

OFFICE OF CIVIL RIGHTS

The Office of Civil Rights (OCR) develops and manages DoC's Equal Employment Opportunity (EEO) policies and programs. It serves to ensure that people with disabilities have access to DoC's programs and facilities. It also serves to ensure nondiscrimination in DoC supported activities and programs. In support of DoC's goals to achieve diversity and affirmative employment, OCR develops and maintains monitoring systems to assess DoC's affirmative employment and diversity initiatives. OCR assists operating units in developing action plans to address barriers to equal opportunity and diversity issues and provides EEO counseling, and Alternative Dispute Resolution (ADR) services to the OS and other DoC components as determined. The project narrative that follows and the *Departmental Organization Order 20-10*, which governs the responsibilities of the Office of Civil Rights, provides further insight on services provided.

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LIST OF PROJECTS

Civil Rights	0532000	WCF
Diversity Employment Plan	7122000	A&R
MSI Initiative	7151000	A&R
Cultural Awareness	7155000	A&R

WORKING CAPITAL FUND (WCF) PROJECTS

CIVIL RIGHTS PROJECT 0532000

Description of Service: OCR performs activities related to DoC's civil rights policy programs (previously called affirmative employment program) and discrimination complaint processing for OS and operating units. The office investigates discrimination complaints from DoC employees and job applicants. It also investigates complaints from the public concerning discrimination in programs receiving federal financial assistance, including access to DoC-funded and DoC-conducted programs and facilities to persons with disabilities. Other services include overseeing the DoC Alternative Dispute Resolution (ADR) process; establishing and maintaining an effective uniform EEO data system for the purpose of developing barrier analyses and formulating strategic solutions to under representation; coordinating with the Office of Human Resources Management and other Departmental offices in outreach activities to increase the number of qualified applicants in underrepresented populations; and coordinating Departmental and bureau compliance with laws, regulations, and external and internal policies related to workforce composition barrier analyses and solutions, special emphasis programs, limited English proficiency, and support of Minority Serving Institutions. (DOO 20-10, DAO 215-5, DAO 215-3, DAO 215-4, DAO 215-11, DAO 209-8, 29 CFR 1614 and 15 CFR Parts 8-8c.)

The Client Services and Resolution Division (CSRD) (previously called EEO Officer) manages the informal complaint process for the Office of the Secretary, BEA, and all bureaus within the HCHB except NOAA. The CSRD identifies, secures and trains full-time and collateral duty EEO counselors; oversees the performance of the EEO counseling staff for the serviced bureaus and oversees the ADR program Department-wide. The CSRD negotiates, drafts, and secures clearances for complaint settlements within its service population; provides guidance to employees, applicants and bureau officials on the EEO process and complaint activity; maintains case records of serviced bureaus; and trains bureaus in conflict resolution, diversity, and discrimination complaint processes.

OCR's Compliance Division manages the formal complaint process. It identifies, secures and trains full-time EEO staff investigators and contractors; and oversees the performance of the EEO investigative and adjudication staff and contracted investigative and adjudication services. The discrimination complaint investigations must provide sufficient information for DoC and its operating units to determine unlawful discrimination. The investigative reports are issued to operating units and complainants for the purpose of settlements. DoC uses the reports for its final decisions and representation before the Equal Employment Opportunity Commission, the Merit Systems Protection Board and courts.

Basis of Charge: This billing algorithm consists of three parts: (1) Charges for Policy and Affirmative Employment services are allocated to participating operating units based on their prorated share of the total FTE, excluding PTO, CEN, NOAA, & NIST; and

(2) Staff Costs for informal complaint processing services and informal ADR for operating units serviced by CSRD, staff-conducted investigations, and formal ADR are allocated to participating operating units based on staff hours spent on complaint-related work attributable to each operating unit as captured in OCR's time accounting system and (3) Contract Costs for contractor-conducted investigations, which are allocated to participating operating units based on their pro rata share of actual contract invoices.

ADVANCES & REIMBURSEMENTS (A&R) PROJECTS

DIVERSITY EMPLOYMENT PLAN - OCRPROJECT 7122000

Description of Service: Activities supported by this project will promote partnership opportunities with various stakeholder groups. This project will target outreach efforts to enhance diversity in employment and career development.

Basis of Charge - Automatic Monthly: Costs are billed to operating units and bureaus based on their share of the Department's FTE.

MSI INITIATIVE - OCRPROJECT 7151000

Description of Service: This project conducts corporate outreach efforts at Minority Serving Institutes (MSIs), Hispanic Serving Institutions (HSIs), Historically Black Colleges and Universities (HBCUs), and Tribal Colleges and Universities (TCUs). Participates in conferences at MSIs and conducts MSI Conferences. Develops, implements, and monitors comprehensive MSI policies, procedures, and programs as related to the Department's mission and its bureaus.

Basis of Charge - Automatic Monthly: Costs are billed to operating units and bureaus based on their share of the Department's FTE.

CULTURAL AWARENESS PROJECT 7155000

Description of Service: In accordance with the Public Law, the President annually directs Federal agencies to recognize and acknowledge contributions made by minorities, women, and disabled persons. Managing this changing workforce requires programs and activities to promote and foster an environment that appreciates diversity, respects cultural similarities and differences, and acknowledge the principles of equal opportunity. This project was established to develop, in cooperation with operating units, appropriate cultural diversity training programs, observances, ceremonies and special activities. Reasonable accommodations, such as sign language interpreting, are provided in this project.

Basis of Charge - Automatic Monthly: Costs are billed to operating units and bureaus based on their share of the HCHB population.