



**NNSA Service Center
EEO and Diversity Office
FY 2010 Customer Service Plan**

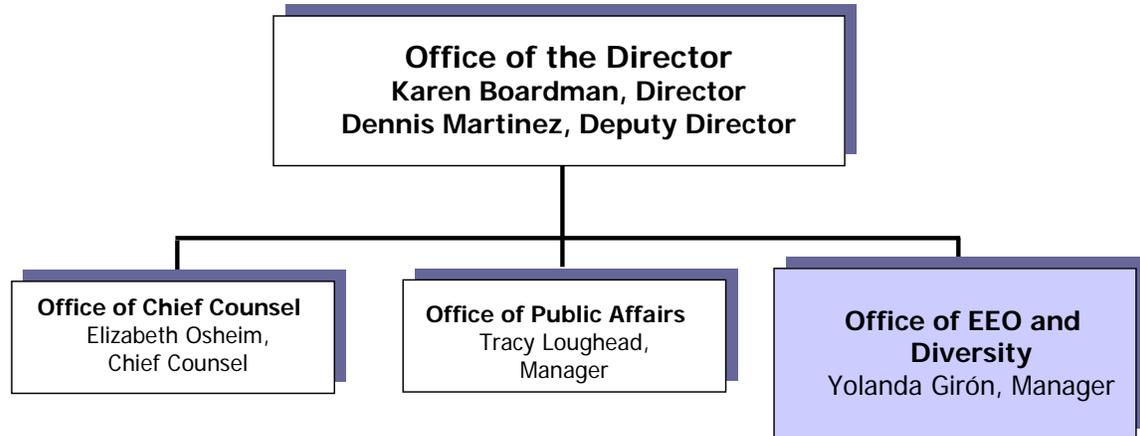


**Equal Employment Opportunity and Diversity Office
FY 2010 NNSA Customer Service Plan**

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2.8 Equal Employment Opportunity (EEO)



2.8.1 Customer Service Vision

The EEO and Diversity Office 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 EEO and Diversity Office achieves its customer service vision by embracing the “I CARE Program” core 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” person that can serve as a backup.
- 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 your 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 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 your duties seriously and give at your highest level of performance.

2.8.2 Mission

The mission of the EEO and Diversity Office is to:

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

2.8.3 EEO Work Plans

2.8.3.1 – Enforcement of DOE Policies

2.8.3.1.1 – Customers

The EEO and Diversity Office provides professional, responsive services and innovative solutions to the following customers:

- NNSA Headquarters
- NNSA SC
- NNSA Office of Secure Transportation (OST), (NA-15), including three Federal Agent Facilities and one OST (NA-15) Training Facility
- OST (NA-15) Site Office
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office
- SC Tenants
- DOE Office of Civil Rights
- Equal Employment Opportunity Commission (EEOC)
- Office of Personnel Management (OPM)
- Contractors, and applicants for NNSA employment

2.8.3.1.2 – Functions Performed

The EEO and Diversity Office is responsible for enforcing the DOE Secretary’s EEO and Diversity Policy and the Harassment Prevention Policy for the purpose of attaining a workplace of respect and inclusion and in creating an environment where all employees have an equal opportunity to reach their full potential. EEO performs eight professional functions:

1. EEO Complaints and Advisory Services
2. EEO Training
3. Mediation Program: EEO and Non-EEO Related Disputes
4. Workforce Diversity Statistics
5. Annual Affirmative Employment Program Reports
6. Special Emphasis Programs/Community Outreach
7. Federal Financial Assistance

2.8.3.1.3 – Business Process

The EEO and Diversity Office established business processes for the following functional areas:

- EEO Complaints Processing: Formal and Informal Complaints. Includes oversight and guidance to 21 counselors, management of EEO Counseling Pilot Program, and providing advisory services to NNSA managers, supervisors, and employees
- EEO Training: Eight Sites Offices, NNSA SC, OST (NA-15) (including three Agent Facilities and one Training Facility), and other Federal Agencies
- Mediation Program: EEO and Non-EEO Related Disputes
- Workforce Diversity Statistics
- Annual Affirmative Employment Program Reports
- Special Emphasis Programs/Community Outreach
- Federal Financial Assistance

2.8.3.2 - EEO Complaints Processing

2.8.3.2.1 – Customers

- NNSA SC
- NNSA OST (NA-15), including three Federal Agent Facilities and one OST (NA-15) Training Facility
- Pantex Site Office
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office
- SC Tenants
- DOE Office of Civil Rights

- DOE Office of Inspector General
- EEOC
- Contractors (on a case-by-case basis) and applicants for NNSA employment

2.8.3.2.2 – Functions Performed

EEO complaints processing is a major function of the EEO and Diversity Office.

2.8.3.2.3 – Business Process

Key EEO Complaints business processes include:

- Managing the Informal Complaint Process, including oversight and guidance to 21 counselors and providing eight hour annual training for counselors.
- Managing contract for EEO Counseling Pilot Program.
- Providing advisory services to NNSA managers, supervisors, and employees.
- Managing the Formal Complaint Process in accordance with 29 CFR 1614.107, including coordinating all logistical needs for investigations and EEOC Hearings.
- Ensuring NNSA compliance with EEOC decisions.
- Completing annual EEOC 462 Report on all complaint activities.

2.8.3.3 EEO Training Requirements

2.8.3.3.1 – Customers

- NNSA HQ
- NNSA SC
- NNSA OST (NA-15), including three Federal Agent Facilities and one OST (NA-15) Training Facility
- Pantex Site Office
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office
- SC Tenants
- DOE Office of Civil Rights
- DOE Office of Inspector General
- DOE National Training Center
- EEOC
- Other Federal Agencies

2.8.3.3.2 – Functions Performed

The EEO and Diversity Office has training oversight responsibility for the following requirements:

1. Three hour mandatory training. All employees are required to participate annually in a minimum of three hours of EEO training on prevention, awareness and education. Supervisors are also required to complete four hours, per DOE O 311B, of EEO training each year.
2. Bi-annual training is also required on Harassment Prevention and the federal Notification and Federal Employee Antidiscrimination and Retaliation Act (“the No FEAR Act”). In addition, new employees are required to take the No FEAR Act training within 90 days of their start date.
3. Eight hour annual EEO Counselor training and 32 hour new EEO Counselor training.

2.8.3.3.3 – Business Process

- Development and delivery of EEO update on Prevention, Awareness & Education.
- Development and delivery of Bi-Annual Update on Harassment Prevention.
- Development and delivery of Bi-Annual Update on No FEAR Act.
- Development and delivery of EEO Update for new Managers/Supervisors.
- Development and delivery of OST (NA-15) training for Agent Candidates.
- Development and delivery of OST (NA-15) Leadership School Training on Diversity.
- Development and delivery of diversity workshops and training as requested by customers.
- Annual reporting requirements to DOE Office of Civil Rights and EEOC.

2.8.3.4 Mediation Program: EEO-Related and Non-EEO Related Employee Disputes

2.8.3.4.1 – Customers

- NNSA SC
- NNSA OST (NA-15), including three Federal Agent Facilities and one OST (NA-15) Training Facility
- Pantex Site Office
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office
- SC Tenants
- DOE Office of Civil Rights
- EEOC
- Contractors (on a case-by-case basis) and applicants for employment.

2.8.3.4.2 – Functions Performed

The EEO and Diversity Office facilitates, coordinates, and approves all EEO-related and non-EEO agreements. The NNSA Mediation Program is an alternative to resolving disagreements between employees, managers, and/or peers. The program may be utilized for

disputes resulting from personnel issues, alleged discrimination complaints or other types of personal disagreements that employees may encounter within their work environment.

2.8.3.4.3 – Business Process

Key business processes include:

- Development and delivery of Mediation Program marketing campaign.
- Development and delivery of employee training sessions on the mediation program.
- Facilitation, coordination, and approval of all EEO and non-EEO agreements.
- Advisory services to NNSA managers, supervisors, and employees. process
- Contract administration with GenQuest, Inc., for all mediation services.
- Annual reporting requirements to DOE Office of Civil Rights and EEOC.

2.8.3.5 –Workforce Diversity Statistics

2.8.3.5.1 – Customers

- NNSA HQ
- NNSA SC
- NNSA OST (NA-15), including Federal Agent Facilities on special request basis
- Pantex Site Office
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office

2.8.3.5.2 – Functions Performed

The EEO and Diversity Office is responsible for preparing semi-annual and year-end reports of statistics on NNSA-wide, the Service Center, and the eight Site Offices. These reports are also prepared for OST (NA-15) and other NNSA offices, as requested.

2.8.3.5.3 – Business Process

- Semi-Annual Statistical Reports for NNSA, NNSA SC, OST (NA-15) and eight Site Offices.
- Year-End Statistical Reports for NNSA, NNSA Service Center, the Office of Secure Transportation and eight Site Offices.
- EEO and Diversity statistical report web page postings.
- Other workforce reports on a special request basis.

2.8.3.6 –Affirmative Employment Program Reports

2.8.3.6.1 – Customers

- NNSA HQ, including tenants and OST (NA-15)
- NNSA SC
- Pantex Site Office
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office
- SC Tenants
- DOE Office of Civil Rights
- EEOC
- OPM

2.8.3.6.2 – Functions Performed

The EEO and Diversity Office reports annually on NNSA-wide initiatives that support workforce diversity and EEO. The report highlights 1) employee participation rates in career development opportunities, 2) accomplishments relating to the recruitment, retention and advancement of women and minorities, and 3) the progress and barriers of low representation of minorities, women, veterans and persons with disabilities.

2.8.3.6.3 – Business Process

Key business processes include developing and analyzing data for four affirmative action reports that are provided to the OPM and the EEOC.

- Federal Equal Opportunity Recruitment Program
- Hispanic Employment Program
- Disabled Veterans’ Affirmative Employment Program
- Management Directive-715: Annual Affirmative Employment Report for NNSA.

2.8.3.7 Eight Special Emphasis Programs/Community Outreach

2.8.3.7.1 Customers

- NNSA SC
- NNSA OST (NA-15), including three Federal Agent Facilities and one OST (NA-15) Training Facility
- Pantex Site Office
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office

- SC Tenants
- DOE Office of Civil Rights
- EEOC
- OPM
- Contractors

2.8.3.7.2 Functions Performed

The EEO and Diversity Office administers the Special Emphasis Programs (SEP) at the Service Center and each of the eight Site Offices. The primary objectives of the SEPs are to assist in the recruitment, development, training, and advancement of minorities, women, disabled veterans, and other people with challenged abilities. The EEO staff provides advice and guidance to the SEP Managers and their councils.

2.8.3.7.3 – Business Process

Key business processes include:

- Administers, and is an official member of, SEP Diversity Advisory Committee (SEP DAC). The mission of the SEP DAC is to promote parity within a diverse workforce in recruitment, training, development and career advancement. The SEP DAC is chaired by the Deputy Director and is comprised of Managers from each of the eight SEPs, Senior Diversity Champions, designees from the Office of Human Capital Management Services, the Sandia Site Office, and OST (NA-15).
- Oversees the execution of the Statement of Cooperation with NNSA SC and national, regional and local minority and advocacy groups.
- Develops and delivers annual SEP education and training.
- Participates, and is a member of, in the Federal Executive Board Diversity Advisory Committee, Diversity Leadership Council, and the New Mexico EEO & Diversity Council. SEPs are also invited to partake in locally-sponsored events.
- Provides SEP advisory services and support relating to planning, advertising and administering the following SEP-sponsored events and programs:
 - Fifth Annual NNSA Service Center Diversity Day sponsored by the eight Special Emphasis Programs' Diversity Advisory Council, to celebrate accomplishments, embrace differences, and reflect on and learn about difference cultures by practicing acceptance and tolerance.
 - Educational events held throughout the year. These events are videotaped and sent to Site Office SEPs for employee viewing.
 - Lowell Elementary and Jackson Middle School Tutoring and Mentoring Programs
 - Future Leaders Program recruitment assistance.
 - Student Career Enhancement Program recruitment assistance.
 - Participation as EEO Observers (interview panels).
 - NNSA Service Center 4th Annual Veterans Day Tribute to recognize all NNSA Service Center Complex employees, including NNSA-HQ, OST (NA-15), Service Center, Sandia Site Office, and all contractor employees who have continually served in the armed forces of the United States.
 - Participation as EEO Observers (interview panels).
 - NNSA Service Science fair and business professional judges for elementary and high school students.

- Career fairs, e.g., University of New Mexico and Central New Mexico Community College.
- Annual food drive and co-sponsors of the turkey drive – 30 year milestone in 2009.
- Annual reporting requirements to DOE Office of Civil Rights and EEOC.

2.8.3.8 – Federal Financial Assistance

2.8.3.8.1 – Customers

- NNSA HQ
- NNSA SC – Office of Business Services
- DOE Office of Civil Rights
- EEOC
- Department of Justice

2.8.3.8.2 – Functions Performed

The EEO and Diversity Office monitors programs and activities receiving federal financial assistance.

2.8.3.8.3 – Business Process

- Certifying Assurance of Compliance pre-award forms.
- Partnering with DOE Office of Civil Rights and assisting with compliance reviews.
- Reporting annually to DOE Office of Civil Rights, EEOC, and Department of Justice.

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| 2.8.4 Metrics |
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2.8.4.1 Level Metrics

The EEO and Diversity Office measures progress in meeting customers needs through performance metrics within each functional area.

2.8.4.2 Functional Level Metrics

- EEO Training Requirements
 - Training evaluations (with a 1 to 5 scale, 1 being dissatisfied and 5 being excellent) are used to obtain quality of results, including suitability of training, and recommendations from employees.
- EEO Complaints Processing
 - Metrics measure progress to counseling within the 30-90 day time frame established in 29 CFR 1614.
 - Metrics measure progress to manage the formal complaint within 180-270 day time frame established in 29 CFR 1614.
 - Computer-based Standard Operating Procedures and templates developed for pre-complaint (informal) counseling services for EEO Counselors, to include all required

forms. Service Center metrics measure progress to counseling within the 30-90 day time frame and are posted to the Service Center metrics website.

- Mediation Program
 - EEO-related disputes are closed (settled, withdrawn, or not resolved) within 30 days but no more than 90 days of election of mediation. Non-EEO disputes are closed (settled, withdrawn, or not resolved) within successful resolution within 15 days but no later than 30 days. Both non-EEO and EEO-related disputes are also tracked for success rate as defined by parties reaching settlement.
- Service Center Customer Survey
 - In the past, the SC Customer Survey has been used to assess overall customer satisfaction, communication, approaches to resolve concerns, understanding customers' business needs, attempts to resolve customer concerns, and overall working relations with our customers.

2.8.5 EEO and Diversity Continuous Improvement

2.8.5.1. Customer Feedback

- Enforcement of DOE Policies: Customer service visits occur each year at each Site Office, OST (NA-15) facilities (including three Federal Agent facilities and one Training Facility), and the Service Center. Visits are with managers, supervisors, employees, SEP Managers and EEO Counselors. Customer feedback is obtained through one-on-one meetings with supervisors, managers, and employees via questions or concerns raised.
- EEO Complaints Processing: Counselor's forms are developed with the customer users, including the counselors, and are in a continuous improvement process, as a result of customer input.
- EEO Training Requirements: Certification and learning requirements are tracked for all EEO staff, EEO counselors and Special Emphasis Program Managers. Training evaluations are also analyzed to determine the effectiveness of the training.
- Mediation Program: For EEO-related and Non-EEO related employee disputes, participants in mediation are given a form at the end of mediation sessions to voluntarily provide feedback to the mediator, the overall process, and help improve future mediation sessions, including the marketing of the Mediation Program.
- Service Center, Site Office, and NNSA HQ Statistics: Requests from management and employees during site visits, telephone, or e-mail are used to assess customer satisfaction and implement recommendations. An evaluation form will also be sent to our customers and feedback will be captured based on their responses.
- Special Emphasis Programs/Community Outreach: EEO staff members serve as liaisons to the Special Emphasis Program Committees. Responses from SEP Managers and council members to annual training, day-to-day EEO support, including attendance at monthly meetings, and quarterly SEP Diversity Advisory Council meetings, are used to assess customer satisfaction and implement recommendations.

2.8.5.2 Benchmarking

- Complaints: The length of time to process a complaint at the informal counseling stage, and at the formal administrative process, is compared to DOE and other Federal agencies as reported on the EEOC's web page. Our office will benchmark to those agencies achieving the highest rankings.
- Mediation: Utilizing the internet and Other Federal Agencies, the EEO and Diversity Office will benchmark the marketing of our program as well as success rate in settlement agreements of various vendor methods.
- Training: Training is assessed against other companies. The Forest Service is also benchmarking their SEP training against the EEO and Diversity Office.
- Overall effectiveness: KAFB and USDA are using the EEO and Diversity Office to benchmark their key business processes. In addition, the EEO and Diversity Office is collaborating with KAFB to share best practices.
- In 2010, the EEO and Diversity Program Office will benchmark annual workforce diversity reports from the public and private sector. The goal will be to continuously improve the product we provide our customers.

2.8.5.2 Self Assessments

The following CY 2010 Self Assessments are underway:

- EEO and Diversity Training
- Special Emphasis Program *Diversity Advisory Committee*
- Special Emphasis Programs
- Federal Financial Assistance Program

2.8.5.3 Re-engineering of Key Business Processes

The following FY 2010 actions are underway:

- Computer-based Standard Operating Procedures and templates in a continuous improvement process based upon the customer-user, Counselors, improvement suggestions, for pre-complaint (informal) counseling services for Counselors, to include all required forms.
- The Special Emphasis Program Diversity Advisory Council annually updates their operational plan and key documents, utilizing a green, red, yellow measurement of the DAC actions, aligned to the Service Center Operational Planning goals, to reflect current processes and deliverables for FY 2010.
- Reengineering of the Annual and Semi-Annual Workforce Diversity Reports will be taking place, see Benchmarking section above.

2.8.6 EEO and Diversity Annual Report

EEO and Diversity will prepare an annual report summarizing the tasks performed for each functional area. The report will summarize self assessments and improvement initiatives.



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EEO and Diversity: Collaborating for Mission Success

