



**U.S. Department of Energy  
National Nuclear Security Administration  
Office of Civil Rights**

**2011 EEO Report of Accomplishments**

**EEO and Diversity - Collaborating for Mission Success**

**3rd Edition**

**Issued: March 2012**

# FY 2011 Year-End Report

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## **1.0 Introduction**

### **1.1 Message from the Office of Civil Rights Manager**

The Office of Civil Rights (OCR) is committed to providing customers with the highest quality service, on all matters relating to equal employment opportunity and diversity.

The purpose of this report is to provide performance data on the services provided to our customers. Overall, this report reflects positively on the ability of the Office of Civil Rights staff, EEO Counselors, and the Diversity Program to maintain high levels of services to its customers.

The Office of Civil Rights will continue to assess our feedback tools to improve the effectiveness of our customer service across all our functional responsibilities, and we welcome your suggestions.

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## 1.2 Vision

The Office of Civil Rights 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 and diversity. The Office of Civil Rights achieves its customer service vision by embracing the following values:

- Communication
  - ✓ Clearly communicate intentions and expectations with customers.
  - ✓ Maintain frequent communication with customers.
  - ✓ Alert customers when out of the office for extended periods of time and ensure voicemail and email contain a “live” contact that can serve to address the customers’ needs.
  
- Accountability
  - ✓ Establish procurement milestone dates with customer and meet the agreed to commitments.
  - ✓ If unable to meet request, believe request is inappropriate, or have conflicting workload priorities, consult with supervisor before denying request.
  - ✓ Take and accept responsibility for our decisions.
  
- Responsiveness
  - ✓ Always strive to listen and respond to customers.
  - ✓ Contact customers frequently to advise them of the status of the procurement.
  - ✓ Return phone calls and emails promptly.
  
- Ethical Behavior
  - ✓ Conduct business with uncompromising integrity and professionalism.
  - ✓ Treat customers with respect and courtesy and recognize that we are all in this together.
  - ✓ Be responsible, take our duties seriously and give at our highest level of performance.

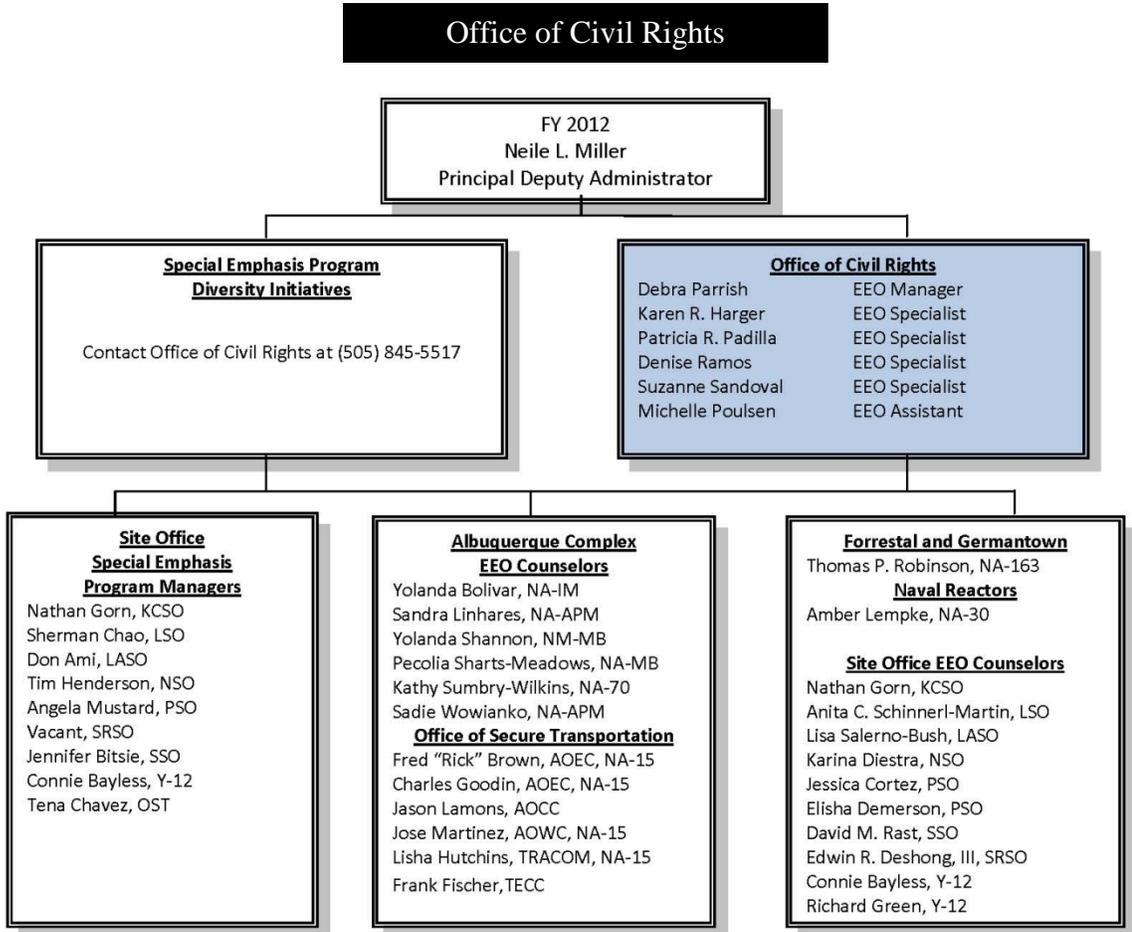
## 1.3 Mission

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 and employees with technical advice on all matters relating to the EEO/AA Program.

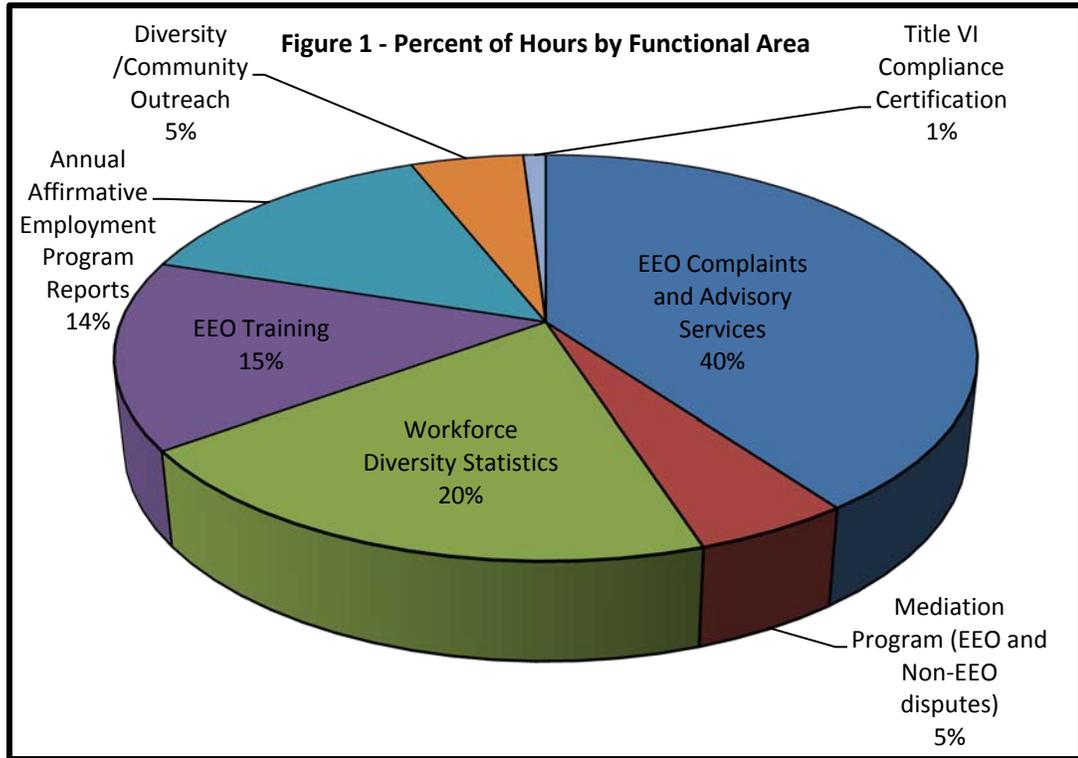
**1.4 Organizational Chart: FY 2012 Org. Chart attached with current contacts**



## 1.5 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.

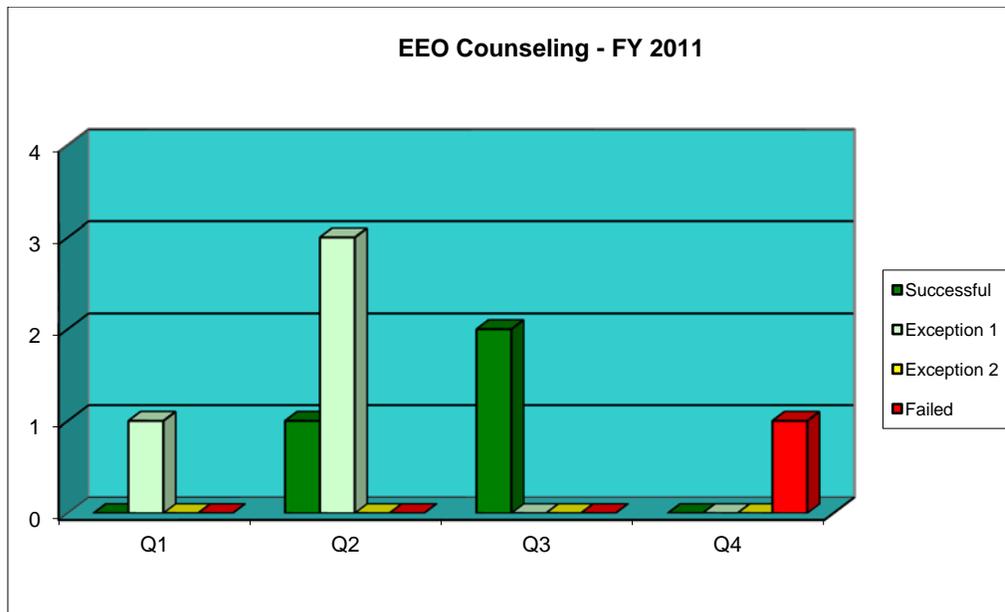
**Figure 1 – Percent of Hours by Functional Area**



## 2.3 Summary of FY 2011 Accomplishments by Function

### 2.1 Informal Complaints/EEO Counselings

In FY 2011, there were a total of eight informal counselings that resulted in a formal complaint being filed. Seven 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. One counseling was not completed within the required time frame and there was no extension request made of the complainant.



### 2.2 Formal Complaints/EEO Specialist Processing

In FY 2011, there were a total of seven new formal complaints filed and seven EEO investigations occurred in FY 2011. Of these seven, two reports of investigation were successfully completed within EEOC MD-110 guidelines in FY 2011.

### 2.3 Advisory Services

In FY 2011, the Office of Civil Rights received 100 requests for advisory services to NNSA employees. In FY 2010, OCR received 103 requests for advisory services.

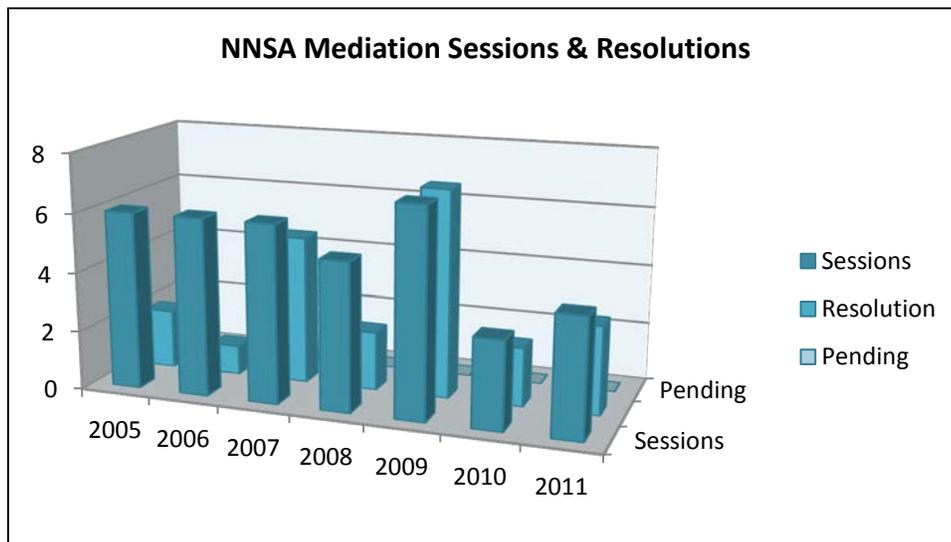
## NNSA EEO Advisory Services FY 2011

Advisory Services Scorecard	Employees	Managers & Supervisors	Counselors	Other Federal Employees	Non-Federal Employee and/or Applicant
1 <sup>st</sup> Quarter	6	4	3	1	2
2 <sup>nd</sup> Quarter	13	4	7	0	2
3 <sup>rd</sup> Quarter	21	10	2	1	0
4 <sup>th</sup> Quarter	10	6	7	0	1
<b>FY 2011 TOTAL</b>	<b>50</b>	<b>24</b>	<b>19</b>	<b>2</b>	<b>5</b>

### 2.4 Mediation

EEO and non-EEO related disputes are tracked for the success rate as defined by parties reaching settlement. In FY 2011, the resolution rate for the NNSA Mediation Program was 75%. The information in Figure 5 and 6 depicts the number of mediation sessions, the resolution rate (as defined by parties reaching settlement), and the resolution rate for the past seven years.

**Figure 5 - Number of Mediation Sessions and Resolution Rate**



**Figure 6 – Conflict Resolution Rate – CY 2006 to 2011**

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

\*Changed to FY tracking October 2009.

## **2.5 Workforce Diversity Statistics**

In FY 2011, the Office of Civil Rights completed 89 diversity semi-annual, year-end and special workforce statistical reports for NNSA HQ customers (including OST/NA-15), the eight Site Offices, and the Albuquerque Complex. This is an increase from 68 in FY 2010. 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 reports are much more comprehensive and include detailed five-year workforce trending analysis of the total NNSA workforce, as well as each Program Office, Site Offices, and the Albuquerque Complex. These year-end reports includes minority and female composition for NNSA’s Future Leaders Program and Student Career Experience Program participants for the past five years including an annual analysis of workforce accessions, separations, and promotions.

## **2.6 EEO/Diversity Training for all Employees**

In FY 2011, the Office of Civil Rights presented live EEO training to all NNSA employees, supervisors and managers located throughout the nation. The overall participation rate for non-supervisory employees was 54%. The overall participation rate for supervisors was 86%.

## **2.7 EEO/Diversity Training for Managers, Supervisors and Employees**

OCR utilized training evaluations in FY 2011 and FY 2010 to determine the overall effectiveness of the training, with a 1 to 5 scale, 1 being poor 5 being very good. The overall average rating for managers and supervisors was 4.3 in FY 2010 and 4.4 in FY 2011. The overall average rating for employees was 4.3 in FY 2011. Note: The FY 2010 Annual EEO Update for employees was conducted via computer based training; therefore, instructor training evaluations were not distributed.

## **2.8 Annual NNSA Affirmative Employment Program Reports**

The Office of Civil Rights prepared and completed annual workforce data analysis for five Affirmative Employment Reports:

- NNSA Management Directive-715 (MD-715)<sup>1</sup>
- The Annual 462 Report<sup>2</sup>
- The Federal Equal Opportunity Recruitment Program (which includes the Hispanic Employment Plan)
- The Disabled Veterans Affirmative Action Program

In addition, OCR provides annual support to DOE-HQ by preparing their MD-715 workforce data tables.

## **2.9 Federal Financial Assistance**

Federal agencies are required to maintain an effective program of compliance reviews to ensure that institutions receiving federal funding are complying with federal civil rights laws, including Title IX. The Office of Civil Rights certified 69 Assurance of Compliance certification (pre-award) forms in FY 2010 and 21 forms in FY 2011.

<sup>1</sup>The 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.

<sup>2</sup>The 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.

## 2.10 Diversity Training, Education & Wellness Programs

In FY 2011, NNSA supported the following EEO training and education programs which further support the essential elements of a model EEO Program as required by Management Directive-715.

- July 12, 2011, Older Worker Program & Committee for People with Disabilities Educational Event by Senior Social Services
- June 30, 2011, Gay, Lesbian, Bi-Sexual, Transgender, Straight Allies Educational Event. Speaker Jesse Lopez on “Tolerance in the Workplace.”
- June 21, 2011, Lunch and Learn, “Diabetes Prevention” - Diabetes Educator- Presenter
- May 26, 2011, Asian Pacific American Program (APAP) World War II Japanese American Internment Camp in Sante Fe, NM. Speaker: Ms. Nancy Bartlit, co-author of “Silent Voices of World War II: When Sons of the Land of Enchantment Met Sons of the Land of the Rising Sun” - Ms. Nancy Bartlitt
- May 26, 2011, Day of Remembrance, Taps & Formation
- April 21, 2011 American Indian Program (AIP) featured Therese Tohtsoni-Prudencio discussing “Working to Preserve Cultural Heritage & Tribal Resources
- April 20, 2011, AIP Fun Run and Walk
- March 31, 2011, APAP Lunch and Learn – Mindfulness Meditation, Michelle DuVall
- March 30, 2011, Federal Women’s Program (FWP) Lunch and Learn – Coming Up in the Ranks by police officer Trish Hoffman
- March 23, 2011, FWP by Marguerite Kearns, a multi-media storyteller who uses film, print, photos and audio narrative in telling the women’s suffrage history
- March 15, 2011, FWP Lunch and Learn Breast Cancer Awareness, Dr. William Thompson
- February 23, 2011, Black Employment Program Educational Event, Dr. Hannah Oliha
- February 18, 2011, KAFB Black History Month Breakfast, Colonel Richard Toliver, a protégé of the Tuskegee Airmen, was the keynote speaker
- January 26, 2011, Mindfulness Meditation – Preventative and Integrative Medicine sponsored by APAP
- January 19, 2011, Webinar entitled “Hiring People with Disabilities in the Federal Government,” conducted by Job Accommodation Network
- January 19, 2011, Supervisory Responsibilities and the Hiring Process
- January 14, 2011, Martin Luther King Luncheon sponsored by Kirtland Air Force Base
- November 9, 2010, Veterans Day Celebration
- November 1, 2010, Annual Food and Turkey Drive: 26,000+ lbs of turkey and non-perishable foods were delivered to the Roadrunner Food Bank.
- October 28, 2010, Disability Month Event, “Communicating Effectively,” Training Coordinator, State of NM Hearing and Deaf Commission.
- October 19, 2010 FY2011 Special Emphasis Program Manager Orientation
- October 6-8, 2010, SW Conference on Disabilities
- October 2, 2010, SEP Diversity Advisory Committee annual “Diversity Day”
- Blood Drives sponsored throughout the year by Committee for People With Disabilities.

## **2.11 SEP Participation in Tutoring, Science Fairs, Recruitment & Community Outreach**

- July 5-8, 2011, The Hispanic Youth Institute, a national pre-college program
- June 8, 2011, Veteran's Job Fair
- May 13, 2011, Future Leader's Program: Facilitation of Close-Out and Feedback
- April 28, 2011, Bring a Child to Work Day
- April 21, 2011, American Indian Program (AIP) Educational Event
- March 2, 2011, Junior Achievement Job Shadow Day
- December 9, 2010, Roosevelt Middle School Science Fair
- November 4, 2010, Sundance Elementary Science Fair Expo.
- November 4, 2010, University of New Mexico Public Service Career Fair Showcase

## **2.12 EEO/Diversity Training and/or Conferences**

The OCR provided and/or sponsored the following EEO/Diversity training sessions and conferences in FY 2011 for NNSA employees:

- Live training to all NNSA employees: 2011 EEO Update & Harassment Prevention for Employees
- July 15, 2011, sponsored EEOC Technical Assistance Seminar
- July 14, 2011, sponsored EEO Update for Counselors, EEOC Administrative Judge Hinojosa
- June 28, 2011 & June 29, 2011 – sponsored Diversity Bootcamp: SEPM Training, Council of Diversity Associations
- June 16, 2011, EEOC Webinar: sponsored Final ADAA Regulations, 8 attendees, Commissioner-Presenter
- October 19, 2010, EEO training sponsored "Dismissed – When & How to Reject Federal EEO Complaints
- October 10-13, 2010, sponsored Society for Human Resources Conference: Diversity
- October 7, 2010, sponsored Alternative Dispute Resolution Teleconference.

### 2.13 – 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 forward 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 2011, as compared to FY 2010:

<b>EEO Observers Scorecard</b>	<b>2010 # of EEO Observers</b>	<b>2011 # of EEO Observers</b>
FY 2011 Quarter 1	16	9
FY 2011 Quarter 2	16	13
FY 2011 Quarter 3	13	2
FY 2011 Quarter 4	11	7
<b>FY TOTAL</b>	<b>56</b>	<b>31</b>

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1-505-845-5517

Or

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

TTY: 1-866-872-1011

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**OCR Internet** - <http://nnsa.energy.gov/aboutus/ouroperations/managementandbudget/civrights>  
**EEOC Webpage** – <http://www.eeoc.gov>  
**Email:** [EEODiversityOffice@doeal.gov](mailto:EEODiversityOffice@doeal.gov)

*EEO and Diversity: Collaborating for Mission Success*

