



**NNSA Service Center
EEO and Diversity Office
FY 2011 Customer Service Plan**



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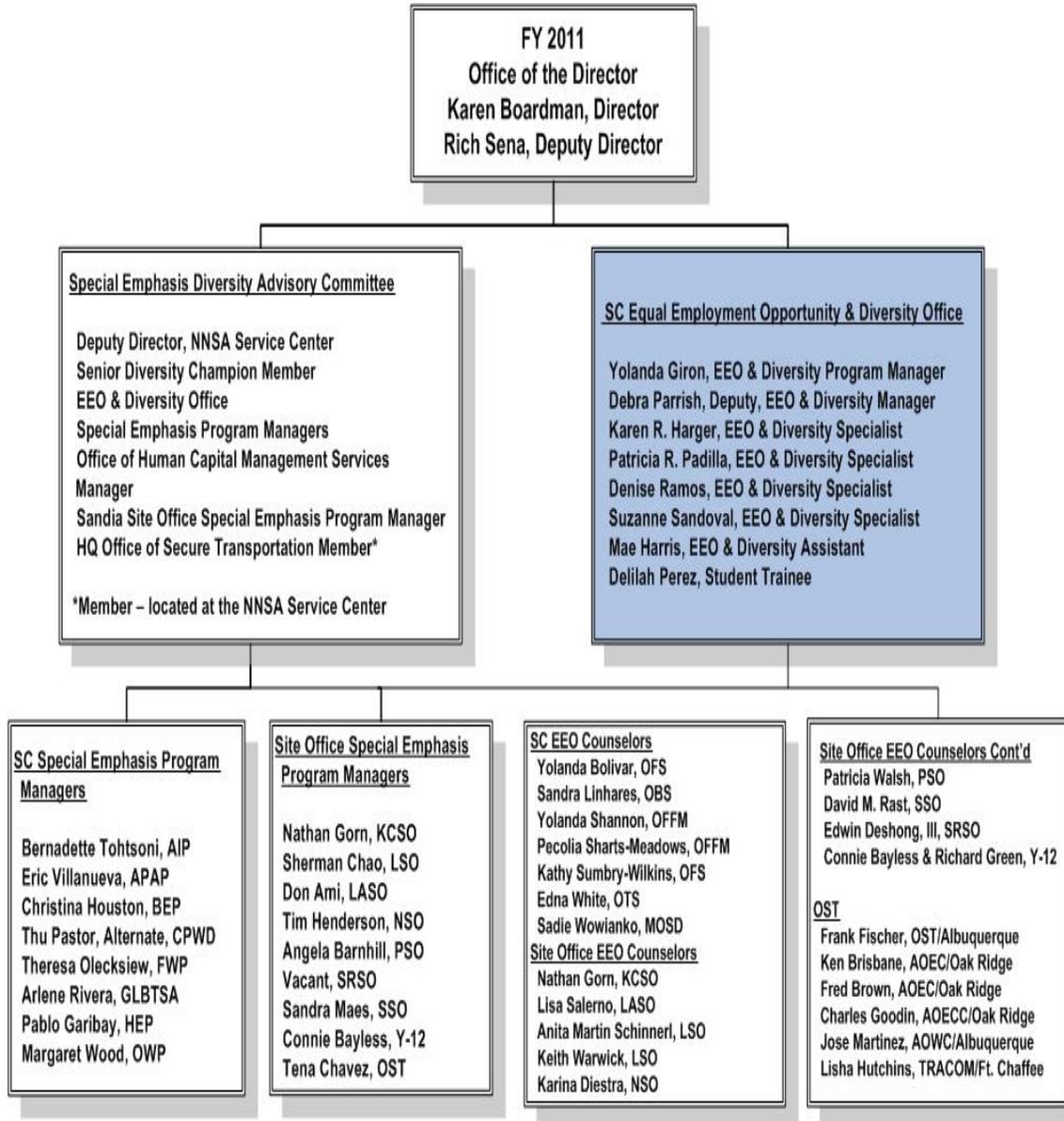
EEO and Diversity – Collaborating for Mission Success

**Equal Employment Opportunity and Diversity Office
FY 2011 NNSA Customer Service Plan**

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2.8 Equal Employment Opportunity (EEO) & Diversity Office



AIP-American Indian Program; APAP-Asian Pacific American Program; BEP-Black Employment Program; CPWD-Committee for People with Disabilities; FWP-Federal Employed Women; GLBTSA-Gay, Lesbian Bi-Sexual, Transgender, Straight Allies; HEP-Hispanic Employment Program; OWP-Older Worker's Program. All employees are welcome to join any of the programs; all Special Emphasis Program events are open to all employees.

2.8.1 Customer Service Vision

EEO/Diversity (EEO/Diversity) 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. EEO/Diversity 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” 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.

2.8.2 Mission

The mission of EEO/Diversity 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 technical 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 – Customers

EEO/Diversity 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/Command Centers and one OST (NA-15) Training Facility
- Kansas City Site Office
- Livermore Site Office
- Los Alamos Site Office
- Nevada Site Office
- Pantex Site Office
- Sandia Site Office
- Savannah River Site Office
- Y-12 Site Office
- SC Residents
- DOE Office of Civil Rights
- Equal Employment Opportunity Commission (EEOC)
- Office of Personnel Management (OPM)
- Contractors and applicants for NNSA employment (on a limited basis)
- Other Federal Agencies

2.8.3.1.1 – Matrix Support

There are eight EEO Counselors at the Service Center, nine at the Site Offices, and six EEO Counselors (total) at the OST Agent Facilities/Command Centers. These EEO Counselors provide collateral duty support to the Service Center, the Site Offices, and each of the OST Command Centers, including Training Command.

2.8.3.1.2 – Functions Performed

EEO/Diversity 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. The primary functions performed by EEO/Diversity are:

- Managing the EEO Informal (contacts, advisory services, EEO Counseling) and Formal Complaints.
- Providing Advisory Services.
- Managing the Mediation Program (includes EEO and non-EEO disputes).
- Preparing NNSA Workforce Diversity Statistics.
- Conducting Annual EEO/Diversity Update/Training for Employees, Managers, and Supervisors.
- Preparing Annual Affirmative Employment Program Reports.
- Controlling Federal Financial Assistance Certification Process.
- Administering the Special Emphasis Programs and Community Outreach at Service Center and each of the eight Site Offices.
- Managing the required SEP and EEO Counselor annual training requirements.
- Managing the EEO Observer Process.

2.8.3.1.3 – Business Process

EEO/Diversity established business processes for the following functional areas:

- EEO Complaints Processing: Informal and Formal Complaints. Includes oversight and guidance to 24 counselors 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
- EEO Observer Process

2.8.3.2 - EEO Complaints Processing

2.8.3.2.1 – Functions Performed

EEO complaints processing is a major function of EEO/Diversity.

2.8.3.2.2 – Business Process

Key EEO Complaints business processes include:

- Managing the Informal Complaint Process, including oversight and guidance to 24 counselors and/or eight hours of annual refresher training for counselors.
- 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 counseling and complaint activities.

2.8.3.3 – EEO Training Requirements

2.8.3.3.1 – Functions Performed

EEO/Diversity has training oversight responsibility for the following requirements:

- Three hours of 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 311.1 B, of EEO training each year.
- 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.
- Eight hours of annual EEO Counselor refresher training and 32 hours for new EEO Counselors.

2.8.3.3.2 – 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 EEO Update for new Managers/Supervisors.
- Development and delivery of OST (NA-15) EEO 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.
- Tracking of Bi-Annual Update on No Fear Act.

2.8.3.4 – Mediation Program: EEO-Related & Non-EEO Related Employee Disputes

2.8.3.4.1 – Functions Performed

EEO and Diversity oversees the mediation contract. The contract covers EEO-related and non-EEO related disputes. For EEO-related disputes, if a settlement is reached, EEO and Diversity approves the agreement in accordance with 29 CFR 1614.

2.8.3.4.2 – Business Process

Key business processes include:

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

2.8.3.5 – Workforce Diversity Statistics

2.8.3.5.1 – Functions Performed

EEO/Diversity is responsible for preparing semi-annual and year-end reports of work force statistics on NNSA-wide, the Service Center, and the eight Site Offices. 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 Office (8), and the Service Center. These year-end reports also includes minority and female composition for NNSA's Future Leaders Program and Student Career Experience Program participants and their retention rates, for the past five years including an annual analysis of workforce accessions, separations, and promotions.

2.8.3.5.2 – Business Process

- Semi-Annual Statistical Reports for NNSA, NNSA SC, OST (NA-15) and eight Site Offices.
- Year-End Statistical Reports for NNSA Program Offices, 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 – Functions Performed

EEO/Diversity reports annually on NNSA-wide initiatives that support workforce diversity and EEO. These reports highlight the following: 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 minorities, women, veterans and persons with disabilities.

2.8.3.6.2 – 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 (MD-715) The 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, as required by Title VII and the Rehabilitation Act. MD-715 took effect on October 1, 2003.

2.8.3.7 – Special Emphasis Programs/Community Outreach

2.8.3.7.1 – Functions Performed

EEO/Diversity 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.

2.8.3.7.2 – Business Process

Key business processes include:

- Participates, 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 Service Center's 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:
 - 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.
 - NNSA Service Center Annual Veterans Day Tribute to recognize NNSA Service Center Complex employees, including NNSA-HQ, OST (NA-15), Service Center, Sandia Site Office, and all contractor employees who served in the armed forces of the United States.
 - Participation as EEO Observers (interview panels and career development opportunities).
 - NNSA volunteers as 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.
 - Annual affirmative action reporting requirements of SEP-sponsored events and SEP participation in community outreach and recruitment activities to DOE Office of Civil Rights and EEOC.

2.8.3.8 – Federal Financial Assistance

2.8.3.8.1 – Functions Performed

EEO/Diversity monitors programs and activities receiving federal financial assistance.

2.8.3.8.2 – 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.

2.8.4 Metrics

2.8.4.1 – EEO/Diversity Metrics

EEO/Diversity 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 Pre-Complaints Processing
 - Monitor EEO Counselors closely to ensure the pre-complaint counseling process is completed within the 30-day timeframe mandated by 29 CFR 1614, and EEO Commission Management Directive-110 (MD-110).
- EEO Complaints Processing
 - Track EEO Specialists' case and graph quarterly to ensure Specialists manage the formal processing within 29 CFR 1614 and EEO Commission MD-110.
- 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) with 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.

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. In FY 2010, the EEO and Diversity Office developed a Manager/Supervisor evaluation form (with a 1 to 5 scale, 1 being dissatisfied and 5 being excellent). The overall average rating for FY 2010 was 4.2. The EEO/Diversity Office will use this average as a baseline for FY 2011. All recommendations will also be used in developing the 2011 EEO update for Managers and Supervisors, and for improving the skills of the presenters.

- 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, EEO/Diversity 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.
- Overall effectiveness: Kirtland Air Force Base (KAFB) and the U.S. Department of Agriculture are using EEO/Diversity to benchmark their key business processes. In addition, EEO/Diversity continues to collaborate with KAFB to share best practices.
- In 2011, the EEO and Diversity Program Office will publish their revised workforce diversity reports which were benchmarked against public and private sectors to enhance the overall presentation of the reports. The goal is to continuously improve the product we provide our customers.

2.8.5.2 – Self Assessments

The following CY 2011 Self Assessments will be published in FY 2011:

- EEO and Diversity Training

2.8.5.3 – Re-engineering of Key Business Processes

The following FY 2011 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 2011.
- 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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