



Office of
Diversity, Equity and Inclusion
CITY OF PHILADELPHIA

Diversity, Equity, and Inclusion Plan

FY 2023

Department Name:

 **FINANCE**

Unit Name:

 **OPA**

DOCUMENT IDENTIFICATION

Document Status:

 **COMPLETED**

Document Classification:

 **PUBLIC**

DEI Plan Completion Date

 **6/30/2022**

DEPARTMENT FUNCTIONAL DETAILS

Name of Department:

 **FINANCE**

Name of Business Unit:

 **OPA**

Point of Contact Name:

 **MARIA HOLMES**

Point of Contact Title:

 **ADMINISTRATIVE SERVICES DIRECTOR**

GOAL 1

SUSTAINABLE DEPARTMENT INFRASTRUCTURE

The Mayor's Office of Diversity, Equity and Inclusion provided City Departments with a DEI Plan template that included a list of recommended strategies and performance measures that would allow departments to fulfill and measure the performance of each citywide DEI objective. In their DEI plans, departments identified which of the Citywide DEI strategies and performance measures they are using or plan to adopt during the current fiscal year. Departments also identified their own strategies for achieving each Citywide DEI objective.

1. CITYWIDE DEI OBJECTIVES

Adopt a departmental policy and practice infrastructure that centers and accelerates diversity, equity, and inclusion

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Identify the role of inclusion in the mission of your department.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Completed Vision and Mission Statement
 - » OPA's departmental mission statement focuses on ensuring that assessments are fair and equitable across the city: OPA's primary goal is, through ongoing assessments, to improve the quality and uniformity of all property values and to instill confidence in Philadelphia taxpayers regarding the fairness of the property tax system, as well as the competency and professionalism of the assessment office.
- Number of staff communications related to DEI objectives
 - » OPA does not currently track this metric but can work to do so.
- Budget and resource allocation for DEI objectives
 - » OPA does not currently break out budget and resource allocation specific to DEI objectives but can work to do so. OPA continually works to ensure that assessments are fair and equitable across the city, and the department's operational budget is directed towards achieving this goal.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- N/A

2. CITYWIDE DEI OBJECTIVES

Transform the executive leadership capacity to shift DEI practices, processes, and power dynamics that influence impact.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- DEI coaching for executive or senior departmental leadership to develop leadership behaviors that promote inclusiveness, every three years, at a minimum.
- Quarterly collaboration and communication with the Mayor's Office of Diversity, Equity and Inclusion.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number and types of coaching provided to leadership
 - » The Chief Assessment Officer participates in A-Team Racial Equity sessions. Training for senior leadership was held in the past, but has not been offered since the onset of the COVID-19 pandemic. OPA intends to resume this training in 2023 and continue regularly. Additionally, OPA employees are currently participating in the City's racial equity cohort for fall 2022.
- Frequency of meetings with Mayor's Office of DEI and identification of issues resolved through collaboration
 - » Quarterly
 - » OPA participates in quarterly DEI meetings with the Office of Diversity, Equity and Inclusion.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

GOAL 2

WORKFORCE EQUITY & WORKPLACE INCLUSION

1. CITYWIDE DEI OBJECTIVES

Build and retain a workforce that better reflects and serves the residents of Philadelphia - across all functions and leadership levels - inclusive of race, ethnicity, religion, disability, age, gender, gender identify and sexual orientation.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Build and sustain a diverse and inclusive leadership team.
- Complete the annual Exempt Workforce Planning Document and track the anticipated hiring and vacancies in the departmental workforce for the next fiscal year, including hiring opportunities in the exempt workforce as required by EO 1-20.
- For each position, develop and implement a plan for recruitment from a diverse, qualified group of applicants designed to achieve equitable representation across all functions and levels: leadership, management, and staff.
- Ensure advertising reaches diverse communities where a wide variety of candidates are more likely to look for job postings.
- Identify civil service positions where it is difficult to source diverse candidates and work with the Office of Human Resources to attract applicants from diverse groups.
- Identify positions and categories of diversity (race, gender, identity, etc.) where department has achieved progress in hiring diverse, qualified candidates.
- Ensure job requirements and classifications are evaluated for bias and eliminate barriers to recruitment - such as unnecessary education requirements and experience.
- Create a diverse hiring panel (of gender, age, race/ethnicity) to assist with assessing candidates at all levels of the hiring process (resume review, interviews, etc.). This key step in the process better ensures that equity will be built into the process and mitigates the impact of implicit biases.
- Utilize Exempt Diversity Handbook and partner with DEI/OHR where helpful to identify talent across diverse communities.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website Below are the statuses of this department's performance measures and metrics.

- List of recruitment efforts and recruitment opportunities
 - » Yes

- » See Exempt Workforce Leadership and Exempt Workforce Planning tables.
- Diverse hiring panel attestations
 - » Yes
 - » Hiring panels are typically drawn from a mix of HR, senior leadership, and management of the position in question.
- Exempt workforce metrics
 - » Yes
 - » See Exempt Workforce Leadership and Exempt Workforce Planning tables.
- Diversity of executive leadership team
 - » Yes
 - » See Exempt Workforce Leadership and Exempt Workforce Planning tables.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » In FY2023, OPA is working with OHR to develop a strategy to increase the size of the candidate pool for the Evaluator 1 title in addition to using the Management Trainee title to find qualified candidates and ensure diversity in OPA's candidate pool. Communities of color are underrepresented in some jobs in the private real estate sector that provide the experience needed to qualify for OPA's evaluator positions. Utilizing the Management Trainee job title will give OPA an opportunity to build diversity by offering an additional pathway into the evaluator positions.

2. CITYWIDE DEI OBJECTIVES

Require and sustain a workplace culture of inclusion that values and promotes respect, belonging and opportunity for all.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Consistent with the strategies set forth under Goal 3 (Impactful Learning and Professional Development), ensure that executive leadership and managers receive training on supporting a diverse, inclusive work environment.
- Identify barriers to inclusive culture through employee assessment or engagement surveys and develop specific strategies to promote inclusiveness.
- Discuss the importance of creating an inclusive working culture during staff meetings or other forums.
- Track the number of formal complaints or informal concerns related to Equal Employment Opportunity ("EEO") or DEI matters, including contacts with the Employee Relations Unit.

GOAL 2

- Promote participation in Citywide and internal/departmental City Resource Groups or affinity groups.
- Promote the use of the Employee Self Identification Census in OnePhilly, with which employees can voluntarily self-identify using expanded sexual orientation and gender identity options.
- Create an accommodating workplace environment for employees with disabilities, including a strategy for accommodating employees with disabilities.
- Involve the department's management team in the department's diversity, equity, and inclusion goals.
- Listen, acknowledge, and respond to employee stress generated by pandemic, social unrest, equity, violence, etc.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Compliance with DEI workforce plan and progress toward goals identified in plan
 - » Yes
 - » OPA participates in quarterly DEI meetings with the Office of Diversity, Equity and Inclusion, and checks in on workforce planning and progress.
- Progress toward identification and elimination of barriers to retaining and promoting diverse staff
 - » In progress
 - » OPA utilizes staff surveys and all staff meetings to check in with employee needs on a regular basis. Additionally, OPA is currently working with OHR to ensure the civil service tests for promotions within the department do not present any unfair barriers to employees.
- Identification of efforts done to create an inclusive environment
 - » In progress
 - » OPA utilizes regular all staff meetings to check in with employee needs on a regular basis. OPA also utilizes staff surveys around specific issues as needed.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

3. CITYWIDE DEI OBJECTIVES

Improve the retention of diverse employees.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Identify onboarding processes and identify opportunities within those processes to effectively integrate diverse employees into the organization.
- In partnership with the Office of Human Resources, communicate employee wellness resources to address stress management, physical fitness, dependent care, selfcare, nutrition, mental health, work-life balance, and financial wellness.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number of stay interviews
 - » OPA does not currently conduct stay interviews at a departmental level, although individual managers may conduct them with their staff.
- Number of exit interviews
 - » OPA does not currently conduct exit interviews at a departmental level, although individual managers may conduct them with their staff.
- Results of exit interviews by race/ethnicity, gender, etc.
 - » No
 - » OPA does not currently conduct exit interviews at a departmental level, although individual managers may conduct them with their staff.
- Onboarding policy
 - » Yes
 - » OPA works with OHR to ensure employees are effectively onboarded and trained.
- Employee satisfaction survey results
 - » No
 - » OPA currently utilizes staff surveys for specific issues (return to the office, etc.) but does not conduct general satisfaction surveys. OPA can look into doing this.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » Generally, OPA does not struggle with retaining employees. OPA's primary staffing challenge is the hiring of new staff to fill vacancies left by retirements and internal promotions.

4. CITYWIDE DEI OBJECTIVES

Improve the promotion of diverse employees.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Assess existing promotion strategies to increase opportunities for diverse persons.
- In collaboration with the Office of Human Resources, evaluate job design and classification for bias within the exempt workforce.
- In partnership with the Office of Human Resources, ensure that managers and supervisors identify strategies to assist diverse employees to become qualified for progression into mid-management positions.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number and types of initiatives and reforms generated in response to assessment of existing policies
 - » OPA is currently working with OHR to examine the civil service testing for employees to receive internal promotions within the department to ensure these tests do not present any unfair barriers to employees. Additionally, in FY2023 OPA will begin using the Management Trainee title to help find qualified candidates and ensure diversity in OPA's candidate pool. Communities of color are underrepresented in some jobs in the private real estate sector that provide the experience needed to qualify for OPA's evaluator positions. Utilizing the Management Trainee job title will give OPA an opportunity to ensure diversity by offering an additional pathway into the evaluator positions.

GOAL 2

- Number and types of advancement opportunities
 - » OPA expects to fill at least 3 exempt positions in FY2023 and will work with OHR to evaluate job listings.
- Mid-management strategy
 - » Yes,
 - » OPA is currently working with OHR to examine the civil service testing for employees to receive internal promotions within the department to ensure these tests do not present any unfair barriers to employees.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

GOAL 3

IMPACTFUL LEARNING & DEVELOPMENT

1. CITYWIDE DEI OBJECTIVES

Deepen staff capacity and develop a culture of learning to embed diversity, equity, and inclusion strategies in everyday work.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Periodic training for managers and supervisors on how to manage diverse, inclusive teams.
- Provide all employees with access to professional development or mentorship opportunities.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number and types of trainings
 - » Training for senior leadership was held in the past, but has not been offered since the onset of the COVID-19 pandemic. OPA will look into resuming training.
- Number of staff participating in training and DEI initiatives
 - » OPA does not currently track this but can look into doing so.
- Number and types of DEI specific staff communications
 - » OPA does not currently track this but can look into doing so.
- Employee inclusion surveys
 - » OPA does not currently track this but can look into doing so.
- Number and types of initiatives and reforms generated in response to trainings, surveys
 - » OPA does not currently track this but can look into doing so.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » As part of its FY2023 budget, OPA requested and received funding to increase the number of training and professional development opportunities for employees with the International Association of Assessing Officers (IAAO) and other professional organizations to ensure that the department can develop future leaders in the industry.

1. CITYWIDE DEI OBJECTIVES

Develop a departmental budget that centers and accelerates racially equitable impact, diversity, and inclusion.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Thoroughly participate in annual racial equity budget process.
- Allocate existing resources to the recruitment of diverse, qualified candidates.
- Allocate existing resources to professional development for employees.
- Evaluate performance measures reported in the City's Five Year Financial and Strategic Plan to identify where data is currently or could possibly be disaggregated by race and develop a path to achieve disaggregation to uncover disparities in performance outputs and outcomes.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Allocation of resources to equity, recruitment, and training initiatives
 - » Yes
 - » As part of the FY2023 budget, OPA has started to increase and will continue increasing the number of training and professional development opportunities for employees with the IAAO and other professional organizations to ensure that the department can develop future leaders in the industry.
- Number and types of inclusion and anti-racist workplace initiatives
 - » OPA participates in all City-run initiatives.
- Number and types of community engagement events used to inform budget priorities
 - » N/A
- Records of attendance/outreach at events used to inform budget priorities
 - » N/A
- Disaggregated data and metrics relevant to the department's Five Year Financial and Strategic Plan performance measures

GOAL 4

BUDGET EQUITY

- » Yes
- » Only one of OPA's performance metrics, filled budgeted positions, can be disaggregated by race. OPA breaks out staff demographics as part of the annual budget process. The other two performance metrics are statistical measures. One of these is the Price Related Differential (PRD), which measures equity by testing to see if higher and lower valued properties are assessed at the same level. OPA's performance goal is to achieve a PRD between 0.98 and 1.03, in line with standards set by the International Association of Assessing Officers. A PRD above 1.03 indicates an under-valuation of high-priced properties, while a PRD below 0.98 shows an under-valuation of low-priced properties. OPA reports the PRD as part of its regular performance measures, and the Tax Year 2023 reassessment meets industry standards for PRD.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

1. CITYWIDE DEI OBJECTIVES

Advance economic opportunities for diverse business enterprises.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Pursuant to EO 1-21, submit an annual Compliance Plan that includes Benchmarks and an overall strategy for providing maximum opportunities for M/W/DSBE participation.
- Maximize the utilization of M/W/DSBE firms for contracting.
- Meet or exceed department's annual M/W/DSBE benchmark for inclusive contracting.
- Allot time (quarterly) to meet with OEO staff to monitor progress toward achieving the Department's annual Benchmark, discuss challenges to inclusive contracting, and identify solutions to ensure inclusive contracting.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Submission of completed, approved Compliance Plan
 - » Yes
- Annual participation levels of Minority, Women, Disabled Owned Business Enterprises
 - » Above goal
 - » OPA set a FY2022 M/W/DSBE contract participation goal of 20%. OPA exceeded this goal with a 34% M/W/DSBE contract participation in FY2022.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

GOAL 6

EQUITABLE CITY SERVICES & COMMUNITY ENGAGEMENT

1. CITYWIDE DEI OBJECTIVES

Ensure fairness and equitable services, resources, and opportunities so that all Philadelphia residents reach their full potential.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Evaluate resources and capacity to consult with non-profit organizations that are actively engaged in identifying critical diversity issues and committed to making the City more inclusive.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Number and types of engagement with community organizations
 - » As of December 2022, OPA has participated in 40+ community meetings, outreach events, and community workshops hosted by City Council offices, local state legislative offices, registered community organizations, and other community groups. Meetings were held both online and in person at locations throughout Philadelphia.
 - » In 2021 and 2022 OPA has been working with Community Legal Services (CLS) and Reinvestment Fund in responses to a study commissioned by CLS and conducted by Reinvestment Fund examining uniformity and equity of assessments in Philadelphia. OPA has met regularly with CLS and Reinvestment Fund throughout this process.
- Community survey results
 - » No
 - » OPA primarily interfaces with the community through customer service needs in response to property assessments, First Level Reviews, addressing needs, and abatement applications. OPA can look into surveys to ensure it is meeting community needs with these services.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

2. CITYWIDE DEI OBJECTIVES

Enhance City customer service being provided by the department.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Conduct department outreach in diverse communities.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Community/customer satisfaction survey results
 - » No
 - » OPA can look into evaluating the quality of customer service by examining the typical time it takes to resolve customer service inquiries.
- Number, types, and location of outreach events
 - » OPA regularly attends community meetings hosted by City Council offices, local state legislative offices, registered community organizations, and other community groups to provide information about assessments and to answer questions. Since the release of the Tax Year 2023 assessments and as of December 2022, OPA has participated in 40+ community meetings, outreach events, and community workshops hosted by City Council offices, local state legislative offices, registered community organizations, and other community groups. Meetings were held both online and in person at locations throughout Philadelphia.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

3. CITYWIDE DEI OBJECTIVES

Produce more racially equitable outcomes for all Philadelphians.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- N/A

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Identification and progress of department strategies identified to create more racially equitable outcomes
 - » In Progress
 - » In the context of the assessment process, OPA is only allowed to consider the attributes of each property when estimating value. OPA is not permitted to take any demographic data into account as part of its assessment work. OPA does use industry standard performance measures to ensure assessments are equitable and uniform across the city.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

4. CITYWIDE DEI OBJECTIVES

Full integration of people with disabilities in all aspects of community life.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Increase accessibility to meetings, events, opportunities for people with disabilities to engage with the City.
- Empower ADA liaison to track inquiries, grievances, and resolutions.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

GOAL 6

- Track how people engage with the department: how many times American Sign Language interpretation provided; utilization of closed captioning; call in options
 - » Yes
 - » OPA's third-party call center received 118 calls in 2021 that required language access services.
- Department compliance with Mayor's Office for People with Disabilities guidance
 - » Yes
- Number and types of inquiries and grievances handled by ADA liaison
 - » 0
 - » OPA has not received any inquiries or grievances of this nature in the last two years.
- Number and types of resolutions of inquiries and grievances handled by ADA liaison
 - » 0
 - » OPA has not received any inquiries or grievances of this nature in the last two years.

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

5. CITYWIDE DEI OBJECTIVES

Ensure meaningful language access for Limited English Proficient residents in Philadelphia.

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- Track performance of language access policies and procedures.
- Work with the Office of Immigrant Affairs to improve language access policies and procedures.

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

GOAL 6

- Maintenance of Language Access Plan
 - » OPA's Language Access Plan was last updated in 2017 and is available here: <https://www.phila.gov/documents/language-access-plans/>. OPA will work to update the Language Access Plan.
- Number and types of requests for language access assistance
 - » 118.
- Outcome of requests for language access assistance
 - » Completed, OPA's third-party call center provided language services for the following languages: Spanish (67), Mandarin (39), Korean (1), Vietnamese (1), Burmese (3), Haitian Creole (1), Italian (1)

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

RACIAL EQUITY ACTION PLAN PROGRESS

1. CITYWIDE DEI OBJECTIVES

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

Implement and strengthen the department's Racial Equity Action Plan

- N/A

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Racial Equity Action Plan implementation progress
 - » Not Started
 - » OPA is currently participating in the fall 2022 racial equity cohort.
- List of new priority strategies or areas of concern identified since conclusion of racial equity cohort process
 - » N/A
 - » OPA is currently participating in the cohort process

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A

2. CITYWIDE DEI OBJECTIVES

Adopt a departmental policy and practice infrastructure that centers and accelerates sustained redress of racial disparities internally

KEY STRATEGIES

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key strategies to meet this citywide DEI objective. The full list of recommended DEI strategies is available on the City's DEI website. Below are the strategies that this department committed to adopting in FY 23.

- N/A

METRICS AND PERFORMANCE INDICATORS

The Mayor's Office of Diversity, Equity and Inclusion provided City departments with a list of key performance measures and metrics to track progress toward this citywide DEI objective. Each performance measure or metric included a dropdown menu of options. The full list of recommended DEI performance measures and dropdown menu options are available on the City's DEI website. Below are the statuses of this department's performance measures and metrics.

- Reduction and/or elimination of disparities and differential outcomes by race
 - » N/A
 - » OPA is currently participating in the cohort process

ADDITIONAL STRATEGIES

Describe any additional strategies the department is using or plans to use to advance the citywide objective.

- » N/A