



# City of Cocoa

Equal Employment Opportunity Plan

February 23, 2016

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## **Section IA: Purpose**

The City of Cocoa ("City") is pleased to present this Equal Employment Opportunity Plan.

The purpose of the Equal Employment Opportunity Plan is to commit the City to:

**Reaffirm** the City's commitment to Equal Employment Opportunity and Federal Affirmative Action in its employment practices, program operations, and service delivery systems.

**Define** specific action steps to:

- Promote a work environment that is free from all forms of discrimination and harassment;
- Eliminate unnecessary, arbitrary or artificial practices that affect applicants and employees;
- Increase employee awareness and acceptance of gender, pregnancy, childbirth or related medical conditions, race, veteran status, religion, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, use of family and medical leave, genetic testing, and any other basis protected by federal or state law;
- Provide opportunities for career development and advancement for all employees; and
- Acknowledge the equal employment opportunity occupational job categories where all employees, including minorities and women, continue to be underrepresented, and recommend recruitment, retention and career development solutions to address these areas.

**Recognize** the City's expanding workforce by fostering and supporting programs that enhance diversity.

**Assign** responsibility and accountability for the success of the Equal Employment Opportunity Plan.



## **Section 1B: Responsibilities**

To assure support and success of this Equal Employment Opportunity Plan and to meet the established objectives, the City has assigned specific responsibilities to the following officials:

1. **THE CITY COUNCIL**

The City Council actively and aggressively supports equal employment opportunity and diversity through:

- Encouragement and budgetary assistance to City departments;
- Dissemination of equal employment opportunity information to employees and the general public; and
- Requiring the review of equal employment opportunity practices and procedures.

2. **CITY MANAGER**

The City Manager has the ultimate responsibility for the success of the Equal Employment Opportunity Plan. The City Manager will assure effective communication of, and conformance with, the requirements of this Plan, and assure that each Department Head takes such action as is necessary to achieve the Plan's objectives.

3. **THE ADMINISTRATIVE SERVICES DIRECTOR**

The Administrative Services Director is responsible for the general administration of the Plan and will continually review all personnel policies, employment practices and procedures, and make recommendations for steps to achieve full equal employment opportunity.

4. **THE HUMAN RESOURCES MANAGER**

The Human Resources Manager is responsible for implementation of the Plan. The Human Resources Manager may designate an EEO Coordinator to assist with meeting the goals and objectives of this Plan, monitor progress, and recommend remedial action. The EEO Coordinator shall consult with the Human Resources Manager in matters related to EEO Policy.

5. **DEPARTMENT HEADS**

Department Heads will adhere to the City's Equal Employment Opportunity

Plan, in both spirit and intent, and are responsible for achieving progress

toward the goals and objectives of the Plan in their respective departments. Specifically, the Department Head will:

- Participate with the Administrative Services Director, Human Resources Manager and/or EEO Coordinator to identify problem areas. Department Heads shall also work with departmental managers and staff to correct those problem areas.
- Ensure that all employment decisions, including development of job knowledge and skill requirements, interviews, offers of employment and compensation commitments, assignment, training and evaluation, and employee relations are consistent with the City's personnel practices and equal employment opportunity principles.

**6. MANAGERS AND SUPERVISORS**

Managers and supervisors are responsible for the following:

- Ensuring that all staff understand and work within Federal and State laws, as well as City policies and procedures, aimed at equal employment opportunity.
- Initiating steps to facilitate and maintain a work climate that is conducive to achieving equal employment opportunities and a workplace free from discrimination or harassment.

**7. CITY EMPLOYEES**

City employees are responsible for supporting a work climate that is conducive to achieving equal employment opportunities and that is free of any form of discrimination or harassment.





## Equal Employment Opportunity Statement

It is the continuing policy of the City of Cocoa, State of Florida, to afford equal opportunity for all of its employees and applicants for employment.

The City recognizes the value of diversity and is committed to continue to recruit, hire, train and promote persons based on merit in all job classifications without regard of gender, pregnancy, childbirth or related medical conditions, race, veteran status, religion, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, use of family and medical leave, genetic testing, and any other basis protected by federal or state law in hiring, transfer, promotion, discharge, pay, fringe benefits, job training, classification and/or any other aspect of employment.

Employees or applicants who have questions about the City's Equal Employment Opportunity Policy or who have complaints of unequal treatment are advised to contact the Administrative Services Director or designee at City Hall, 65 Stone Street, Cocoa, Florida 32922, or by telephone (321) 844-8440.



Henry L. Parrish, III  
City Mayor



John Titkanich, Jr., AICP  
City Manager



## **Section II-A: POLICY ON EQUAL EMPLOYMENT OPPORTUNITY**

The City recognizes, welcomes, and appreciates its diverse and multi-cultural workforce. Through adoption and dissemination of this Plan to employees, the City commits to an inclusive, results-oriented, equal employment opportunity environment aimed at a diverse workforce free of illegal discrimination and harassment.

## **Section 11- B: POLICY ON LANGUAGE DIVERSITY**

While the City recognizes English as the primary language of the workplace and encourages its mastery, it also acknowledges the fact that other languages are both necessary and welcome in providing the best service possible to the residents of our City. For employees for whom English is a second language, the City affirms the right to speak another language freely without threat of discrimination or reprisal. It is important, however, that the right to speak a language other than English is not used as a tool to exclude or demean co-workers.

## **Section 11-C: POLICY ON DISCRIMINATION**

The City is committed to ensuring that no employee or applicant is discriminated against based on sex, pregnancy, childbirth or related medical conditions, race, veteran status, religion, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, gender (including gender identity and gender perception), sexual orientation, use of family medical leave, genetic testing, or any other basis protected by federal or state law. This policy shall apply to all employment practices.

The City will take positive measures toward eliminating artificial barriers to employment and achieving equal opportunity through its implementation and coordination of the City's Equal Employment Opportunity Plan, and through its review and evaluation of hiring and promotional policies and procedures.

It is the policy of the City that all persons be afforded equal access to positions in public service based on their ability to do the job. Hiring will be made on the basis of job-related criteria, and all employment decisions will be made on the basis of merit, in conformity with the principles of equal opportunity.

The City considers violation of this policy, on the basis of any EEO-protected categories, to constitute misconduct that undermines the integrity of the employment relationship. Corrective action up to and including dismissal shall be taken against individuals who violate any provision of this policy.

### **Section 11-D: POLICY ON HARASSMENT**

It is the policy of the City to maintain an environment free from illegal harassment in the workplace. The City will not tolerate any action that illegally harasses, disrupts, or interferes with another's work performance, or creates an intimidating, offensive, or hostile work environment. The City encourages its employees and contractors to respect the differences of others. All are expected to act in a responsible, professional manner and to contribute to a productive work environment that is free from harassing or disruptive behaviors.

This policy unequivocally extends to all forms of harassment based on the criteria set forth in 'Section II. Discrimination.' The City considers harassment on the basis of any of these categories to constitute misconduct that undermines the integrity of the employment relationship. Corrective action, up to and including dismissal, shall be taken against individuals who violate this policy.

Harassing behavior includes, but is not limited to:

- Verbal conduct, such as epithets, derogatory or insulting comments, taunting, heckling, slurs, jokes, stories, disparaging terms, or unwanted sexual advances or comments;
- Physical conduct, such as impeding or blocking movement, gestures, physical interference with normal work movement, unwelcome touching, or assault;
- Visual conduct, such as derogatory or sexually oriented posters, photographs, letters or other writings, e-mail, cartoons, graffiti, or drawings; or
- Nonverbal conduct, such as staring, leering, winks or other gestures.

In addition to the above, sexual harassment shall include unwelcome, unwanted, sexual



advances or overtures, requests for sexual favors, and other verbal, physical or body language of a sexual nature. The actions above will be considered sexual harassment when:

- a. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; or
- b. Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting that individual; or
- c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

## **Section 11-E: POLICY ON RETALIATION**

Retaliation is defined as unlawful punishment or adverse action of an employee because that employee reported unlawful discriminatory conduct, participated in an investigation of discrimination, or engaged in other protected conduct. The most obvious types of retaliation include denial of promotion, refusal to hire, denial of job benefits, demotion, suspension and discharge. Other types of retaliation may include threats, reprimands, negative evaluations, or harassment. The source of retaliation may be from a manager or supervisor toward an employee, or from one employee or group of employees toward another employee.

The City recognizes that the ability to communicate, report, and oppose illegal activity is the singular most effective tool employees and applicants have to prevent and stop such activity. If retaliation for reporting or opposing illegal activity were permitted to continue without remedy it would have a chilling effect upon employees and applicants who speak out against, or oppose, such activity.

The City does not tolerate any acts of retaliation. City employees are forbidden to retaliate against any employee or applicant who reports any violation of this Equal Employment Opportunity policy. Corrective action, up to and including dismissal, shall be taken against individuals in violation of any provision of the policy.

## Section 11-G: POLICY ON RESPONSIBILITIES

All City employees (including managers and supervisors) have the responsibility to:

- Understand and abide by the City's Equal Employment Opportunity Policy, and comply with its terms.
- Respect the differences of others.
- Contribute to a harassment-free environment by acting and behaving in an appropriate, respectful, and professional manner.
- Immediately report any violations of this policy, which the employee personally observes, or has knowledge of.
- Cooperate completely in any investigation of violations of this policy.

All Managers and Supervisors have additional responsibility to be proactive and:

- Foster a work environment free of discrimination and harassment.
- Eliminate personal biases from employment decisions and practices.
- Ensure employment, performance or conduct decisions and practices are based on a consistent set of criteria that is applied equally to all employees and not based on non-job-related factors.
- Ensure that stereotypes do not create a "glass ceiling" to advancement of persons historically excluded from middle and upper management positions.
- Set a positive example.
- Keep consistent documentation on all employees.
- Take each complaint concerning violations of this policy seriously. Failure to report an incident of harassing or discriminatory conduct is itself a violation of this policy.
- Ensure that all employees are aware of this policy and the procedures for communicating a complaint.
- Take corrective action if an investigation results in a finding that this policy has been violated.
- Make a referral to the City's Employee Assistance Program where appropriate.
- Prohibit retaliation against an employee or applicant who has complained of a violation of this policy, or who has participated in an investigation of a complaint under this policy.



- Respect confidentiality to the greatest extent possible by only sharing information regarding complaints and investigations with those who have a "need to know."

## **Section 11-H: COMPLAINT RESOLUTION PROCEDURES**

### **1. City Complaint Procedures**

Employees and applicants are encouraged to attempt resolution of complaints as quickly as possible at the lowest and least formal level. However, if deemed inappropriate in the judgment of the individual, he or she is encouraged to pursue resolution at a higher level. The most important consideration should be resolution of the issue in a prompt and fair manner. The following procedures may be utilized by a Complainant:

#### **a. Resolution within the Department**

An employee can discuss the complaint/issue and seek a remedy with his/her immediate supervisor. If the complaint/issue is not resolved, or the behavior of the employee's supervisor is an issue, the employee is encouraged to pursue resolution through discussion with the next higher-level manager up to the Department Director.

#### **b. Filing an Internal Complaint**

Any employee or applicant for employment may file an internal complaint with the Administrative Services Director or the Human Resources Manager.

The Administrative Services Director and/or Human Resources Manager, or designee, shall take all complaints seriously and investigate them with due diligence. Confidentiality shall be maintained to the greatest extent possible, recognizing the rights of the complainant, the accused, and all third party witnesses. No employee shall be subjected to intimidation, coercion, or retaliation of any kind as a result of filing a complaint pursuant to this policy or as a result of being a witness in an investigation .

### **2. External Agencies**

In addition to the above, or in place of the above procedure, employees and applicants have the option of filing a complaint with either, or both, the state and federal external compliance agencies. The website for each agency is listed below:

Florida Commission on Human Relations ([fchr.state.fl.us](http://fchr.state.fl.us))

United States Equal Employment Opportunity Commission ([www.eeoc.gov](http://www.eeoc.gov))

### 3. **Guidelines for Resolution of Discrimination or Harassment Issues**

These guidelines and complaint resolution procedures are developed for the purpose of providing assistance to employees, applicants for employment or services, supervisors/managers, and respondents, to help successfully resolve problems of discrimination or retaliation.

#### **A. Employees**

Employees seeking resolution of any alleged act of discrimination or harassment should:

- Act immediately after determining that a problem exists.
- Consider resolving the issue at the lowest level possible.
- Notify your supervisor or manager immediately, or contact the Administrative Services Director and/or Human Resources Manager.
- Ask the manager, supervisor, Administrative Services Director and/or Human Resources Manager to explain the different options available to you.
- Choose a procedure with which he/she is comfortable and that he/she understands.
- Provide documentation and names of witnesses.
- Clearly state the alleged act in question and the remedy sought, as well as an explanation of when and where the act occurred, as well as any witnesses.
- Express any concerns about confidentiality and possible retaliation.
- Follow instructions about not sharing information with other employees.



- Allow your manager, supervisor, Administrative Services Director, and/or Human Resources Manager to follow through with their investigation.

## **B. Supervisors or Managers**

When an employee elects to approach a supervisor or manager with a concern of discrimination or harassment, the supervisor or manager should:

- Listen objectively to the concerns and remedy being sought by an employee. Allow the employee to fully express their concerns and determine what action the employee wants taken. Determine what the issues are (date, time, place, witness, documentation records).
- Advise the employee of the impact of any confidentiality concerns such as the possibility that a guarantee of total confidentiality may not be possible based on the particulars of the situation or resolution being sought.
- Assure employees that any retaliation is prohibited.
- Establish and maintain and/or assist with establishment and maintenance of files that include that allegation, investigation conducted, and actions taken.
- Contact the Administrative Services Director and/or Human Resources Manager for guidance and advice, including the different options that might be available to resolve the incident.
- Handle all allegations in a confidential manner and share information only on a need-to-know basis.
- Determine if a referral to the Employee Assistance Program is necessary or if any other referral can be made.
- Contact all parties who can provide you with assistance in resolving the issue.
- Managers and supervisors must take proactive measures to prevent or stop all forms of harassing behavior.
- Managers and supervisors are held to a higher level of responsibility and have a duty to be aware of the day-to-day behavior and conduct of the unit.

## **C. Applicants for Employment**

Any applicant for employment who feels he/she has been discriminated against should contact the Human Resources Division.

**D. Applicants for Services**

Any applicant for service who feels he/she has been discriminated against shall be provided with appropriate information by the department involved, as well as the procedure to pursue his/her issue within the respective department.

**E. Respondents**

Once an allegation of discrimination has been filed, and an investigation is initiated with the potential for adverse findings, the respondent has the right to:

- An investigation that is thorough, objective and timely.
- Notification of the charge and the right to respond to and rebut the charge.
- Provide documents and witnesses to support his/her perspective.
- Assurance that all information will be handled confidentially to the extent possible, on a need-to-know basis.
- Notification of the results of the investigation and the opportunity to discuss any proposed action (any action taken should be commensurate with the level of infraction).
- Be advised of management's obligation to investigate individuals that management reasonably suspects made false allegations and to take appropriate corrective action, where applicable.
- Be informed that if allegations cannot be substantiated or are proven to be false that no record of such allegations shall be retained in any of the employee's personnel files.

Once the allegation of discrimination has been filed the respondent has a duty to:

- Meet with the investigator and answer all questions honestly.
- Be forthcoming with information and not be deceitful in any way.
- Keep all information confidential to the extent possible, and to the extent permitted by law, particularly until the investigation has closed.
- Not retaliate against individuals who participated in the investigation



### **III. EQUAL EMPLOYMENT FOR PERSONS WITH DISABILITIES**

### **Section III-A: PURPOSE**

The City is committed to providing equal employment opportunities to persons with disabilities. The City shall not discriminate against any applicant or employee because of physical or mental disability in regard to any position for which the applicant or employee is qualified. This commitment shall include, but not be limited to, hiring, promotion, working out-of-class, training, demotion or transfer, recruitment, recruitment advertising, layoff or termination, and rates of pay and other forms of compensation. Decisions related to personnel policies and practices shall be made on the basis of an individual's capacity to perform a particular job and the feasibility of any necessary job accommodation. The City will make every effort to provide reasonable accommodations to individuals with disabilities in accordance with Americans with Disabilities Act (ADA).

### **Section 111-B: REASONABLE ACCOMODATIONS**

The City is committed to making every effort to provide reasonable accommodations to physical and mental limitations of applicants and employees with disabilities. The City's procedure for the same is as follows:

#### **I. WHO IS PROTECTED**

The law covers qualified applicants and employees with legally qualifying disabilities. A qualified individual is defined as an individual with a legally qualifying disability with the skill, experience, education and other job-related requirements of a position held or sought, and who, with or without reasonable accommodation, can perform the essential functions of the job.

A person with a **legally qualifying** disability is an individual who:

- has a legally qualifying physical or mental disability that limits a major life activity; or
- has a record of such a legally qualifying disability, which is known to the employer; or
- is regarded as having a legally qualifying disability.



Major life activities include, but are not necessarily limited to, seeing, hearing, breathing, walking, speaking, learning, working, caring for oneself, performing manual tasks, lifting, and other physical and social activities.

## **II. WHAT IS A REASONABLE ACCOMMODATIONS**

A reasonable accommodation is a modification or adjustment to a job, employment practice, or work environment that enables a qualified individual with a disability to perform the essential functions of the position and to have an equal employment opportunity. Each request for a reasonable accommodation is considered on a case-by-case basis, so that one accommodation may be offered at a particular job or location, but may not be available for a different job or location. Accommodation requests must be reasonable and should not pose an undue hardship on the City. Undue hardships are also determined on a case-by-case basis, and could include anything that is unduly costly, extensive, disruptive, or which fundamentally alters the nature or operation of the City's business.

## **III. RIGHTS AND RESPONSIBILITIES UNDER THE LAW**

### **A. Applicants**

- The City will provide equal employment opportunity for qualified applicants with disabilities to enable them to participate in the job application process and to be considered for a job.
- Reasonable accommodations will be provided, as needed, to ensure that individuals with disabilities have equal opportunity in the application and selection process, unless to do so would be an undue hardship or pose a direct threat to the health and safety of the applicant or others.
- The City is not required to accommodate individuals who are not otherwise qualified for the position that they seek.

### **B. Employees**

- The law prohibits discrimination in all employment practices, including, but not limited to, promotion, transfer, termination, compensation, job assignments,

leaves of absence, benefits, training activities, and any other terms, conditions or privileges of employment.

- The City will provide reasonable accommodations to qualified employees with disabilities unless to do so would be an undue hardship or pose a direct threat to the health and safety of the employee or others.
- The process of determining whether an accommodation can be made requires an interactive process in which the employee, the supervisor/manager and the employee's health care provider actively work with the City's Administrative Services Director and/or HR Director.

**C. Medical Inquiries**

- The City may ask a job applicant or employee about his or her ability to perform job-related functions and may respond to an applicant's or employee's request for reasonable accommodation.
- The City may require medical documentation to evaluate a request for reasonable accommodation by an employee or an applicant.

**D. Confidentiality**

Medical-related information shall be kept confidential to the extent required by law. Medical-related information may be shared on with those who have a need-to-know, or if, for instance, a disability requires emergency treatment.

**IV. HOW TO REQUEST A REASONABLE ACCOMMODATION**

In general, it is the responsibility of the individual with a disability to inform the City that an accommodation is needed. An employee may be represented in this process by their union, attorney, or any other individual designated by the employee.

**A. Applicants**

- Request a reasonable accommodation in the application and selection process by contacting the HR professional or recruiting coordinator (at the number

address on the job announcement) as soon as you are aware that an accommodation will be needed.

- The City may require medical documentation to evaluate a request for reasonable accommodation.

## **B. Employees**

- Request a reasonable accommodation by notifying the manager, supervisor, department Director, Administrative Services Director or Human Resources Manager. Such requests may be made verbally or in writing by the employee or the employee's representative, though the City's preference is that the request be made in writing. The employee will be provided with information on the process and the necessary information to be provided.
- When the necessary information is received, the appropriate City representative will review to determine if the employee is a qualified individual with a disability, and if so, whether an accommodation is appropriate. The appropriate City representative will confer with the employee's supervisor or may contact the employee's health care provider to review the requested accommodation or other alternatives. The appropriate City representative will also contact the employee to discuss the requested accommodation or alternatives.
- This process will be completed as quickly as possible. However, if the information provided is incomplete or unclear, the process may be delayed. The employee who is requesting reasonable accommodation should make sure that forms are completed accurately and returned as soon as possible.
- The appropriate City representative will review the recommended action with the department head or representative, and will notify the employee of the department's decision.
- The City may ask the employee about his/her ability to perform job-related functions and will respond to a request for reasonable accommodation.
- The City may require medical documentation to evaluate a request for reasonable accommodation by an employee.

## IV. WORKFORCE ANALYSIS



**A. UTILIZATION STUDY**

The City shall annually prepare a utilization study which shall contain an analysis of all major job groups in the City with an explanation showing if minorities or women are currently being underutilized in any one or more job groups. In preparing a utilization analysis, such analysis shall be conducted separately for minorities and women. In determining whether minorities are being underutilized in any job group, any department, office or organization group shall consider all of the following factors:

1. Minority and female availability for the City's relevant labor market area.
2. The percentage of minority and female employees in the City work force as compared with the availability of minorities and females in the relevant labor market area.
3. The general availability of minorities and females having requisite skills and qualifications in the relevant labor market area.
4. The availability of promotable and transferable minorities and females within the City.

EMPLOYMENT DATA AS OF September 30, 2015																				
FULLTIME EMPLOYEES																				
JOB CATEGORIES	MALE									FEMALE										
	Caucasian		African American		Hispanic		Asian Or Pacific Islander		American Indian or Alaska Native		Caucasian		African American		Hispanic		Asian or Pacific Islander		American Indian or Alaska Native	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
OFFICIALS ADMINISTRATORS	8	11.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	6	75.0%	2	25.0%	1	12.5%	0	0.0%	0	0.0%
PROFESSIONALS	2	89.7%	2	6.9%	1	3.4%	0	0.0%	0	0.0%	12	75.0%	2	12.5%	2	12.5%	0	0.0%	0	0.0%
TECHNICIANS	2	89.7%	2	6.9%	1	3.4%	0	0.0%	0	0.0%	9	90.0%	0	0.0%	1	10.0%	0	0.0%	0	0.0%
PROTECTIVE SERVICES	6	71.3%	9	10.3%	8	9.2%	1	1.1%	7	8.0%	8	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

<b>PARA-PROFESSIONALS</b>	4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%	0	0.0%	0	0.0%	0	0.0%
<b>ADMINISTRATIVE SUPPORT</b>	8	72.7%	1	9.1%	2	18.2%	0	0.0%	0	0.0%	39	78.0%	6	12.0%	5	10.0%	0	0.0%
<b>SKILLED CRAFT</b>	68	84.0%	7	8.6%	5	6.2%	0	0.0%	1	1.2%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
<b>SERVICE MAINTENANCE</b>	43	61.4%	22	31.4%	2	2.9%	3	4.3%	0	0.0%	240	40.0%	3	60.0%	0	0.0%	0	0.0%

**B. UTILIZATION ANALYSIS**

The utilization analysis shall be conducted by comparing the City's current work force composition with the availability of Caucasians, African Americans, Hispanics, and other protected groups in the relevant labor market. The first analysis will compare the current utilization in the City's work force of members of both genders in each group compared with the relevant labor market availability. The second analysis will compare the current utilization in the City's work force of females in each group compared with the relevant labor market.

The statistics will be followed in the utilization analysis of the City's current work force composition by department, division or organization group. Only those job classifications which are currently filled in each organization group will be contained in the utilization analysis.

The utilization analysis will compare, by job category, the current work force composition of the City with the relevant labor market availability to determine whether the City's composition is below or above the availability of protected classes in the relevant labor market.

LABOR FORCE BY MINORITY STATUS FROM CENSUS 2010  
BREVARD COUNTY

RACIAUETHNIC CATEGORY	2010 Population Unemployment	Civilian Labor		Unemployed	Rate
		Force	Employed		
White non-Hispanic	450,927	207,085	190,050	15,165	7.3%
Black non-Hispanic	54,799	22,860	19,955	2,360	10.3%
Hispanic	43,943	19,960	17,785	1,915	9.6%
Asian non-Hispanic	11,349	5,915	5,570	265	24.1%
NHOPI non-Hispanic	514	195	180	15	7.7%
AIAN non-Hispanic	2,118	1,100	1,015	65	1.1%
B&W-NHIS	4,132	610	485	125	64.1%
Asian&Wh-NHIS	3,031	1,075	1,020	55	5.0%
AIAN&Wh-NHIS	2,377	905	815	85	13.9%
AIAN&BIK-NHIS	NIA	65	55	10	0.9%
Bal. 2+ Races, NHIS	NIA	1,370	1,245	110	12.2%
Female **	277,134	100,809	100,080	729	0.7%
" Includes all races					

NOTE: Sum of detail may not equal totals due to rounding.

Source: Census 2010 - Residence Data Results (<http://tadfinder2.census.gov/>)



**Local Labor Market Data from Census 2010**  
**Residence Data Results by Occupational Category Compared to City of Cocoa**  
**Employment**

		Labor Market vs. City of Cocoa													
		MALE						FEMALE							
		Asian American						American Total						Both	
		Caucasian	African American	Hispanic	Or Pacific Islander	Indian or Alaska Native	Caucasian	African American	Hispanic	Asian or Pacific Islander	Indian or Alaska Native	American Total	Female		
Occupational Category	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa	City of Cocoa
OFFICIALS	CO COA	8	1	0	0	0	6	0	1	1	0	8	1	7	
ADMINISTRATORS	LB R KT	16,600	700	1,015	360	150	9,800	810	645	205	40	11,560	30,405		
PROFESSIONALS	CO COA	26	2	1	0	0	12	2	2	0	0	16	45		
	LB R M K T	22,060	710	1,460	1,210	45	19,960	1,685	1,655	640	40	23,980	49,465		
TECHNICALS	CO COA	26	2	1	0	0	9	0	1	0	0	10	9		
	LB R KT	3,660	465	365	150	0	3,505	545	310	165	0	4,525	9,165		
PROTECTIVE SERVICES	CO COA	62	9	8	1	7	8	0	0	0	0	8	95		
	LB R KT	3,860	340	380	35	0	1,330	205	100	0	25	1,660	6,275		
PARA-PROFESSIONALS	CO COA	4	0	0	0	0	4	0	0	0	0	4	8		
	LB R KT	8,621	395	609	454	16	7,866	749	659	271	13	9,558	19,653		
ADMINISTRATIVE SUPPORT	CO COA	8	1	2	0	0	39	6	5	0	0	50	61		
	LB R M K T	19,205	2,000	1,750	200	15	36,435	3,705	3,390	940	145	44,815	67,875		
SKILLED CRAFT	CO COA	68	7	5	0	1	0	1	0	0	0	1	82		
	LB R M K T	19,385	2,000	1,850	295	135	1,655	225	190	75	0	2,145	25,810		
SERVICE MAINTENANCE	CO COA	43	22	2	3	0	2	3	0	0	0	5	75		
	LB R M K T	26,675	4,405	3,455	670	380	20,985	4,500	3,140	1,010	105	29,740	65,325		
TOTAL NUMBER	CO COA	245	44	19	4	8	100	12	9	1	0	102	422		
	LB R M K T	120,066	11,025	10,884	3,454	741	101,066	12,424	10,089	3,306	368	127,803	273,973		

\*For comparison purposes, only. Two or more races data not included.

**C. EMPLOYMENT GOALS CRITERIA**

In determining the level of employment goals the Administrative Services Director shall utilize the following criteria:

1. The utilization analysis.
2. Goals shall not consist of rigid and inflexible quotas which must be met, but shall be targets reasonably attainable by means of applying every good faith effort to make all aspects of the entire equal employment opportunity plan work.



3. Anticipated expansion, contraction, and turnover of the work force shall be considered when establishing timetables to meet goals and commitments.
4. The City shall establish and set forth, where necessary, specific goals separately for each protected group deemed.
5. Such goals, with supporting data and the analysis thereof, shall be a part of the City's written Equal Employment Opportunity Plan.





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## Section V-A: ACTION STEPS

### 1. **RECRUITMENT AND SELECTION**

Initiate and continue outreach efforts to attract the most qualified candidates for employment who represent the diverse community we serve. Continued emphasis will be given towards attracting all under-represented groups. Increase recruitment efforts to attract a broad and diverse candidate pool for positions in all categories.

### 2. **TRAINING AND DIVERSITY**

In collaboration with other departments, the Human Resources Department will continue training and educational opportunities such as:

- o Customized Department Training Programs
- o Diversity-training program to broaden the focus on cultural awareness and communications, and conflict resolution issues.

### 3. **CAREER DEVELOPMENT AND RETENTION**

The City remains committed to professional development, exploring enhanced online technology as a cost-effective way to open doors for training and educational opportunities, and ensuring that all managers work with individual employees to achieve career development plans.

### 4. **AUDIT, REPORTING AND ANALYSIS**

The City shall, within six months of its adoption of this Plan, and thereafter, no less than bi-annually, prepare a report which analyzes the distribution of protected class members in each major job category.

The City shall, within six months of its adoption of this Plan, and thereafter, no less than bi-annually, analyze its job advertisements, recruitment efforts, referral and employment records, and training and educational programs, to assist with a determination of whether its efforts and policies are helping the City to achieve its goal of a diverse workforce that is free of all forms of discrimination, harassment and retaliation. The City shall, within three months of completing its analysis, and no less than bi-annually, prepare a report that summarizes such analysis, determines the effectiveness of the City's EEO Plan, and which makes recommendations for future efforts that will assist the City with maintaining a diverse workforce that is free of all forms of discrimination, harassment and retaliation.



5. **POLICY DISSEMINATION.**

*The City's EEO Plan will be disseminated Internally and externally as may be required to successfully implement the EEO Plan to further affirmative action objectives*





## Section VI-A: EEO OCCUPATIONAL JOB CATEGORIES

**Officials and Administrators:** Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations. Includes, but is not necessarily limited to: department heads, directors, and elected officials.

**Professionals:** Occupations that require specialized and theoretical knowledge, which is usually acquired through college training or work experience and other training. Includes, but is not necessarily limited to: doctors, psychologists, registered nurses, dieticians, attorneys, system analysts, accountants, appraisers, engineers, employment and vocational rehabilitation counselors, teachers or instructors, librarians, management analysts, environmental specialists, counselors, nurse practitioners, pharmacists, and auditors.

**Technicians:** Occupations that require a combination of basic scientific or technical knowledge and manual skill, which can be obtained through specialized post-secondary education or equivalent on-the-job training. Includes, but is not necessarily limited to: computer programmers, drafters, surveyors, licensed vocational nurses, technical communications dispatchers, child support officers, and revenue collectors.

**Protective Service Workers:** Occupations in which workers are entrusted with public safety, security and protection from destructive forces. Includes, but is not necessarily limited to: bailiffs, correctional officers, and state attorneys.

**Administrative Support:** Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information, and other paperwork required in an office. Includes, but is not necessarily limited to: administrative secretaries, fiscal office assistants, clerk typists, court services supervisors, courtroom clerks, deputy court clerks, court transcribers, payroll clerks, computer operators, telephone operators, legal assistants, mail services drivers, medical office assistants, patient services assistants, and library aides.

**Skilled Craft Workers:** Occupations in which workers perform jobs that require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through on-the-job training and experience or apprenticeship or other formal training programs. Includes, but is not necessarily limited to: auto mechanics and repairers, electricians, heavy equipment operators, stationary engineers, painters, skilled machining occupations, and carpenters.

**Service-Maintenance:** Occupations in which workers perform duties that result in or contribute to the comfort, convenience, hygiene or safety of the general public or that contribute to the upkeep and care of buildings, facilities, or grounds of public



property. Workers in this group may operate machinery. Includes, but is not necessarily limited to: bus drivers, transportation drivers, community workers, food service workers, gardeners, road maintenance workers, shelter care counselors, residential counselors, medical services assistants, custodians, utility workers, construction laborers, park rangers (maintenance), and craft apprentices/trainees/helpers.

## **Section VI-B: GLOSSARY OF EEO TERMINOLOGY**

**Adverse Impact:** The showing that an employment practice, procedure, or test has hampered the employment opportunity of one or more members of a protected group.

**Affected Class:** Members of an applicant group who, by virtue of past discrimination, continue to suffer the present effects of that discrimination.

**Applicant Flow Analysis:** A statistical analysis conducted to determine if any portion of the examination process is having an adverse impact upon protected group members.

**Artificial Barriers:** Requirements, procedures, or standards for employment that are not related to successful job performance.

**Auxiliary Aides and Services:** Includes qualified interpreters or other effective methods of making aurally delivered materials available to those with hearing impairments; qualified readers, taped, text or other effective methods of making visual materials available to those with visual impairments; acquisition or modification of equipment or devices, or other similar services and action.

**Bona Fide Occupational Qualification (BFOQ):** A work requirement reasonably necessary to the normal performance of a job, such as being a certain age or gender, or having the ability to lift a certain amount of weight.

**Criteria:** Quantifiable measures of job performance or success, such as those indicated in a supervisor's ratings or training evaluations.

**Disability:** A person 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.

**Discrimination:** The showing that a practice, procedure, or test has an adverse effect on at least one protected group and is not job-related.

**Disparate Treatment:** When members of a protected group have been denied the same employment, promotion, transfer, benefits, or membership opportunities that have been made available to other employees or applicants.

**Equal Employment Opportunity** : A condition under which all employment practices including selection, transfer, promotion, termination, compensation, and other benefits are implemented on the basis of valid, job-related requirements without regard to race, national origin, color, religion, age, physical or mental disability, pregnancy, childbirth or related medical condition, sex, sexual orientation, use of family medical leave, or any other basis protected by federal or state law.

**Job-Related Qualifications**: Requirements that are realistically related to the actual duties of the job. These requirements consist of the knowledge and skills required to perform those duties determined by a thorough job analysis.

**Merit Systems**: Selection of persons for employment based on ability.

**Protected Group**: 'Groups protected against discrimination by law or policy. These groups include, but are not limited to, race, color, sex, sexual orientation, national origin, religion, physical or mental disability, age, and pregnancy.

**Selection Device**: Tests, educational and work history data, interviews, and other tools to determine relative levels of job qualification.

**Validity**: The extent to which a selection procedure samples the content of the job. Theoretically, a valid selection procedure is predictive of job success.

