



U.S. DEPARTMENT OF
ENERGY



National Nuclear Security Administration

Office of Civil Rights - NA-1.2

2012 EEO Report of Accomplishment



4th Edition
December 2012

Equal Employment Opportunity: Collaborating for Mission Success

FY 2012 Office of Civil Rights Accomplishment Report

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Introduction

Message from the EEO Manager

The FY 2012 NNSA Office of Civil Rights (OCR) Annual Report gives our customers an opportunity to review many of the actions, workload and accomplishments in support of the DOE/NNSA mission.

During the past year, OCR efforts centered on strategic planning; mentoring and coaching staff including collateral duty EEO counselors; creative problem solving; continuous process improvement; maintaining and establishing collaborative partnerships with NNSA/DOE offices and other Federal agencies; keeping abreast of the ever changing EEO laws, rules, and regulations by dedicating time for all staff members to attend training; and ensuring quality customer service to employees, managers, supervisors and the general public.

The OCR is committed to providing customers with the highest quality assistance and education, on time and in a professional manner, on all matters relating to equal employment opportunity. Office standards include returning phone calls within 24 hours, availability of staff for walk-in service, quick turnaround of deliverables, and ensuring accurate advisory services.

As you read the report, we want you to also know there is a lot of pride and professionalism behind the data. We will always continue to...***Collaborate for Mission Success!***

Contact me at (505) 845-6021 or via email at debra.parrish@nnsa.doe.gov if you have any questions or recommendations.

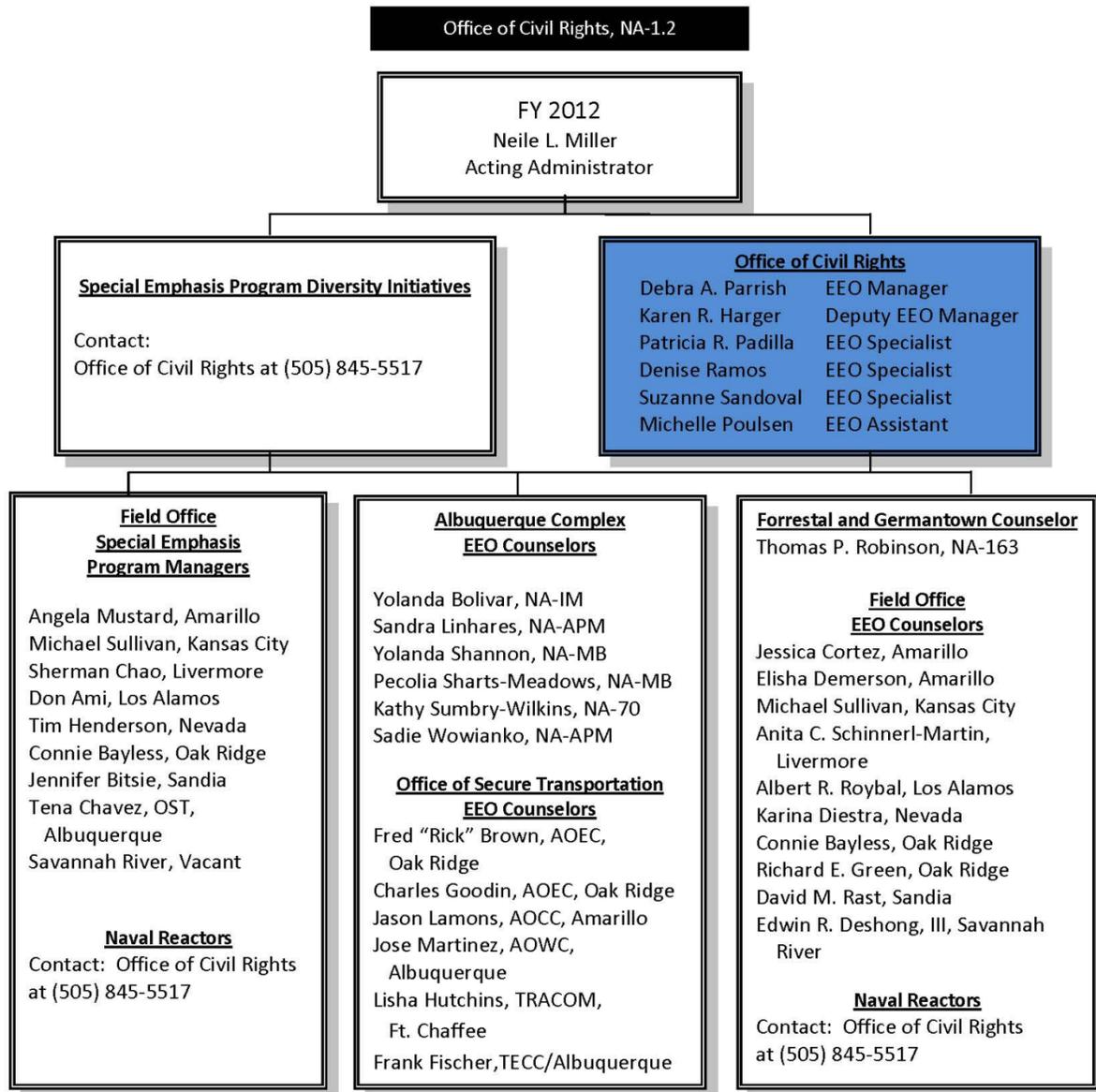
Debra A. Parrish
EEO Manager
Office of Civil Rights
505) 845-6021

Mission

The mission of the Office of Civil Rights is to:

- Promote and advocate Equal Employment Opportunity/Affirmative Action (EEO/AA) for NNSA employees.
- Create an environment that embraces and values all of our employees and is free of discrimination.
- Plan, coordinate, and implement the EEO/AA Program objectives and policies in accordance with DOE Headquarters; Equal Employment Opportunity Commission (EEOC); and the Office of Personnel Management (OPM) guidelines.
- Provide quality customer service to NNSA management, employees, and applicants for employment and contractors with technical advice on all matters

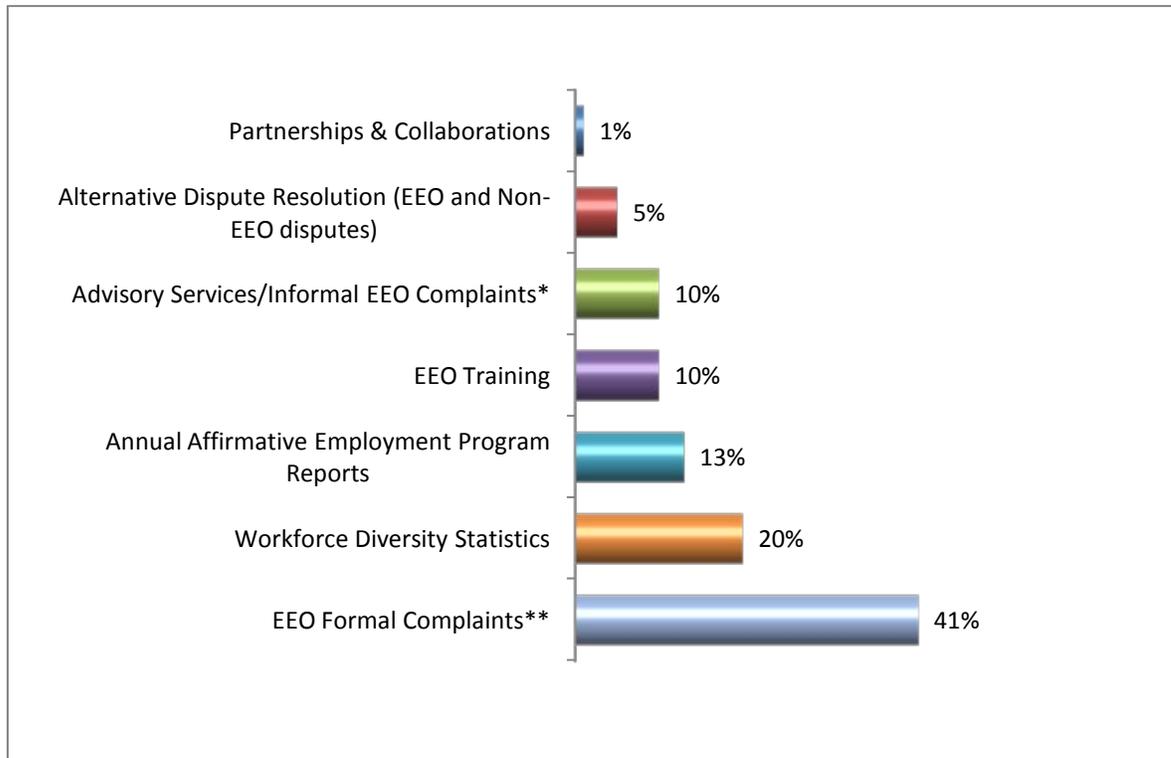
Organizational Chart: FY 2012



Summary of Functions

OCR Figure 1 represents the primary functions performed by the Office of Civil Rights, as a percentage of support provided to its customers.

Figure 1 – Percent of Effort by Functional Area



* Advisory services provided by EEO Staff listed on page 8. Informal complaints processed by EEO Counselors listed on page 6.

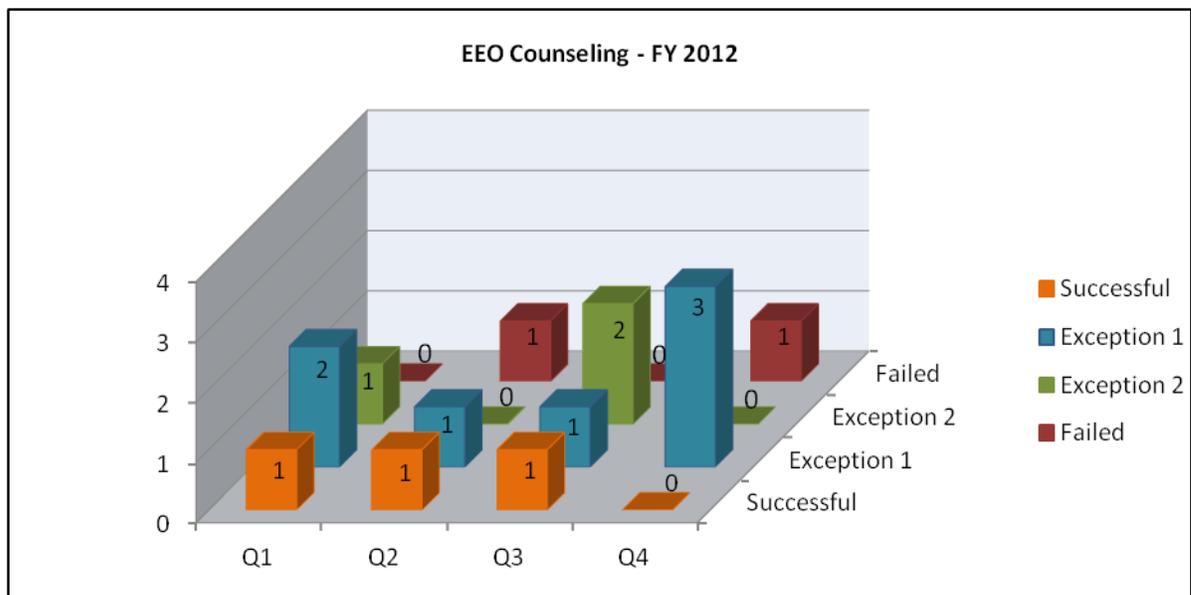
** Formal complaints processed by EEO Specialist listed on page 7.

Summary of FY 2012 Accomplishments

Informal Complaints/EEO Counselings

In FY 2012, there were a total of fifteen informal counselings. Thirteen were completed within the required time frame mandated by 29 CFR 1614, and the EEO Commission (EEOC) Management Directive 110 (MD-110) 30/60/90-day time frame. Two counselings were not completed within the required time frame and there were no extension requests made of these complainants.

Figure 2 – Total Number of Informal EEO Counselings in FY 2012



Successful: counseling completed within 30 days or settled in mediation

Exception 1: counseling completed beyond 30 days, less than 60, with written extension in place; or up to 90 days--mediation in place; or settled in mediation

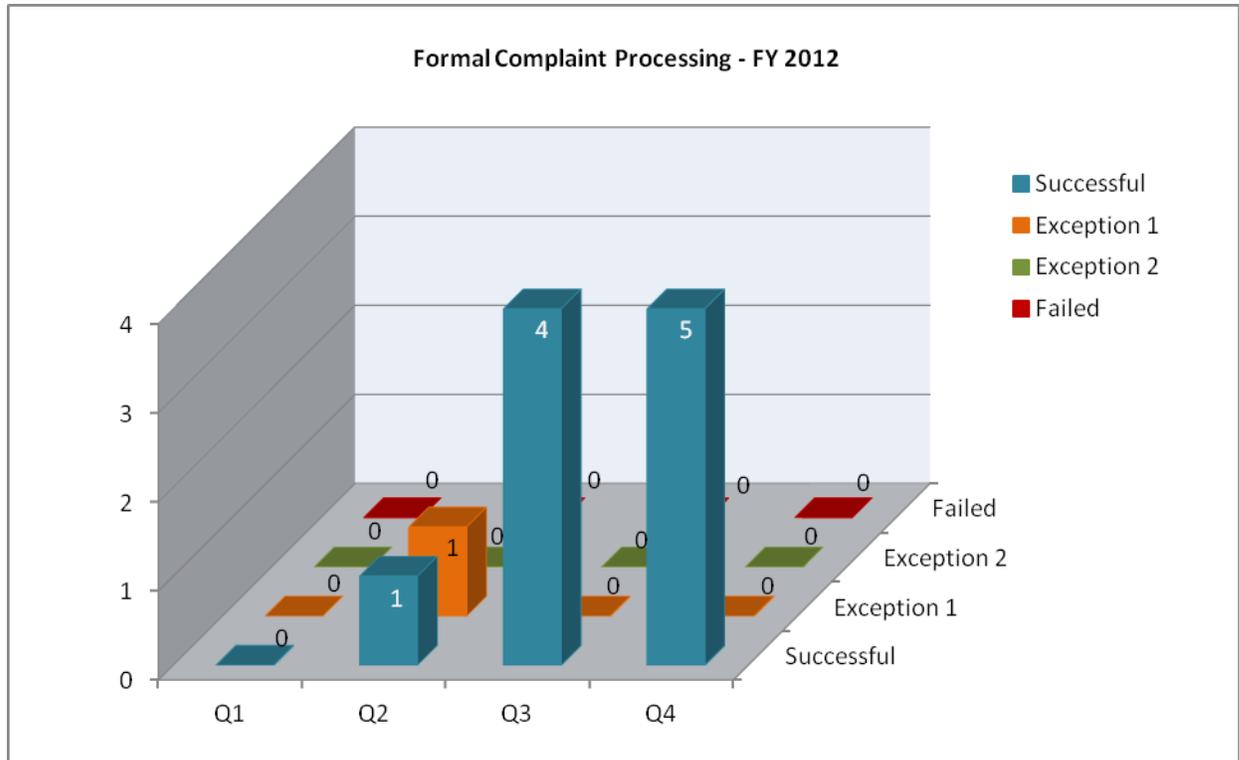
Exception 2: counseling completed beyond 30/60/90 days, w extension or other documented reason: mediation; travel; leave

Failure: counseling completed beyond 30-60 days time frame with no valid explanation

Formal Complaints/EEO Specialist Processing

In FY 2012, there were 11 formal complaints investigated in FY 2012. Of these 11, ten were successfully investigated within the 180 days investigation and completed within EEOC MD-110 guidelines in FY 2012. One investigation was completed beyond 180 days, with a written extension in place.

Figure 3 – Total Number of Formal Complaints in FY 2012



180 day count begins with the formal filing date

Successful: investigation completed within 180 days

Exception 1: investigation completed beyond 180 days, with written extension in place

Exception 2: investigation completed beyond 180 days, with other documented reason: mediation; travel; leave of complainant and or witnesses; and agreement to extend in place up to 270 days

Failure: investigation beyond the 180 days time frame with no valid explanation; or beyond the 270 days extension in place

Advisory Services

In FY 2012, the Office of Civil Rights received 124 requests for advisory services to NNSA employees, managers, supervisors, other federal employees and public inquiries. In FY 2011, OCR received 100 requests for advisory services, and in FY 2010, OCR received 103 requests for advisory services.

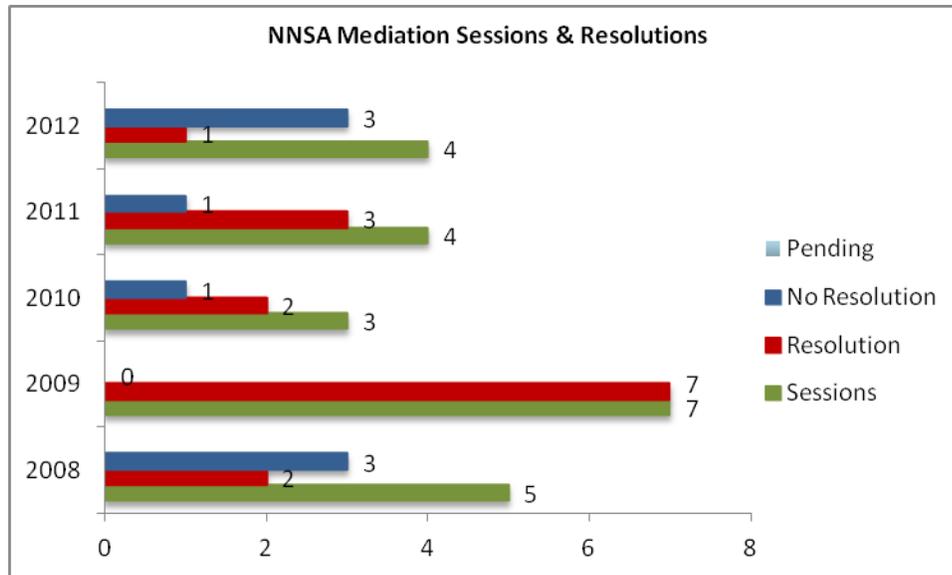
NNSA Office of Civil Rights Advisory Services FY 2012

Advisory Services Scorecard	Employees	Managers & Supervisors	Counselors	Other Federal Employees	Non-Federal Employee and/or Applicant
1 st Quarter	10	5	13	1	0
2 nd Quarter	14	7	14	1	1
3 rd Quarter	8	6	11	2	2
4 th Quarter	10	5	9	3	2
FY 2012 TOTAL	42	23	47	7	5
FY 2011 TOTAL	50	24	19	2	5

Alternative Dispute Resolution (Mediation)

EEO and non-EEO related disputes are tracked for the success rate as defined by parties reaching settlement. In FY 2012, four mediation sessions were conducted. Of the four, one reached resolution. The resolution rate for FY 2012 was 25%. The information in Figures 5 and 6 depict the number of mediation sessions and the resolution rate (as defined by parties reaching settlement) for the past five years.

Figure 5 – FY 2012 Alternative Dispute Resolution Sessions and Resolution Rate



**Figure 6 – Figure 5
FY 2006 – FY 2012 Resolution Rate**

Calendar Year	Resolution Rate
CY 2006	17%
CY 2007	83%
CY 2008	40%
CY 2009	100%
FY 2010*	66%
FY 2011	75%
FY 2012	25%

*Changed to FY tracking October 2009.

Workforce Diversity Statistics

In FY 2012, the Office of Civil Rights completed 34 FY 2011 diversity semi-annual, year-end and special workforce statistical reports for NNSA customers including NA-15, the eight Site Offices and the Albuquerque Complex. This is a decrease from 89* in FY 2011.

The mid-year report is a snap shot of our Agency and includes pay plan breakdown, retirement eligibility, gender, age, years of federal service, education, disability and diversity. The year-end report is much more comprehensive and includes a detailed five-year workforce trending analysis of the total NNSA workforce. The year-end report includes minority and female composition for NNSA's Future Leaders Program, Student Career Experience Program and Student Temporary Employment Program participants for the past five years including an annual analysis of workforce accessions, separations, and promotions. Future reports will reflect students who were converted or selected under the new Pathways Program. The reports are available via OCR's intranet

<http://hq.na.gov/ocr/default.aspx?L=PAGE&ITEM=27523&CA=69&PI=27511> and internet <http://nnsa.energy.gov/aboutus/ouoperations/managementandbudget/civrights/workforcestats/workstatsnnsa>.

Equal Employment Opportunity Training

In FY 2012, the Office of Civil Rights received various requests to conduct special training. As a result of these requests, OCR presented the following live training to specific NNSA program offices:

1. Harassment Prevention for two NNSA program offices; and to all of Naval Reactors.
2. Overview of Employee and Supervisor EEO Rights and Responsibilities
3. Employee Relations and EEO Pitfalls - What Supervisors Can and Cannot Do For EEO Complaints
4. 2012 EEO Update & Reasonable Accommodation for Supervisors and Managers

In FY 2013, OCR is collaborating with the Office of Human Capital Management to provide live training for all first line supervisors to include Equal Employment Opportunity, Hiring and Staffing, Required Knowledge for Supervisors, Role of the Supervisor, Administration of a Strength Finders Tool, Discussion with Seasoned Supervisors at NNSA, Professional Development, Rotational Assignments, Performance Management and Awards, and Employee Relations.

*Due to a NNSA-wide reorganization, NNSA Year-End Reports for each specific program area were not prepared in FY 2012.

“If we were to select the most intelligent, imaginative, energetic, and emotionally stable third of mankind, all races would be present.”

-Aristotle

The OCR provided and/or sponsored the following EEO training sessions and conferences in FY 2012 for NNSA employees:

- April 18, 2012, EEOC Webinar: Can I Google Applicants? Sponsored by Office of Civil Rights.
- July 12, 2012, EEO Counselor Refresher, sponsored by Office of Civil Rights.
- July 13, 2012, EEOC Technical Assistance Program, sponsored by Office of Civil Rights.
- July 17, 2012, Hidden Disabilities Audio Seminar, presented by Kendra Duckworth, Disability Program Manager, U.S. Air Force.
- August 30, 2012, Audio Conference: Disability Discrimination and the Interactive Process, presented by Kristine Kwong, Esq., Musick, Peter & Garnett Attorneys at Law, and sponsored by the Office of Civil Rights.
- September 19, 2012, Webinar: Effective Management Before and After an Employee Files an EEO or Whistleblower Complaint, presented by Omni Gov Institute, Anthony Vignetti, and sponsored by the Office of Civil Rights.
- September 20, 2012, Webinar: Preventing Gender Stereotyping and Avoiding Gender Discrimination Complaints in Your Agency, presented by Federal Employment Law and Training Group: Gilbert and Hadley, and sponsored by the Office of Civil Rights.
- September 26, 2012, Webinar: Significant Federal Sector Decisions, presented by Federal Employment Law and Training Group: Gilbert and Hadley, and sponsored by the Office of Civil Rights.

Training, Education & Wellness Programs

In FY 2012, NNSA supported the following diversity training, education and wellness programs which further support the essential elements of a model EEO Program as required by Management Directive-715.

- October 31, 2011 Lunch-and-Learn on Brain Injuries, sponsored by Douglas Denham.
- November 9, 2011 Veteran's Day Celebration, sponsored by Theresa Olecksiew and Theresa Martinez.
- January 10, 2012, Alternative Dispute Resolution Lunchtime Series "Intuitive Reasoning: A Whole Brain Approach to Problem Solving," sponsored by the Office of Civil Rights.
- March 21, 2012, Young Government Leaders (YGL) - Building Your Career Path and Developing Professional Working Relationships," sponsored by YGL.
- March 22, 2012, Women's History Month Speakers: Congresswoman Eddie Johnson, Tena Clark, and Candi Castleberry-Singleton. Sponsored by Theresa Olecksiew and Theresa Martinez.
- May 8 and May 17, 2012, Asian and Pacific American Heritage Month via VTC by

- DOE featuring Monali Patel, Energy Asian American Pacific Islander Network; LaDoris “Dot” Harris, DOE Office of Economic Impact and Diversity; Tommy Hwang, Chair, Asian American Government Executives Network; Kin Wong, President, Federal Asian Pacific American Council; and John Unyong Moon, President, Energy Asian American Pacific Islander.
- May 8, 2012, Asian and Pacific American Heritage Month, presented by Mary R Jones, Senior Executive Service Program Manager, Department of Justice; and sponsored by the NNSA Y-12 field office.
 - May 10, 2012, DOE Alternative Dispute Resolution Lunch-and-Learn; presented by Judy Young, Cornell University, sponsored by DOE.
 - May 17, 2012, Effective Employee Engagement and Retention Strategies workshop, sponsored by Office of Civil Rights.
 - May 24, 2012, Day of Remembrance and Memorial Wall to commemorate the fallen heroes who died in military service.
 - June 11, 2012, DOE - Transforming Conflict in Mediation-Learnings for Everyday Negotiation; presented by Louise Phipps Senft, CEO of Baltimore Mediation; sponsored by DOE.
 - June 21, 2012, DOE Lesbian, Gay, Bisexual and Transgender Videoconference, sponsored by DOE via VTC featuring Cuc Vu, Chief Diversity Officer for the Human Rights Campaign.
 - July 11, 2012, Alternative Dispute Resolution (ADR) Lunch-and-Learn: Transforming Conflict in Mediation; and sponsored by Office of Civil Rights.
 - July 16, 2012, ADR for DOE Points of Contact, presented by Kathy Binder, DOE Office of Conflict Prevention and Resolution.
 - August 16, 2012, Generational Differences Workshop, presented by Autumn Collins, University of New Mexico.
 - September 5, 2012, Teleconference: DOE Office of Conflict Prevention and Resolution Lunch-and-Learn sponsored by DOE.

Tutoring, Science Fairs & Community Outreach

- NNSA Tutoring with Lowell Elementary School.
- November 15, 2011 Take a Turkey to Work Day, NNSA employees donated 14,280 lbs of turkey, or approximately 840 turkeys.
- FY 2012 Blood Drives, sponsored by Byron Moe, resulted in 202 pints of donated blood for the year. This equates to aiding 606 individuals.
- February 16-17, 2012, New Mexico High School Business Professionals of America’s Annual Competition.

- March 23, 2012, American Indian Science and Engineering Society Judging Competition.
- Ongoing Toiletry Drive to support the Barrett House of Albuquerque, whose mission is helping homeless women and children.
- April 26, 2012, Bring a Child to Work Day.

Annual NNSA Affirmative Employment Reports

The Office of Civil Rights prepared and completed the following annual Affirmative Employment Reports:

- NNSA Management Directive-715 (MD-715)¹
- The Annual 462 Report²
- The Federal Equal Opportunity Recruitment Program (which includes the Hispanic Employment Plan)
- The Disabled Veterans Affirmative Action Program

The reports are available via OCR's intranet

<http://hq.na.gov/ocr/default.aspx?L=PAGE&ITEM=27523&CA=69&PI=27511> and internet

<http://nnsa.energy.gov/aboutus/ouroperations/managementandbudget/civrights/workforcestats/workstatsnnsa>.

¹The U.S. Equal Employment Opportunity Commission (EEOC) MD-715 is the policy guidance which the EEOC provides to federal agencies for their use in establishing and maintaining effective programs of equal employment opportunity. MD-715 provides a roadmap for creating effective EEO programs for all federal employees.

²The EEOC requires that each Federal Agency submit an annual report summarizing the Agency's EEO complaints processing activity. The 462 report summarizes the details of each EEO Complaint processed by an agency between October 1st of one year and September 30th of the next year. The report also contains summary information about agency (staff) resources, staff training, EEO Director reporting lines, and contact information.

“It is also an opportunity to remember the incredible need that exists here in our own communities, across the country, and around the world.”

-Secretary Steven Chu, December 21, 2012

Partnerships for Best Practices

The Office of Civil Rights partners with various organizations that seek to foster equal opportunity, diversity and inclusion. These organizations include the New Mexico Federal Executive Board's Diversity Leadership Council. The purpose of this council is to be an inclusive group of persons who have an interest in the equal opportunity, diversity, and promoting the sharing of ideas and best practices.

The Office of Civil Rights partnered with the NNSA's Office of Human Capital Management to develop a three-day "live" First Line Supervisory Training to include Hiring and Staffing, Equal Employment Opportunity, Required Knowledge for Supervisors, Role of the Supervisor, Administration of a Strength Finders Tool, Discussion with Seasoned Supervisors at NNSA, Professional Development, Rotational Assignments, Performance Management and Awards, and Employee Relations.

Other collaborative initiatives involved the DOE Office of Diversity Programs (ODP) for the purpose of conducting focus groups to engage in a dialogue and obtain feedback on suggestions for diversity improvements. Both supervisory and non-supervisory employees were involved in the discussions which addressed workforce development, training, work-life balances, mentorship and career advancement.

On May 2, 2012, NNSA's Principal Deputy Administrator and Director of Office of Human Capital Management partnered with DOE's Director of Office of Economic Impact and Diversity in sponsoring a DOE-NNSA Workforce Diversity Town Hall Meeting. At the Town Hall, NNSA/DOE employees heard the results of the previously held DOE focus group discussions. The results of the DOE's Workforce Diversity Study (July 2011) were also discussed, as well as ways that DOE will move forward to address recruitment and hiring; retention, development, and promotions; commitment and understanding; and performance and accountability. NNSA is now in the final process of determining its final strategy on its diversity and inclusion plan and a final decision will be made in FY 2013.

The Office of Civil Rights partners with DOE Office of Conflict Prevention and Resolution to sponsor conflict resolution training via webinars and/or live training.

EEO Observers

Non-selection is one of the most common complaints filed. To address this issue, the OCR subsequently implemented an EEO Observer Program. The purpose of the EEO Observer is to ensure the interview and rating process is conducted in a fair and equitable manner. The process begins by the OCR assigning an official EEO representative and providing them with a handout describing their roles and responsibilities. The EEO representative is required to inform all panel members of their role and sit at the interview table as part of the panel. At the conclusion of the interview, the EEO representative certifies the interview was conducted fairly

and forwards to OCR. The EEO Manager then certifies and forwards to the Office of Human Capital Management and the form becomes part of the OHCM record.

EEO began tracking the number of EEO Observers appointed to vacancies and career development programs in FY 2010. Following are results for FY 2012, as compared to FY 2010 and FY 2011:

EEO Observers Scorecard	2010 # of EEO Observers	2011 # of EEO Observers	2012 # of EEO Observers
Quarter 1	16	9	7
Quarter 2	16	13	7
Quarter 3	13	2	6
Quarter 4	11	7	2
FY TOTAL	56	31	22

“Democracy does not guarantee equality of conditions – it only guarantees equality of opportunity.”

-Irving Kristol

**National Nuclear Security Administration
Office of Civil Rights
FY 2011 Customer Service Year-End Report**

1-505-845-5517

Or

1-800-825-5256 (enter 845-5517 at the voice prompt)

TTY: 1-866-872-1011

OCR Intranet – <http://hq.na.gov/ocr/>
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EEOC Webpage – <http://www.eeoc.gov>

Email: (G) NNSA Office of Civil Rights

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