maintenance EEO job categories have so few positions (fewer than 20 positions, comprising less than 0.5% of agency positions), so these EEO job categories were not included in the analysis of personnel actions.
- The Officials and Administrators EEO job category contains only SES and SMS positions. Promotions, reassignments, and demotions do not apply to SES and SMS positions, so this EEO job category was left off of analysis for those three personnel action types.

## Promotions

The results of the analysis of promotion data from fiscal year 2021-2022 reflect that there is no statistically significant difference between the number of individuals promoted vs. the number of individuals who could reasonably be expected to be promoted in any particular minority group.

### Exhibit 12

ANALYSIS OF PROMOTIONS FROM FY 2021-2022											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>02 - PROFESSIONALS</b>											
WF #	288	105	65	6	17	405	340	122	23	22	73
PROMO #	44	36	15	2	7	84	96	22	10	3	18
RSNB EXP #	66	24	15	1	4	93	78	28	5	5	17
STD DEV	7.23	4.72	3.77	1.17	1.96	8.11	7.67	5.05	2.28	2.23	3.98
Z SCORE	-3.04	2.54	0.03	0.54	1.58	-1.08	2.36	-1.18	2.08	-0.92	0.32
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>03 - TECHNICIANS</b>											
WF #	62	19	13	2	6	28	15	3	5	5	9
PROMO #	12	1	1	0	2	0	1	1	0	0	2
RSNB EXP #	7	2	1	0	1	3	2	0	1	1	1
STD DEV	2.07	1.38	1.17	0.47	0.81	1.62	1.24	0.58	0.74	0.74	0.98
Z SCORE	2.38	-0.84	-0.41	-0.48	1.62	-1.97	-0.57	1.14	-0.77	-0.77	0.99
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
WF #	806	208	395	27	19	80	17	44	1	4	38
PROMO #	30	5	18	2	2	9	0	4	0	0	3
RSNB EXP #	35	9	17	1	1	3	1	2	0	0	2
STD DEV	4.18	2.81	3.61	1.08	0.91	1.82	0.86	1.37	0.21	0.42	1.27
Z SCORE	-1.25	-1.46	0.20	0.76	1.29	3.02	-0.87	1.52	-0.21	-0.42	1.05
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>05 - PARAPROFESSIONALS</b>											
WF #	25	7	7	0	0	47	22	14	0	3	3
PROMO #	0	0	0	0	0	0	0	0	0	0	0
RSNB EXP #	0	0	0	0	0	0	0	0	0	0	0
STD DEV	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Z SCORE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N

CONTINUE ANALYSIS OF PROMOTIONS											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>06 - ADMINISTRATIVE SUPPORT</b>											
WF #	8	24	20	5	1	12	111	83	4	5	12
PROMO #	0	0	0	0	1	0	0	0	0	0	0
RSNB EXP #	0	0	0	0	0	0	0	0	0	0	0
STD DEV	0.17	0.28	0.26	0.13	0.06	0.20	0.49	0.46	0.12	0.13	0.20
Z SCORE	-0.17	-0.31	-0.28	-0.14	16.49	-0.21	-0.83	-0.66	-0.12	-0.14	-0.21
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N

## Reassignments

The results of the analysis of reassignment data from fiscal year 2021-2022 reflect that there is no statistically significant difference between the number of individuals who were reassigned vs. the number of individuals who could reasonably be expected to be reassigned in any particular minority group.

### Exhibit 13

ANALYSIS OF REASSIGNMENTS FROM FY 2021-2022											
	MALE					FEMALE					IWD*
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>02 - PROFESSIONALS</b>											
WF #	288	105	65	6	17	405	340	122	23	22	73
REASSIGN #	23	21	5	1	5	73	79	30	7	3	---
RSNB EXP #	51	19	12	1	3	72	60	22	4	4	---
STD DEV	6.36	4.15	3.31	1.03	1.73	7.14	6.75	4.44	2.00	1.96	---
Z SCORE	-4.41	0.57	-1.97	-0.06	1.15	0.17	2.77	1.88	1.46	-0.46	---
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	---
<b>03 - TECHNICIANS</b>											
WF #	62	19	13	2	6	28	15	3	5	5	9
REASSIGN #	0	1	0	0	1	0	1	0	0	0	---
RSNB EXP #	1	0	0	0	0	1	0	0	0	0	---
STD DEV	0.85	0.56	0.48	0.19	0.33	0.66	0.51	0.24	0.30	0.30	---
Z SCORE	-1.39	1.13	-0.52	-0.20	2.68	-0.80	1.41	-0.24	-0.31	-0.31	---
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	---

CONTINUE ANALYSIS OF REASSIGNMENTS											
	MALE					FEMALE					IWD*
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
WF #	806	208	395	27	19	80	17	44	1	4	38
REASSIGN #	0	0	0	0	0	0	0	0	0	0	---
RSNB EXP #	0	0	0	0	0	0	0	0	0	0	---
STD DEV	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	---
Z SCORE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	---
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	---
<b>05 - PARAPROFESSIONALS</b>											
WF #	25	7	7	0	0	47	22	14	0	3	3
REASSIGN #	0	0	0	0	0	0	0	0	0	0	---
RSNB EXP #	0	0	0	0	0	0	0	0	0	0	---
STD DEV	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	---
Z SCORE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	---
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	---
<b>06 - ADMINISTRATIVE SUPPORT</b>											
WF #	8	24	20	5	1	12	111	83	4	5	12
REASSIGN #	1	0	0	0	0	2	7	1	0	0	---
RSNB EXP #	0	1	1	0	0	0	4	3	0	0	---
STD DEV	0.56	0.94	0.86	0.44	0.20	0.68	1.63	1.53	0.40	0.44	---
Z SCORE	1.21	-1.03	-0.93	-0.45	-0.20	2.23	1.55	-1.54	-0.40	-0.45	---
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	---
*Unable to obtain reassignment data for individuals with a disability (IWD)											

## Demotions

The results of the analysis of demotion data from fiscal year 2021-2022 reflect that there is a statistically significant difference between the number of individuals demoted vs. the number of individuals who could reasonably be expected to be demoted for the below minority groups.

- Black Females in the Technicians EEO job category
- Other Males in the Administrative Support EEO job category
- Other Females in the Protective Service Workers EEO job category
- White Females in the Administrative Support EEO job category

Personnel actions were evaluated differently in the reports from previous years. One years' worth of data is not enough to determine whether adverse impact exists. The above groups will be flagged for

further monitoring. Specific actions for monitoring these potential concerns will be addressed in the goals and strategies section.

**Exhibit 14**

ANALYSIS OF DEMOTIONS FROM FY 2021-2022											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>02 - PROFESSIONALS</b>											
WF #	288	105	65	6	17	405	340	122	23	22	73
DEMOTED #	1	0	1	0	0	8	5	2	1	0	0
RSNB EXP #	4	1	1	0	0	5	4	2	0	0	1
STD DEV	1.72	1.12	0.89	0.28	0.47	1.93	1.82	1.20	0.54	0.53	0.95
Z SCORE	1.58	1.21	-0.18	0.28	0.47	-1.44	-0.33	-0.35	-1.30	0.54	1.00
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>03 - TECHNICIANS</b>											
WF #	62	19	13	2	6	28	15	3	5	5	9
DEMOTED #	0	0	0	0	0	0	1	0	0	0	0
RSNB EXP #	0	0	0	0	0	0	0	0	0	0	0
STD DEV	0.49	0.33	0.27	0.11	0.19	0.38	0.29	0.14	0.18	0.18	0.23
Z SCORE	0.80	0.37	0.30	0.11	0.20	0.46	-3.09	0.14	0.18	0.18	0.25
STAT SGFNT Concern?	N/A	N	N	N	N	N	Y	N	N	N	N
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
WF #	806	208	395	27	19	80	17	44	1	4	38
DEMOTED #	11	1	1	0	1	0	0	0	0	1	1
RSNB EXP #	8	2	4	0	0	1	0	0	0	0	0
STD DEV	1.94	1.30	1.67	0.50	0.42	0.84	0.40	0.63	0.10	0.19	0.59
Z SCORE	-1.78	0.73	1.62	0.51	-1.96	0.89	0.40	0.65	0.10	-4.98	-1.09
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	Y	N
<b>05 - PARAPROFESSIONALS</b>											
WF #	25	7	7	0	0	47	22	14	0	3	3
DEMOTED #	6	1	0	0	1	9	2	3	0	0	1
RSNB EXP #	4	1	1	0	0	8	4	2	0	1	1
STD DEV	1.88	1.08	1.08	0.00	0.00	2.27	1.79	1.48	0.00	0.72	0.72
Z SCORE	-0.85	0.22	1.14	0.00	0.00	-0.32	1.05	-0.36	0.00	0.74	-0.66
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N

CONTINUE ANALYSIS OF DEMOTIONS											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>06 - ADMINISTRATIVE SUPPORT</b>											
WF #	8	24	20	5	1	12	111	83	4	5	12
DEMOTED #	1	0	3	0	1	3	5	5	0	0	1
RSNB EXP #	1	2	1	0	0	1	7	5	0	0	1
STD DEV	0.72	1.20	1.11	0.57	0.26	0.87	2.08	1.95	0.51	0.57	0.87
Z SCORE	-0.66	1.32	-1.52	0.58	-3.64	-2.54	1.11	0.24	0.52	0.58	-0.24
STAT SGFNT Concern?	N/A	N	N	N	Y	Y	N	N	N	N	N

### Involuntary Separations

The results of the analysis of involuntary separation data from fiscal year 2021-2022 reflect that there is a statistically significant difference between the number of individuals who were involuntarily separated vs. the number of individuals who could reasonably be expected to be involuntarily separated for the below minority groups.

- Black Males in the Officials & Administrators, Technicians, and Protective Service Workers EEO job categories
- Black Females in the Professionals EEO job category
- White Females in the Administrative Support EEO job category

Personnel actions were evaluated differently in the reports from previous years. One years' worth of data is not enough to determine whether adverse impact exists. The above groups will be flagged for further monitoring. Specific actions for monitoring these potential concerns will be addressed in the goals and strategies section.

### Exhibit 15

ANALYSIS OF INVOLUNTARY SEPARATIONS FROM FY 2021-2022											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>01 - OFFICIALS AND ADMINISTRATORS</b>											
WF #	54	11	5	0	4	16	14	4	1	1	2
INVOL SEP #	0	2	0	0	0	0	0	0	0	0	0
RSNB EXP #	1	0	0	0	0	0	0	0	0	0	0
STD DEV	0.71	0.42	0.29	0.00	0.26	0.50	0.47	0.26	0.13	0.13	0.19
Z SCORE	1.39	-4.24	0.31	0.00	0.27	0.58	0.54	0.27	0.14	0.14	0.19
STAT SGFNT Concern?	N/A	Y	N	N	N	N	N	N	N	N	N



CONTINUE ANALYSIS OF INVOLUNTARY SEPARATIONS											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>02 - PROFESSIONALS</b>											
WF #	288	105	65	6	17	405	340	122	23	22	73
INVOL SEP #	3	1	0	0	0	3	9	1	0	0	0
RSNB EXP #	4	1	1	0	0	5	4	1	0	0	1
STD DEV	1.67	1.09	0.87	0.27	0.45	1.87	1.77	1.17	0.53	0.51	0.92
Z SCORE	0.31	0.26	0.91	0.27	0.46	1.04	-2.74	0.42	0.53	0.52	0.97
STAT SGFNT Concern?	N/A	N	N	N	N	N	Y	N	N	N	N
<b>03 - TECHNICIANS</b>											
WF #	62	19	13	2	6	28	15	3	5	5	9
INVOL SEP #	0	1	0	0	0	0	0	0	0	0	0
RSNB EXP #	0	0	0	0	0	0	0	0	0	0	0
STD DEV	0.49	0.33	0.27	0.11	0.19	0.38	0.29	0.14	0.18	0.18	0.23
Z SCORE	0.80	-2.70	0.30	0.11	0.20	0.46	0.32	0.14	0.18	0.18	0.25
STAT SGFNT Concern?	N/A	Y	N	N	N	N	N	N	N	N	N
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
WF #	806	208	395	27	19	80	17	44	1	4	38
INVOL SEP #	5	5	5	0	0	0	0	0	0	0	0
RSNB EXP #	1	0	0	0	0	0	0	0	0	0	0
STD DEV	1.94	1.30	1.67	0.50	0.42	0.84	0.40	0.63	0.10	0.19	0.59
Z SCORE	1.32	-2.34	-0.78	0.51	0.42	0.89	0.40	0.65	0.10	0.19	0.60
STAT SGFNT Concern?	N/A	Y	N	N	N	N	N	N	N	N	N
<b>05 - PARAPROFESSIONALS</b>											
WF #	25	7	7	0	0	47	22	14	0	3	3
INVOL SEP #	1	0	0	0	0	0	0	0	0	0	0
RSNB EXP #	0	0	0	0	0	0	0	0	0	0	0
STD DEV	0.40	0.23	0.23	0.00	0.00	0.48	0.38	0.32	0.00	0.15	0.15
Z SCORE	-2.00	0.24	0.24	0.00	0.00	0.78	0.46	0.36	0.00	0.16	0.16
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>06 - ADMINISTRATIVE SUPPORT</b>											
WF #	8	24	20	5	1	12	111	83	4	5	12
INVOL SEP #	5	2	3	1	0	8	8	5	0	0	2
RSNB EXP #	1	3	2	1	0	1	13	10	0	1	1
STD DEV	0.95	1.60	1.47	0.76	0.34	1.16	2.78	2.60	0.68	0.76	1.16
Z SCORE	-4.26	0.51	-0.44	-0.55	0.34	-5.69	1.80	1.82	0.69	0.77	-0.51
STAT SGFNT Concern?	N/A	N	N	N	N	Y	N	N	N	N	N

## Voluntary Separations

The results of the analysis of voluntary separation data from fiscal year 2021-2022 reflect that there is a statistically significant difference between the number of individuals who separated voluntarily vs. the number of individuals who could reasonably be expected to separate voluntarily for the below minority groups.

- Asian Females in the Officials & Administrators EEO job category
- Black Females in the Professionals and Protective Service Workers EEO job categories
- Hispanic Females in the Protective Service Workers EEO job category
- Other Females in the Protective Service Workers EEO job category
- White Females in the Officials & Administrators, Protective Service Workers, and Administrative Support EEO job categories
- Individuals with a Disability in the Professionals and Protective Service Workers EEO job categories

Personnel actions were evaluated differently in the reports from previous years. One years' worth of data is not enough to determine whether adverse impact exists. The above groups will be flagged for further monitoring. Specific actions for monitoring these potential concerns will be addressed in the goals and strategies section.

### Exhibit 16

ANALYSIS OF VOLUNTARY SEPARATIONS FROM FY 2021-2022											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>01 - OFFICIALS AND ADMINISTRATORS</b>											
WF #	54	11	5	0	4	16	14	4	1	1	2
VOL SEP #	4	0	0	0	0	5	1	0	1	0	0
RSNB EXP #	5	1	1	0	0	2	1	0	0	0	0
STD DEV	1.66	0.99	0.69	0.00	0.62	1.17	1.11	0.62	0.31	0.31	0
Z SCORE	0.84	1.11	0.72	0.00	0.64	-2.91	0.36	0.64	-2.86	0.32	0
STAT SGFNT Concern?	N/A	N	N	N	N	Y	N	N	Y	N	N
<b>02 - PROFESSIONALS</b>											
WF #	288	105	65	6	17	405	340	122	23	22	73
VOL SEP #	55	25	13	0	1	64	98	27	6	6	27
RSNB EXP #	61	22	14	1	4	86	72	26	5	5	16
STD DEV	6.97	4.54	3.63	1.13	1.89	7.81	7.39	4.86	2.19	2.14	3.83
Z SCORE	0.89	-0.59	0.22	1.13	1.38	2.82	-3.48	-0.22	-0.51	-0.62	-3.00
STAT SGFNT Concern?	N/A	N	N	N	N	N	Y	N	N	N	Y

CONTINUE ANALYSIS OF VOLUNTARY SEPARATIONS											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>03 - TECHNICIANS</b>											
WF #	62	19	13	2	6	28	15	3	5	5	9
VOL SEP #	13	5	2	0	0	6	2	0	2	0	1
RSNB EXP #	12	4	2	0	1	5	3	1	1	1	2
STD DEV	2.67	1.78	1.51	0.61	1.05	2.09	1.61	0.75	0.96	0.96	1.27
Z SCORE	-0.46	-0.78	0.31	0.62	1.09	-0.33	0.53	0.76	-1.10	0.99	0.56
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
WF #	806	208	395	27	19	80	17	44	1	4	38
VOL SEP #	97	24	31	1	2	24	14	14	0	2	10
RSNB EXP #	105	27	52	4	2	10	2	6	0	1	5
STD DEV	7.23	4.86	6.23	1.86	1.57	3.15	1.48	2.36	0.36	0.72	2.20
Z SCORE	1.14	0.65	3.30	1.36	0.31	-4.30	-7.95	-3.49	0.36	-2.05	-2.29
STAT SGFNT Concern?	N/A	N	N	N	N	Y	Y	Y	N	Y	Y
<b>05 - PARAPROFESSIONALS</b>											
WF #	25	7	7	0	0	47	22	14	0	3	3
VOL SEP #	4	0	0	0	0	6	3	2	0	1	0
RSNB EXP #	3	1	1	0	0	6	3	2	0	0	0
STD DEV	1.60	0.92	0.92	0.00	0.00	1.94	1.52	1.26	0.00	0.61	0.61
Z SCORE	-0.50	0.97	0.97	0.00	0.00	0.01	-0.12	-0.16	0.00	-1.01	0.63
STAT SGFNT Concern?	N/A	N	N	N	N	N	N	N	N	N	N
<b>06 - ADMINISTRATIVE SUPPORT</b>											
WF #	8	24	20	5	1	12	111	83	4	5	12
VOL SEP #	5	9	10	3	0	15	61	34	1	2	4
RSNB EXP #	4	12	10	3	1	6	57	43	2	3	6
STD DEV	2.00	3.35	3.08	1.59	0.71	2.43	5.81	5.44	1.42	1.59	2.43
Z SCORE	-0.45	0.99	0.08	-0.27	0.72	-3.65	-0.70	1.57	0.74	0.36	0.89
STAT SGFNT Concern?	N/A	N	N	N	N	Y	N	N	N	N	N

## **ASSESSMENT OF PERSONNEL PROCESSES**

Bureau of Personnel Services (BPS) subject matter experts review position qualifications, selection criteria, selection processes, personnel processes, and employment actions on an on-going basis throughout the year to ensure equal employment opportunity principles and related laws, rules, and regulations are being followed and applied consistently. Additional information as it relates to this review in the last fiscal year is outlined below.

### **Physical and Mental Qualifications**

The physical and mental job qualifications of all jobs (also referred to as essential requirements) are reviewed by the Bureau of Personnel Services whenever a new position is established, when a current position is reclassified, and when the position description for a current position is updated.

In the last fiscal year, the Bureau of Personnel Services ensured that any essential requirements which would impact screening were job-related and consistent with FLHSMVs' business needs and the safe performance of the job.

### **Selection Processes**

Current data management and reporting capabilities make it difficult to assess the selection process in detail, particularly when it comes to candidate drop-off and other information at a specific selection process stage or selection criteria level. BPS is currently working on developing strategies to help address this. However, even with this limitation, BPS has been able to identify the following concerns and is working on strategies to address them:

- Initial application screening criteria is sometimes too narrow or unsuited to the application screening stage.
- A large proportion of applicants decline or fail to respond to requests to take pre-screening interviews.

### **Personnel Processes**

Current data management and reporting capabilities make it difficult to monitor and assess personnel actions for adverse impact. As previously outlined in this report, an annual review of personnel action data was done; however, BPS is working on strategies to address and better monitor personnel process concerns.

### **Additional Note**

Over the next few years, the Bureau of Personnel Services (BPS) will be working on enhancing systems and improving our data management capabilities.

## FULL ASSESSMENT SUMMARY

Exhibit 17 reflects the areas of concern identified from all of the analyses in the previous sections. The areas noted in red with a 'Y' indicate areas of concern identified during the analysis.

**Exhibit 17**

SUMMARY OF POTENTIAL AREAS OF CONCERN IDENTIFIED											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>01 - OFFICIALS AND ADMINISTRATORS</b>											
WORKFORCE vs ALM	N/A	N	N	N	N	Y	N	N	N	N	N
CND POOL vs ALM	N/A	N	N	N	N	N	N	N	N	N	N
NEW HIRE vs CND POOL	N/A	N	N	N	N	N	N	N	N	N	N
PROMOTION	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
REASSIGNMENT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DEMOTION	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
INVOLUNTARY SEPARATION	N/A	Y	N	N	N	N	N	N	N	N	N
VOLUNTARY SEPARATION	N/A	N	N	N	N	Y	N	N	Y	N	N
<b>02 - PROFESSIONALS</b>											
WORKFORCE vs ALM	N/A	N	Y	Y	N	Y	N	N	N	N	N
CND POOL vs ALM	N/A	N	Y	Y	N	Y	N	N	Y	N	N
NEW HIRE vs CND POOL	N/A	N	N	N	N	N	Y	N	N	N	N
PROMOTION	N/A	N	N	N	N	N	N	N	N	N	N
REASSIGNMENT	N/A	N	N	N	N	N	N	N	N	N	---
DEMOTION	N/A	N	N	N	N	N	N	N	N	N	N
INVOLUNTARY SEPARATION	N/A	N	N	N	N	N	Y	N	N	N	N
VOLUNTARY SEPARATION	N/A	N	N	N	N	N	Y	N	N	N	Y

**SUMMARY OF POTENTIAL AREAS OF CONCERN IDENTIFIED**

	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>03 - TECHNICIANS</b>											
WORKFORCE vs ALM	N/A	N	N	N	N	Y	N	Y	N	N	N
CND POOL vs ALM	N/A	N	Y	N	N	Y	N	Y	N	N	N
NEW HIRE vs CND POOL	N/A	N	N	N	N	N	N	N	N	N	N
PROMOTION	N/A	N	N	N	N	N	N	N	N	N	N
REASSIGNMENT	N/A	N	N	N	N	N	N	N	N	N	---
DEMOTION	N/A	N	N	N	N	N	Y	N	N	N	N
INVOLUNTARY SEPARATION	N/A	Y	N	N	N	N	N	N	N	N	N
VOLUNTARY SEPARATION	N/A	N	N	N	N	N	N	N	N	N	N
<b>04 - PROTECTIVE SERVICE WORKERS</b>											
WORKFORCE vs ALM	N/A	N	N	N	N	Y	Y	N	N	N	Y
CND POOL vs ALM	N/A	N	N	N	N	Y	N	N	N	N	Y
NEW HIRE vs CND POOL	N/A	Y	N	N	N	N	Y	Y	N	N	N
PROMOTION	N/A	N	N	N	N	N	N	N	N	N	N
REASSIGNMENT	N/A	N	N	N	N	N	N	N	N	N	---
DEMOTION	N/A	N	N	N	N	N	N	N	N	Y	N
INVOLUNTARY SEPARATION	N/A	Y	N	N	N	N	N	N	N	N	N
VOLUNTARY SEPARATION	N/A	N	N	N	N	Y	Y	Y	N	Y	Y
<b>05 - PARAPROFESSIONALS</b>											
WORKFORCE vs ALM	N/A	N	N	N	N	N	Y	N	N	N	N
CND POOL vs ALM	N/A	N	N	N	N	Y	N	Y	N	N	N
NEW HIRE vs CND POOL	N/A	N	N	N	N	N	N	N	N	N	N
PROMOTION	N/A	N	N	N	N	N	N	N	N	N	N
REASSIGNMENT	N/A	N	N	N	N	N	N	N	N	N	---
DEMOTION	N/A	N	N	N	N	N	N	N	N	N	N
INVOLUNTARY SEPARATION	N/A	N	N	N	N	N	N	N	N	N	N
VOLUNTARY SEPARATION	N/A	N	N	N	N	N	N	N	N	N	N

SUMMARY OF POTENTIAL AREAS OF CONCERN IDENTIFIED											
	MALE					FEMALE					IWD
	WHITE	BLACK	HISPANIC	ASIAN	OTHER	WHITE	BLACK	HISPANIC	ASIAN	OTHER	
<b>06 - ADMINISTRATIVE SUPPORT</b>											
WORKFORCE vs ALM	N/A	N	N	N	N	Y	N	N	N	N	N
CND POOL vs ALM	N/A	N	N	Y	N	Y	N	N	N	N	N
NEW HIRE vs CND POOL	N/A	N	N	N	N	N	Y	N	N	N	N
PROMOTION	N/A	N	N	N	N	N	N	N	N	N	N
REASSIGNMENT	N/A	N	N	N	N	N	N	N	N	N	---
DEMOTION	N/A	N	N	N	Y	Y	N	N	N	N	N
INVOLUNTARY SEPARATION	N/A	N	N	N	N	Y	N	N	N	N	N
VOLUNTARY SEPARATION	N/A	N	N	N	N	Y	N	N	N	N	N

**GOALS AND STRATEGIES  
FOR FISCAL YEAR 2022-2023**



## **WORKFORCE UTILIZATION GOALS AND STRATEGIES**

Workforce placement goals have been identified to address workforce utilization concerns identified from the utilization analysis. These goals represent the percent increase needed to bring FLHSMV's workforce to within acceptable utilization parameters based on the available labor market.

The below outlines the utilization concerns and corresponding placement goal by gender/race and EEO job category, any factors identified as potentially contributing to the utilization concern, and the planned action for addressing the concern.

In some cases, EEO job category notes have been added as the type of position does serve as a contributing factor to both assessing the underutilization as a potential concern and in identifying the appropriate strategy to address the concern.

### **Asian Males**

#### **1. PROBLEM STATEMENT**

Underutilization of Asian males in the Professionals EEO job category.

#### **2. WORKFORCE PLACEMENT GOAL**

1% increase in Asian males in positions in the Professionals EEO job category.

#### **3. CONTRIBUTING FACTORS**

Candidate Pools – There are fewer Asian males applying to positions in the Professionals EEO job category than could be expected based on availability in the labor market.

#### **4. PLANNED ACTION**

Through targeted recruitment, FLHSMV will continue to work to obtain qualified and diverse applicant pools. FLHSMV's Bureau of Personnel Services' (BPS) Recruitment & Selection Section will identify additional options to enhance outreach efforts that target Hispanic males and females. A summary of these options, including any associated cost, will be presented to BPS leadership by March 31, 2023, for potential implementation prior to June 30, 2023.

### **Black Females**

#### **1. PROBLEM STATEMENT**

Underutilization of Black females in the Protective Service Workers and Paraprofessionals EEO job categories.

#### **2. WORKFORCE PLACEMENT GOAL**

6% increase in Black females in positions in the Protective Service Workers EEO job category.

1% increase in Black females in positions in the Paraprofessionals EEO job category.

### 3. EEO JOB CATEGORRY NOTES

Protective Service Workers – At FLHSMV, sworn law enforcement positions comprise 99% of the positions in this job category. The Florida Highway Patrol Trooper position is the only position available to the external labor market.

Paraprofessionals – In 2022, the State Law Enforcement Dispatcher position became the only position at FLHSMV in the EEO job category. These positions are located in seven Regional Communication Centers located throughout the state.

### 4. CONTRIBUTING FACTORS

Hiring – The hiring rate of Black females into positions in the Protective Service Workers EEO job category is less than could be expected based on the available labor market. Hiring rate is not a factor in the underutilization found in the Paraprofessionals EEO job category.

Voluntary Separations – For positions in the Protective Service Workers EEO job category, Black females are choosing to leave the agency at a higher rate than could be expected based on their representation in those positions. Voluntary separations are not a factor in the underutilization found in the Paraprofessionals EEO job category.

Note – The Initial candidate pools are not a factor in the underutilization found in either EEO job category as Black females are represented as expected based on the available labor market. Something in the selection process for FHP Troopers (the only position in the Protective Service Workers category available to the external labor market) could be a factor in the hiring rate concern; however, the data needed to determine this is not currently available.

### 5. PLANNED ACTION

Work with BPS' Office of Employee Relations to evaluate exit interview data to determine why Black females are leaving sworn law enforcement positions in the Protective Service Workers EEO job category at a higher rate than could reasonably be expected.

To ensure that candidate pool numbers do not become a factor, FLHSMV will continue targeted recruitment efforts to obtain qualified and diverse applicant pools.

While we do not currently have the data to effectively evaluate candidate drop-off information for the FHP Trooper selection process, FHP implemented a new applicant tracking system in 2022. At the end of the 2022/2023 fiscal year, BPS will work with FHP to evaluate candidate drop-off information. Note – the selection process for FHP Troopers is structured to address the many essential position qualifications which may mitigate candidate drop-off findings.

## Hispanic Males and Females

### 1. PROBLEM STATEMENT

Underutilization of Hispanic males in the Professionals EEO job category and Hispanic females in the Technicians EEO job category.

### 2. WORKFORCE PLACEMENT GOAL

1% increase in Hispanic males in positions in the Professionals EEO job category.

3% increase in Hispanic females in positions in the Technicians EEO job category.

### 3. CONTRIBUTING FACTORS

Candidate Pools – There are fewer Hispanic males applying to positions in the Professionals EEO job category and Hispanic females applying to positions in the Technicians EEO job category than could be expected based on availability in the labor market.

### 4. PLANNED ACTION

Through targeted recruitment, FLHSMV will continue to work to obtain qualified applicant pools. FLHSMV's Bureau of Personnel Services' (BPS) Recruitment & Selection Section will identify additional options to enhance outreach efforts that target Hispanic males and females. A summary of these options, including any associated cost, will be presented to BPS leadership by March 31, 2023, for potential implementation prior to June 30, 2023.

## White Females

### 1. PROBLEM STATEMENT

Underutilization of White females in the Officials & Administrators, Professionals, Technicians, Protective Service Workers, and Administrative Support EEO job categories.

### 2. WORKFORCE PLACEMENT GOAL

5% increase in White females in positions in the Officials & Administrators EEO job category.

6% increase in White females in positions in the Professionals EEO job category.

8% increase in White females in positions in the Technicians EEO job category.

6% increase in White females in positions in the Protective Service Workers EEO job category.

29% increase in White females in positions in the Administrative Support EEO job category.

### 3. EEO JOB CATEGORY NOTES

Protective Service Workers – At FLHSMV, sworn law enforcement positions comprise 99% of the positions in this job category. The Florida Highway Patrol Trooper position is the only position available to the external labor market.

Administrative Support – In 2022, two driver's license issuance related positions (Driver Licenses Examiner and Community Outreach Specialist) became the only positions at

FLHSMV in the Administrative Support EEO job category. Driver Licenses Examiners comprise 94% of the positions in the category. The Driver Licenses Examiner positions are only located in Broward and Miami-Dade counties.

#### 4. CONTRIBUTING FACTORS

Candidate Pools – There are fewer White females applying to positions in the Professionals, Technicians, Protective Service Workers, and Administrative Support EEO job categories than could be expected based on availability in the labor market. Candidate pool numbers are not a factor in the underutilization found in the Officials & Administrators EEO job category.

Voluntary Separations – For positions in the Officials & Administrators, Protective Service Workers, and Administrative Support EEO job categories, White females are choosing to leave the agency at a higher rate than could be expected based on their representation in those positions. Voluntary separations are not a factor in the underutilization found in the Professionals or Technicians EEO job categories.

#### 5. PLANNED ACTION

Work with BPS' Office of Employee Relations to evaluate exit interview data to determine why white females are leaving the agency at a higher rate than could reasonably be expected in positions in the Officials & Administrators, Protective Service Workers, and Administrative.

Through targeted recruitment, FLHSMV will continue to work to obtain qualified and diverse applicant pools. FLHSMV's Bureau of Personnel Services' (BPS) Recruitment & Selection Section will identify additional options to enhance outreach efforts that target Hispanic males and females. A summary of these options, including any associated cost, will be presented to BPS leadership by March 31, 2023, for potential implementation prior to June 30, 2023.

## **INDIVIDUALS WITH DISABILITIES WORKFORCE GOALS AND STRATEGIES**

The workforce utilization analysis (Exhibit 8) reflects that individuals with disabilities are represented as reasonably expected based on the available labor market in every EEO job category except one. Individuals with disabilities are underrepresented in the Protective Service Workers EEO job category; however, sworn law enforcement positions comprise 99% of this EEO job category. Due to the physical requirements of position, a placement goal for individuals with disabilities will not be set.

FLHSMV fully recognizes the importance of recruiting qualified individuals with disabilities and is diligent in its efforts by partnering with local agencies, such as the Florida Department of Education's Vocational Rehabilitation and Division of Blind Services programs, who specialize in placing individuals with disabilities with prospective employers. These partnerships have helped FLHSMV see a steady increase in the number of individuals with disabilities in the workforce with a 3% increase overall in the last 5 years.

## PERSONNEL ACTIONS GOALS AND STRATEGIES

The following concerns were identified from the analysis of the personnel actions.

### Asian Females

- Voluntary Separations – Asian females chose to leave the agency at a higher rate than would have been reasonably expected based on their representation from positions in the Officials and Administrators EEO job category.

### Black Males

- Involuntary Separations – Black males were dismissed from employment at a higher rate than would have been reasonably expected based on their representation from positions in the Officials and Administrators, Technicians, and Protective Service Workers EEO job categories.

### Black Females

- Demotions – Black females were demoted at a higher rate than would have been reasonably expected based on their representation from positions in the Technicians EEO job category.
- Involuntary Separations – Black females were dismissed from employment at a higher rate than would have been reasonably expected based on their representation from positions in the Professionals EEO job category.
- Voluntary Separations – Black females chose to leave the agency at a higher rate than would have been reasonably expected based on their representation from positions in the Professionals, and Protective Service Workers EEO job categories.

### Hispanic Females

- Voluntary Separations – Hispanic females chose to leave the agency at a higher rate than would have been reasonably expected based on their representation from positions in the Protective Service Workers EEO job category.

### White Females

- Demotions – White females were demoted at a higher rate than would have been reasonably expected based on their representation from positions in the Administrative Support EEO job category.

- Involuntary Separations – White females were dismissed from employment at a higher rate than would have been reasonably expected based on their representation from positions in the Administrative Support EEO job category.
- Voluntary Separations – White females chose to leave the agency at a higher rate than would have been reasonably expected based on their representation from positions in the Officials and Administrators, Protective Service Workers, and Administrative Support EEO job categories.

### **Other Females**

- Voluntary Separations – Other females chose to leave the agency at a higher rate than would have been reasonably expected based on their representation from positions in the Protective Service Workers EEO job category.

### **Individuals With Disabilities**

- Voluntary Separations – Individuals With Disabilities chose to leave the agency at a higher rate than would have been reasonably expected based on their representation from positions in the Professionals, and Protective Service Workers EEO job categories.

*Below are the same concerns grouped by EEO job category rather than gender/race.*

### **Officials and Administrators**

- Involuntary Separations – Black Males
- Voluntary Separations – Asian Females and White Females

### **Professionals**

- Involuntary Separations – Black Females
- Voluntary Separations – Black Females and Individuals With Disabilities

### **Technicians**

- Demotions – Black Females
- Involuntary Separations – Black Males

## **Protective Service Workers**

- Demotions – Other Females
- Involuntary Separations – Black Males
- Voluntary Separations – Black Females, Hispanic Females, White Females, Other Females, and Individuals With Disabilities

## **Administrative Support**

- Involuntary Separations – White Females
- Voluntary Separations – White Females

### **Strategy Regarding Personnel Action Concerns**

As previously mentioned, personnel actions were evaluated differently in the reports from previous years and one year's worth of data is not enough to determine whether adverse impact exists. The concerns identified from the analysis of the personnel actions will be flagged for further monitoring.

Current data management and reporting capabilities make it difficult to monitor potential adverse impact concerns quickly and effectively. Over the next few years, the Bureau of Personnel Services (BPS) will be working on enhancing systems and improving our data management capabilities. In 2023, BPS will be partnering with FLHSMV's Office of Performance Management to utilize Tableau and a data feed of position and employee data to create various dashboards to answer common data questions and monitor on-going concerns.

Employee feedback is also used to increase engagement, identify, and address workplace culture concerns among our diverse workforce, and to further improve our work processes and overall environment. Member feedback is encouraged and accepted through multiple channels in addition to the traditional chain of command, including through consultation with BPS, the Internal Grievance Resolution Process (GRIP), annual climate survey, and the anonymous 'Ask the Director' communication forum. Over the next few years, BPS will be working on enhancing our ability to effectively monitor and extract insights from employee feedback data.

In addition, BPS will take the below actions based on a few specific concerns.

- The overrepresentation of Black Males in three different EEO job categories when it comes to involuntary separations is of particular concern. In addition to monitoring this as an ongoing concern, BPS will look further into the involuntary separations that occurred in fiscal year 2021/2022 and any involuntary separations that occur to this group in these job categories in fiscal year 2022/2023.



- Females in almost every race/ethnicity group have been choosing to leave sworn law enforcement positions (positions in the Protective Service Workers EEO job category) at a higher rate than could be expected. Over the next year, BPS will work with FHP to try and identify the reason(s) why so that any issues can be identified and addressed.