

Diversity, Equity, and Inclusion Plan

FY 2023

Department Name:



MANAGING DIRECTOR'S OFFICE

Unit Name:



PHILADELPHIA FIRE

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DEI Plan Completion Date



DEPARTMENT FUNCTIONAL DETAILS

Name of Department:



Name of Business Unit:



Point of Contact Name:



Point of Contact Title:



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.

- Develop a DEI vision and mission statement and communicate it to all employees.
- · 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
 - » Yes
 - » Mission- The Philadelphia Fire Department's mission is to safeguard the lives and property of the Philadelphia populations from fires, natural disasters, and incidents involving hazardous materials. We aim to save lives by providing emergency medical services, prevent fires through prevention and educational programs, and create a work environment that values health, wellness, and cultural diversity while also being free of harassment and discrimination.
 - » Values- The confidence of our community and the opportunity to serve; a workplace free from harassment, discrimination, and retaliation and one that fosters health, wellness, and harmony; the dedication of the department's leadership to its mission; the community we serve that is represented by a diverse workforce; staff and members that are highly qualified; and collaborative team efforts to successfully carry out the Department's mission.
 - » Vision- A department that is well-positioned to respond quickly to industry changes in order to give our community, those visiting, and employees the best services possible. A role model offering standards of excellence in service that is recognized across the country.

- Number of staff communications related to DEI objectives
 - The Office of Professional Standards (OPS) will be publishing a monthly flyer beginning January 2023. In the first issue, an Inclusive Language Guide provides suggested modifications to the language of the fire and emergency services. Inclusive language has a positive emotional influence on the members of a group. Departments are no longer just men, firefighters now come in all genders and should operation with a level of professionalism. Therefore, using inclusive language helps us better explain to the public the structure and function of the modern fire service.
 - » From October 2022 through FY23, a current study is being conducted to carry out the values that guide PFD services to the community and decision-making across the bureau. To further promote a diverse, equitable and inclusive work environment, the OPS has been taking several actions which includes a Workplace Culture Assessment to strengthen its commitment to DEI. This study is to help guide in the development of this plan mandated by the City of Philadelphia. The study will involve several types of data, 1) Complaints/Grievances Filed within the Department 2) Leadership Interviews and Survey 3) Members Workplace Culture Assessment. An additional working group to include the OPS, Department of Labor and Department of Law will meet December 2022 to discuss the best delivery strategies of the assessment to reach all members.
 - » The Philadelphia Fire Department's policies serve as guiding principles, while the procedures are the processes required to put the policies into practice. They must therefore give detailed instructions on how the agency proves its dedication to diversity, inclusion, and equity across the board. The department's basic principles and strategic goals are in line with, but more precise than, the policies and procedures. Policies and procedures include Standard Operating Procedures (SOPs) and Directives. Current directives including, Acting Out of Rank, Discipline, Offer Rotation/Transfer and Equal Employment Opportunity Complaint Procedure as well as others are under review.

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.

• Quarterly collaboration and communication with the Mayor's Office of Diversity, Equity and Inclusion.

METRICS AND PERFORMANCE INDICATORS

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- Frequency of meetings with Mayor's Office of DEI and identification of issues resolved through collaboration
 - » Quarterly
 - » Topics, Workforce Planning, DEI Plan. Opportunity in exempt workforces, culture retention strategy, DEI priorities - Fiscal Plan, PRIORITIES: Recruitment and Retention, Randolph/Explorers program. Racial Equity Plan OHR/Other Departments. Leadership Council

ADDITIONAL STRATEGIES

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

» Would like to share various types of information amongst all parties involved with DEI initiatives to gain better insight on trends and strategies that "work".

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.
- Create an assessment process that not only includes traditional interviews but other tools. OHR and Human Resources & Talent ("HR&T") can assist in developing your selection process.
- Utilize Exempt Diversity Handbook and partner with DEI/OHR where helpful to identify talent across diverse communities.
- In partnership with the Office of Human Resources, ensure training to conduct interviews with cultural humility.

METRICS AND PERFORMANCE INDICATORS

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- List of recruitment efforts and recruitment opportunities
 - » Unsure
 - Will be meeting with Recruitment staff to discuss current and future strategies for the improvement in BIPOC employment within PFD. Collaborate with Office of Human Resources
- Diverse hiring panel attestations
 - » Unsure
 - » Collaborate with Office of Human Resources
- Exempt workforce metrics
 - » Unsure
 - » Collaborate with Office of Human Resources
- Diversity of executive leadership team
 - » Unsure
 - » Collaborate with Office of Human Resources

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

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.
- Encourage the creation of internal/departmental City Resource Groups, and formation of department-specific inclusion committees with representation across leadership levels.
- 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.
- Develop a process to identify and address microaggressions or micro-inequities that have occurred within the department.
- Develop a strategy or policy that supports transgender employees who may be transitioning.
- Listen, acknowledge, and respond to employee stress generated by pandemic, social unrest, equity, violence, etc.

METRICS AND PERFORMANCE INDICATORS

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- Compliance with DEI workforce plan and progress toward goals identified in plan
 - Unsure
- Progress toward identification and elimination of barriers to retaining and promoting diverse staff
 - Unsure
- Identification of efforts done to create an inclusive environment
 - Yes
 - Pending promotion of Employee Self Identification Census in PFD next newsletter.

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.

- Assess opportunities to develop strategies to retain qualified, diverse talent.
- Identify onboarding processes and identify opportunities within those processes to effectively integrate diverse employees into the organization.
- Conduct stay interviews with employees who have been with the department for at least 5 years about what keeps them with your team.
- Conduct exit interviews to understand reasons contributing to loss of diverse talent and other DEI issues, with a plan to address and remove barriers.
- 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

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- Number of stay interviews
 - » Unsure
- Number of exit interviews
 - » Unsure
- Results of exit interviews by race/ethnicity, gender, etc.
 - » Unsure
- Onboarding policy
 - » Unsure
- Employee satisfaction survey results
 - Yes
 - Once survey is complete, results will be formulated

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

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

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- Number and types of initiatives and reforms generated in response to assessment of existing policies
 - » 1
 - » Reviewing HR policies with Policy Officer
- Mid-management strategy
 - » Yes
 - » Will meet with all Assistant Chiefs (AC) and gain a better understanding of where we are with deficiencies in DEI. Will train the trainer (AC) on DEI to forward to their staff.

ADDITIONAL STRATEGIES

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

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.
- » Provide professional development opportunities that are directly related to building leaders from diverse underrepresented talent.
- » Train employees on implicit bias, every three years, at a minimum.

METRICS AND PERFORMANCE INDICATORS

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- Number and types of trainings
 - » Unsure
- Number of staff participating in training and DEI initiatives
 - » All staff
- Number and types of DEI specific staff communications
 - » Unsure
- · Employee inclusion surveys
 - » Unsure
- Number and types of initiatives and reforms generated in response to trainings, surveys
 - » Unsure

ADDITIONAL STRATEGIES

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

BUDGET EQUITY

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.
- · Advance racial equity as part of the core work the department performs.
- Administer critical programs or policies with the department's existing budget to improve racial equity.
- Use some of the department's existing budget to create an inclusive, anti-racist workplace.
- Involve internal and/or external stakeholders, including marginalized communities of color and other underrepresented community groups, in the department's budget process and program/policy design.
- · 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

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- Allocation of resources to equity, recruitment, and training initiatives
 - » Unsure
- Number and types of inclusion and anti-racist workplace initiatives
 - » Unsure
- Number and types of community engagement events used to inform budget priorities
 - » Unsure
- · Records of attendance/outreach at events used to inform budget priorities
 - » Unsure

- Disaggregated data and metrics relevant to the department's Five Year Financial and Strategic Plan performance measures
 - » Unsure

ADDITIONAL STRATEGIES

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

INCLUSIVE CONTRACTING

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

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- Submission of completed, approved Compliance Plan
 - » Unsure
- Annual participation levels of Minority, Women, Disabled Owned Business Enterprises
 - » Unsure

ADDITIONAL STRATEGIES

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

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

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- 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.
- Evaluate resources and capacity to survey community needs and responses to Department initiatives.
- Review community survey data or survey reports to determine the needs of the community.

METRICS AND PERFORMANCE INDICATORS

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- Number and types of engagement with community organizations
 - » Unsure
 - » Will consult with appropriate staff
- Community survey results
 - » Unsure
 - » Will consult with appropriate staff

ADDITIONAL STRATEGIES

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

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.

- Evaluate quality of customer service being provided by department.
- · Conduct department outreach in diverse communities.

METRICS AND PERFORMANCE INDICATORS

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- · Community/customer satisfaction survey results
 - » Unsure
 - » Will consult with appropriate staff
- Number, types, and location of outreach events
 - » Unsure
 - » Will consult with appropriate staff

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.

 Identify and move forward opportunities for the department to decrease the percentage of people of color living below the poverty line in Philadelphia.

- Identify and move forward opportunities for the department to increase the educational attainment of a bachelor's degree or higher for people of color.
- Identify and move forward opportunities for the department to increase the percentage
 of people of color working quality jobs, i.e., jobs that guarantee family sustaining wages
 or a competitive salary; health, dental and other benefits; and promotion and career
 advancement opportunities.

METRICS AND PERFORMANCE INDICATORS

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- Identification and progress of department strategies identified to create more racially equitable outcomes
 - » Not started
 - » Will monitor/track initiatives and their outcomes

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

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- Track how people engage with the department: how many times American Sign Language interpretation provided; utilization of closed captioning; call in options
 - » N/A
- Department compliance with Mayor's Office for People with Disabilities guidance
 - » N/A
- · Number and types of inquiries and grievances handled by ADA liaison
 - » N/A
- Number and types of resolutions of inquiries and grievances handled by ADA liaison
 - » N/A

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.

» N/A

METRICS AND PERFORMANCE INDICATORS

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- Maintenance of Language Access Plan
 - » N/A
- Number and types of requests for language access assistance
 - w N/Δ
- Outcome of requests for language access assistance
 - » N/A

ADDITIONAL STRATEGIES

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

RACIAL EQUITY ACTION PLAN PROGRESS

1. CITYWIDE DEI OBJECTIVES

Implement and strengthen the department's Racial Equity Action Plan

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.

- » Complete Racial Equity Action Plan cohort process.
- » Identify racial equity priorities for department.
- » Identify and advance strategies to address each racial equity priority area.

METRICS AND PERFORMANCE INDICATORS

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- · Racial Equity Action Plan implementation progress
 - » Completed
- List of new priority strategies or areas of concern identified since conclusion of racial equity cohort process
 - » Unsure

ADDITIONAL STRATEGIES

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

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.

- · Assess and identify internal racial disparities on an annual basis and as need
- Identify where departmental policies, practices, attitudes, and cultural messages are resulting in differential outcomes by race on an annual basis and as needed.

METRICS AND PERFORMANCE INDICATORS

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- · Reduction and/or elimination of disparities and differential outcomes by race
 - » N/A

ADDITIONAL STRATEGIES

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