

Department of the Treasury



Key EEO Complaint Statistics Treasury Bureaus FY 2004

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Director

Office of Equal Opportunity and Diversity

NOTES

1. The number of employees in each bureau is shown on the enclosed FAST FACTS sheet.
2. The number of counseling sessions was reported to the Office of Equal Opportunity and Diversity (OEOD) by each bureau.
3. The number of complaints filed by each bureau was obtained from the Departmentwide Complaint Tracking System.
4. The EEOC method for calculating the informal resolution rate was used. The resolution rate is determined by subtracting the number of formal complaints filed from the number of counseling sessions held and dividing the result by the number of counseling sessions held (e.g., if there were 300 sessions, and 50 complaints filed, the resolution rate would be 83% [$300-50 = 250/300$]).
5. The formal settlement rate was determined by dividing the number of formal settlements by the number of formal complaints filed.
6. The percent of complaints filed per thousand employees is determined by dividing the number of employees in each bureau by 1000, and dividing the number of complaints filed by the result (e.g., if there are 2500 employees, and 10 complaints filed, the rate per 1000 employees is 4.0 [$2500/1000 = 2.5, 10/2.5 = 4.0$]).
7. Where a major basis or issue results in 1% or less of the total bases or issues, the basis or issue is included in the "Other" category.
8. The percentages on the charts may not add to 100% due to rounding.
9. The abbreviations on the bases of complaints chart denote the following: "NO", National Origin, "PS", Parental Status, "SO", Sexual Orientation, and "VS" Veteran Status.

Key EEO Complaint Statistics

Departmentwide FY 2004

Settlements in the Informal Process

Departmentwide

- Number of employees seeking counseling
- Informal settlement rate

1661

48%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

252

29%

Key EEO Complaint Statistics

Departmentwide FY 2004

Formal Complaints Filed

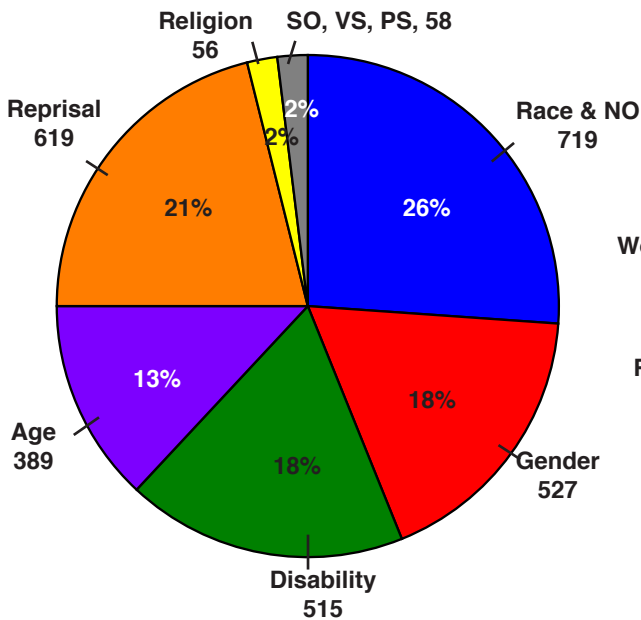
TOTAL No. of complaints filed
 per 1,000 employees

862	6.8
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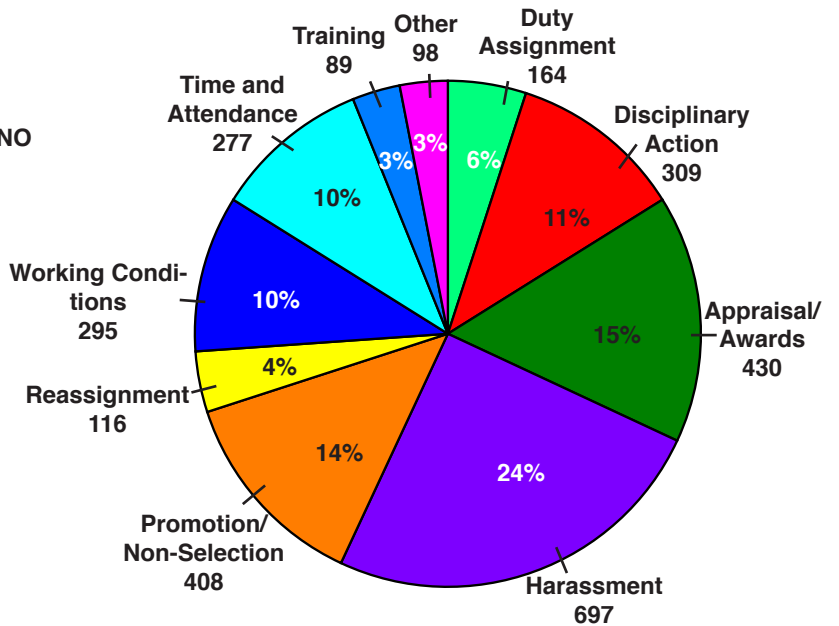
3 - Year Trend		
FY04	862	6.8
**FY03	904	6.9
**FY02	981	5.8

Bases and Issues of Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 2883 issues alleged in 862 complaints.

** Does not reflect complaints filed by bureaus divested to DHS/DOJ.

Key EEO Complaint Statistics

Alcohol and Tobacco Tax and Trade Bureau (TTB) FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

7

57%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

1

33%

Key EEO Complaint Statistics

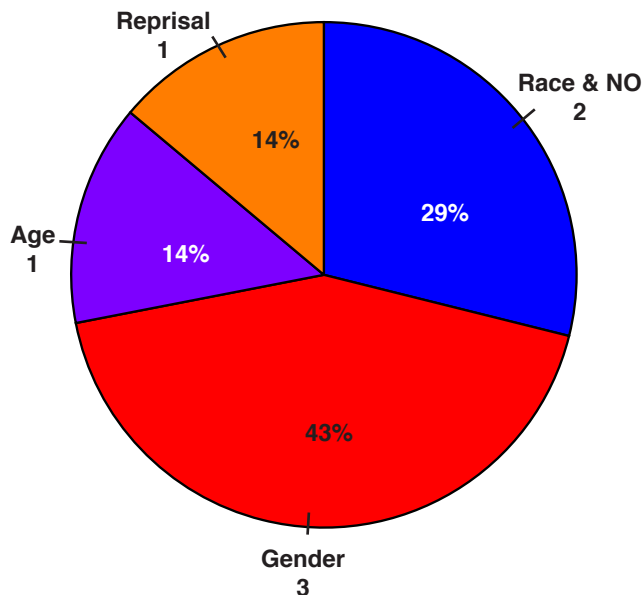
Alcohol and Tobacco Tax and Trade Bureau (TTB) FY 2004

Formal Complaints Filed

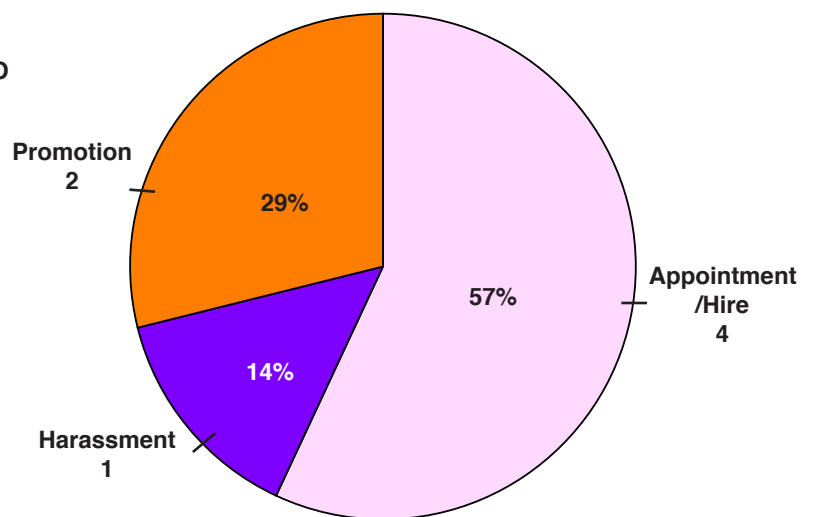
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	5.8
● Bureau	3	5.8	FY03	2.2
			FY02	Not Available

Bases and Issues of TTB Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 7 issues alleged in 3 complaints.

Key EEO Complaint Statistics

Bureau of Engraving and Printing (BEP)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

55

27%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

16

40%

Key EEO Complaint Statistics

Bureau of Engraving and Printing (BEP)

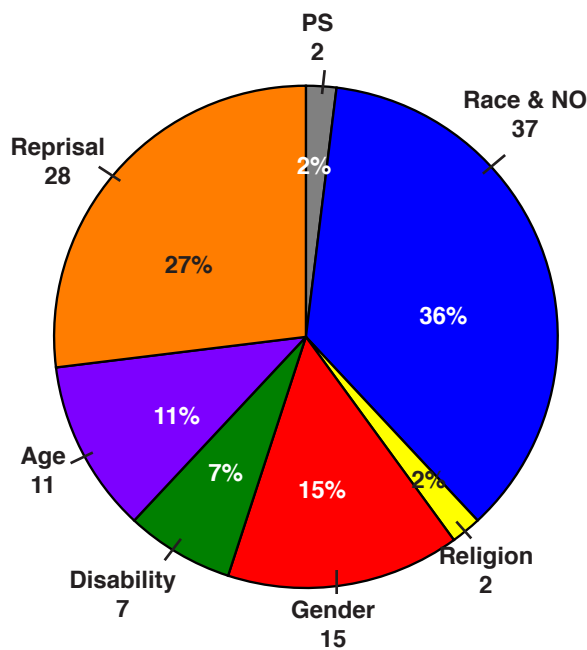
FY 2004

Formal Complaints Filed

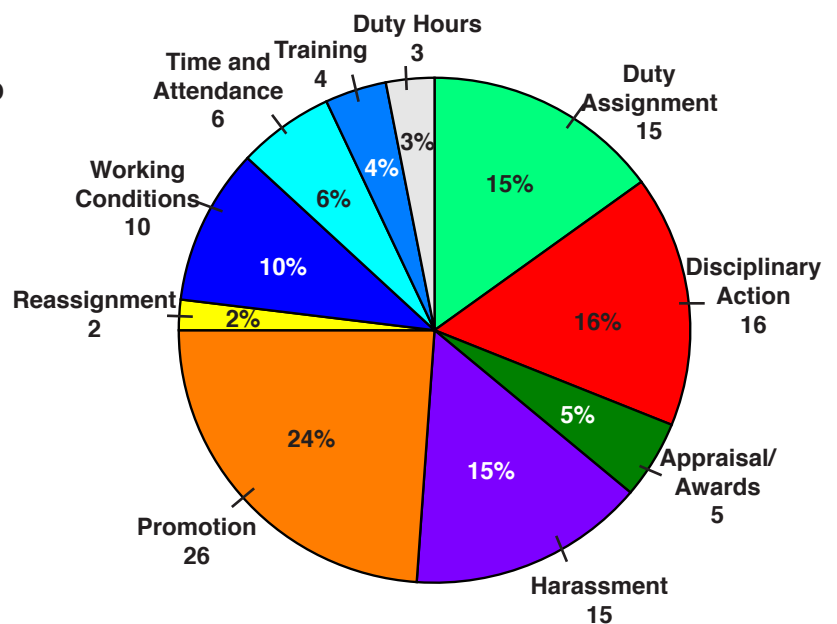
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	16.7
● Bureau	40	16.7	FY03	19.1
			FY02	26.1

Bases and Issues of BEP Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 102 issues alleged in 40 complaints.

Key EEO Complaint Statistics

Bureau of Public Debt (BPD)

FY 2004

Settlements in the Informal Process

Departmentwide

Bureau

- Number of employees seeking counseling
- Informal settlement rate

1661

18

48%

67%

Settlements in Formal Process

Departmentwide

Bureau

- Number of settlements in the Formal Process
- Formal settlement rate

252

6

29%

100%

Key EEO Complaint Statistics

Bureau of Public Debt (BPD)

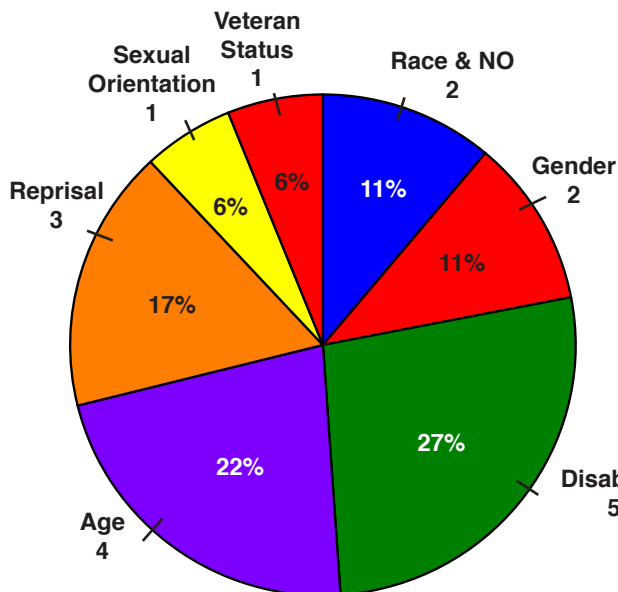
FY 2004

Formal Complaints Filed

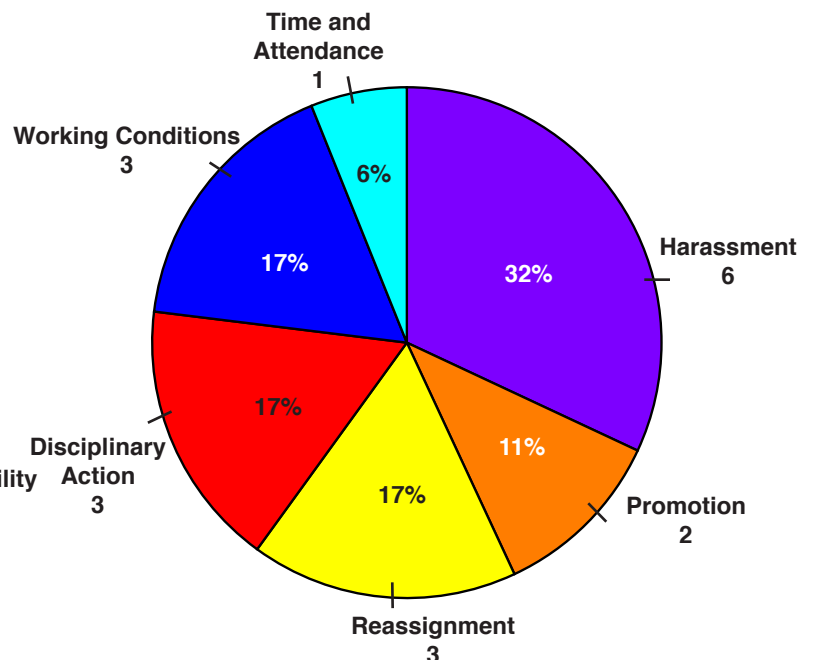
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	3.2
● Bureau	6	3.2	FY03	3.2
			FY02	2.0

Bases and Issues of Public Debt Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 18 issues alleged in 6 complaints.

Key EEO Complaint Statistics

Comptroller of the Currency (OCC)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

14

64%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

2

40%

Key EEO Complaint Statistics

Comptroller of the Currency (OCC)

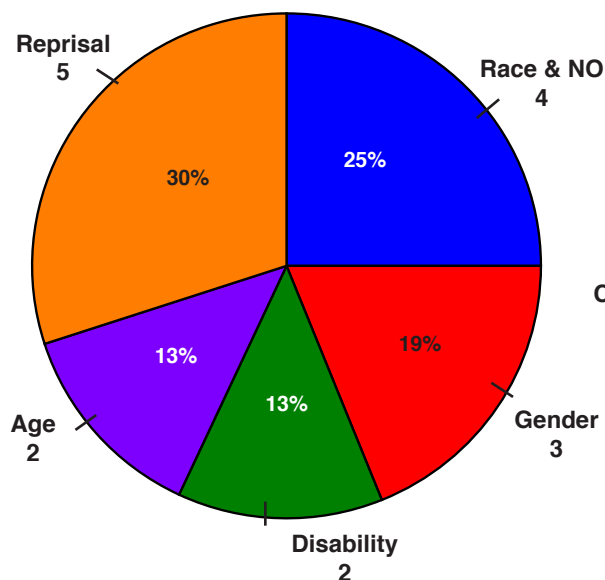
FY 2004

Formal Complaints Filed

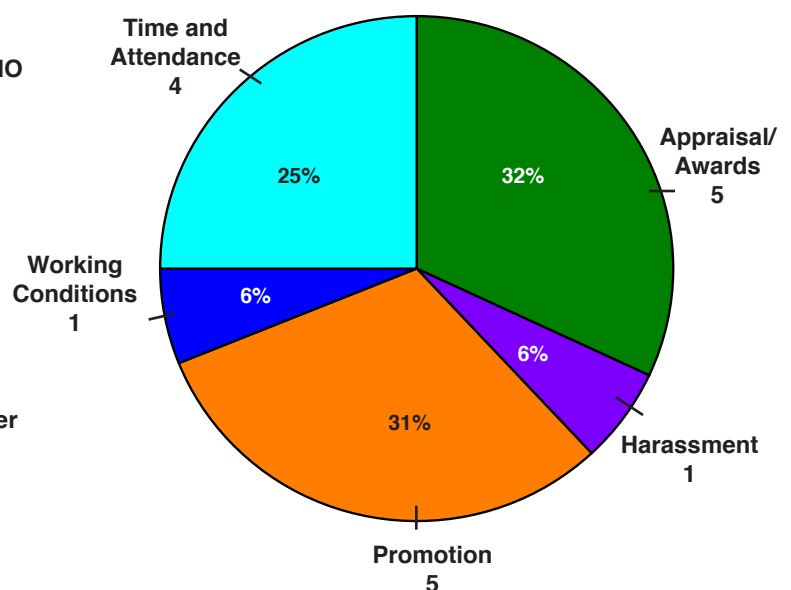
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	1.8
● Bureau	5	1.8	FY03	2.9
			FY02	4.9

Bases and Issues of OCC Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 16 issues alleged in 5 complaints.

Key EEO Complaint Statistics

Departmental Offices (DO)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

10

30%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

1

14%

Key EEO Complaint Statistics

Departmental Offices (DO)

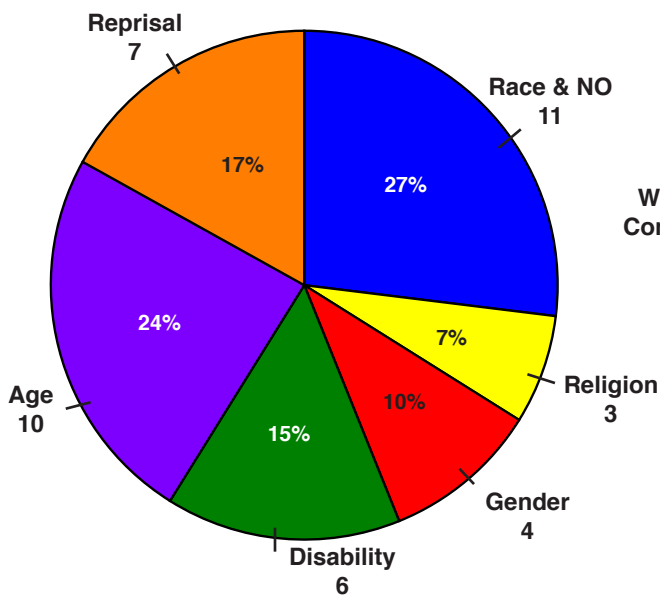
FY 2004

Formal Complaints Filed

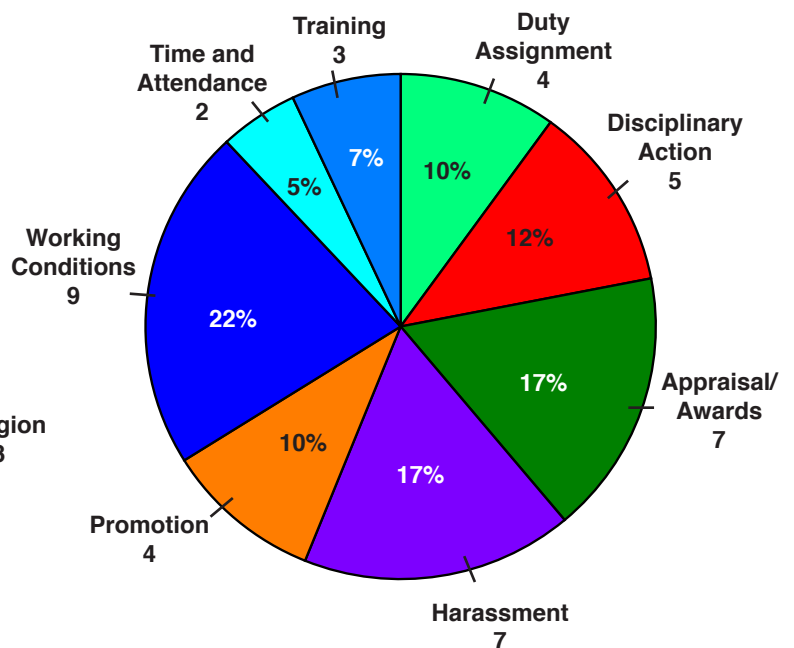
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	5.4
● Bureau	7	5.4	FY03	6.8
			FY02	3.2

Bases and Issues of DO Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 41 issues alleged in 7 complaints.

Key EEO Complaint Statistics

Financial Crimes Enforcement Network (FINCEN) FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

8

75%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

2

100%

Key EEO Complaint Statistics

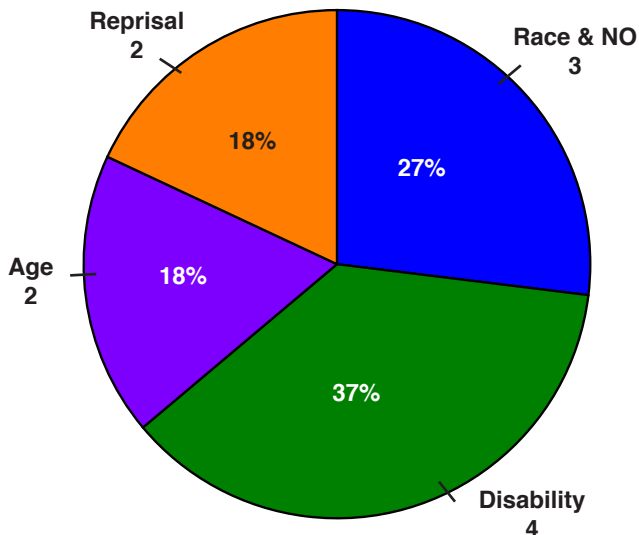
Financial Crimes Enforcement Network (FINCEN) FY 2004

Formal Complaints Filed

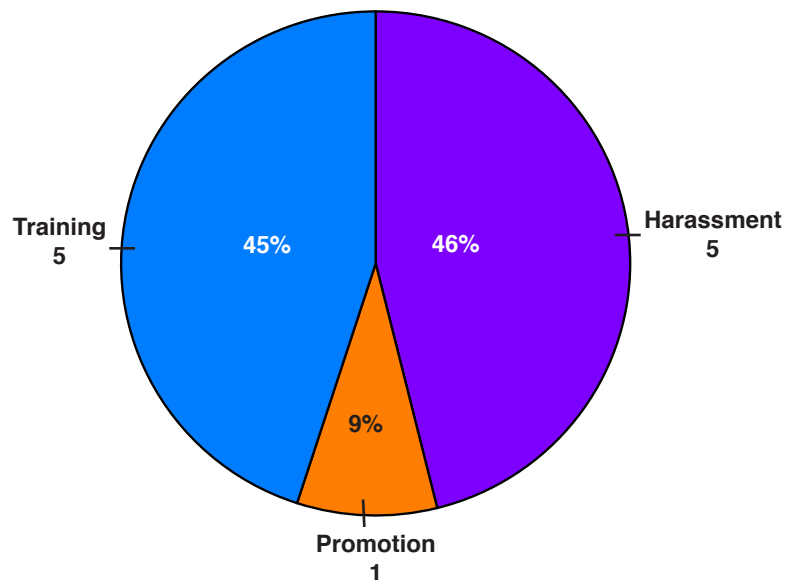
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	7.8
● Bureau	2	7.8	FY03	10.8
			FY02	1.0

Bases and Issues of FINCEN Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 11 issues alleged in 2 complaints.

Key EEO Complaint Statistics

Financial Management Service (FMS)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

34

61%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

8

61%

Key EEO Complaint Statistics

Financial Management Service (FMS)

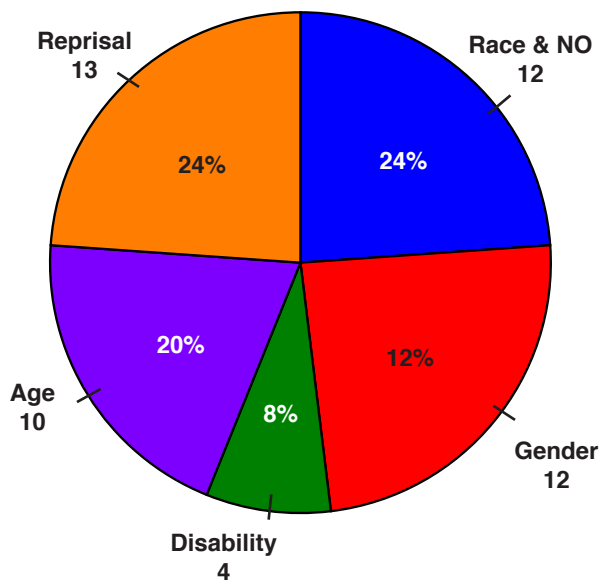
FY 2004

Formal Complaints Filed

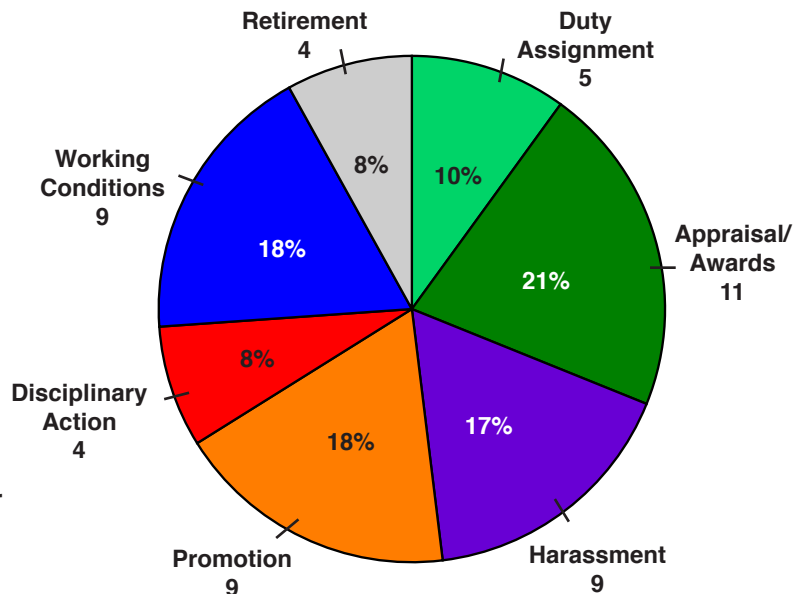
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	6.2
● Bureau	13	6.2	FY03	7.3
			FY02	7.3

Bases and Issues of FMS Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 51 issues alleged in 13 complaints.

Key EEO Complaint Statistics

Internal Revenue Service

Chief Counsel (IRS-CC)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

13

0%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

0

0%

Key EEO Complaint Statistics

Internal Revenue Service Chief Counsel (IRS-CC)

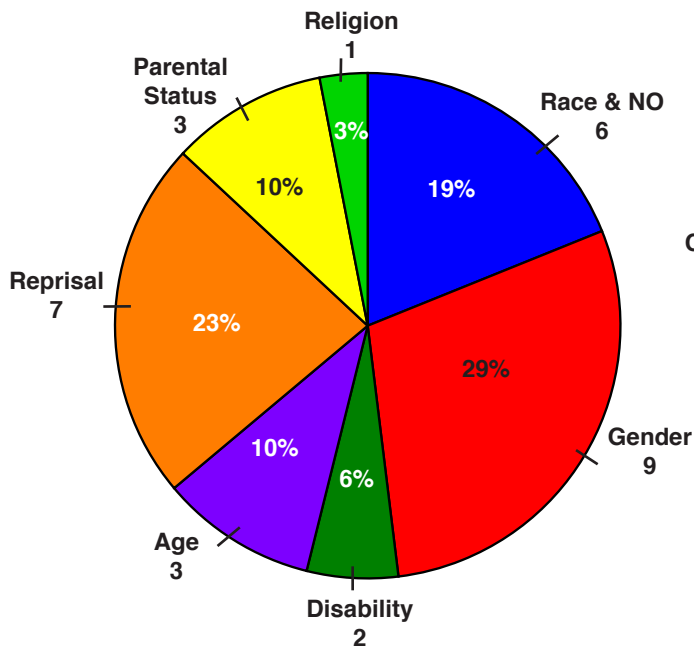
FY 2004

Formal Complaints Filed

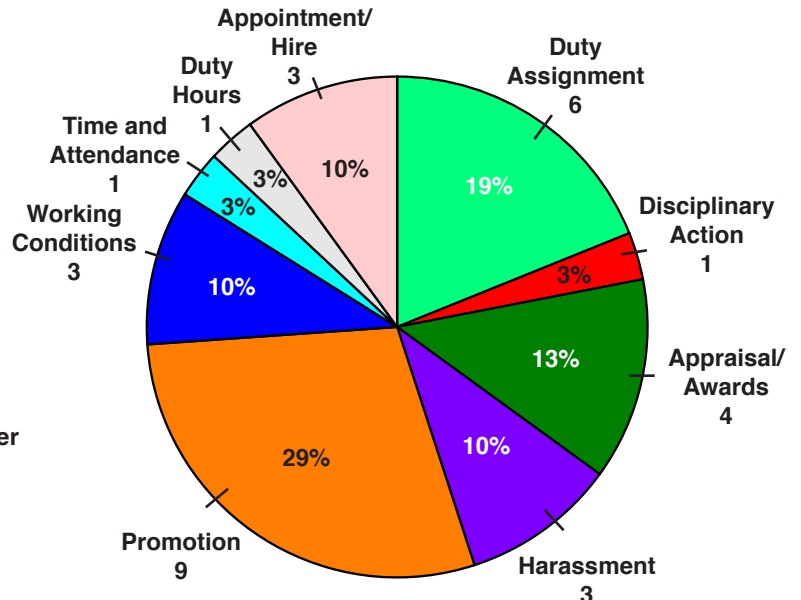
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	5.4
● Bureau	13	5.4	FY03	4.6
			FY02	4.5

Bases and Issues of IRSCC Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 31 issues alleged in 13 complaints.

Key EEO Complaint Statistics

Internal Revenue Service (IRS)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

1426

49%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

203

28%

Key EEO Complaint Statistics

Internal Revenue Service (IRS)

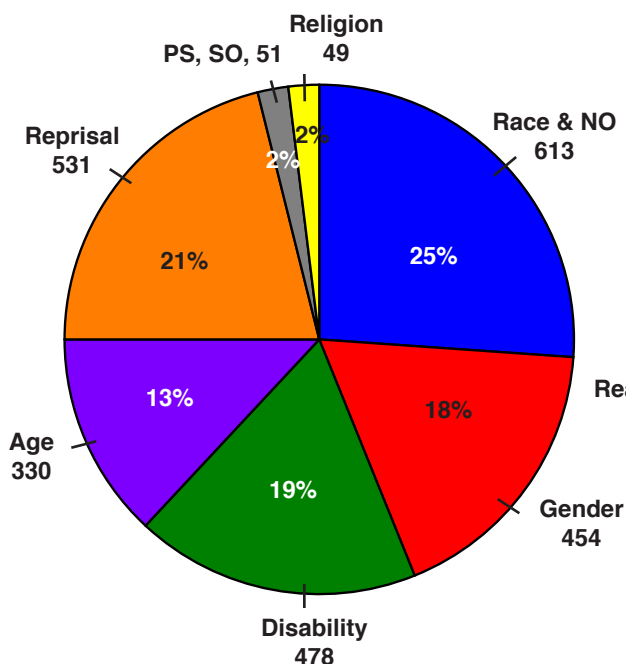
FY 2004

Formal Complaints Filed

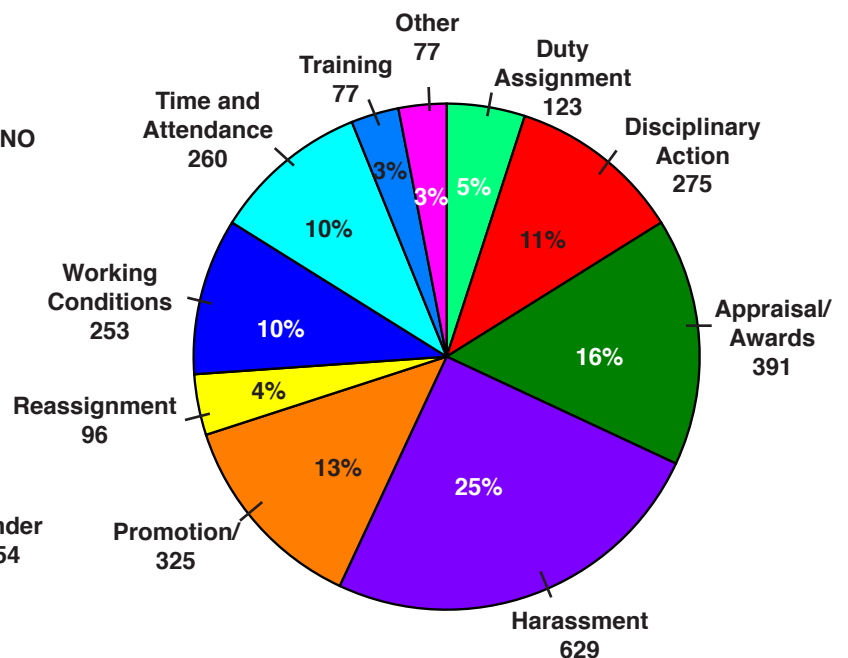
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	6.7
● Bureau	731	6.7	FY03	6.7
			FY02	6.8

Bases and Issues of IRS Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 2,506 issues alleged in 731 complaints.

Key EEO Complaint Statistics

US Mint
FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

Bureau

1661

66

48%

44%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

Bureau

252

15

29%

40%

Key EEO Complaint Statistics

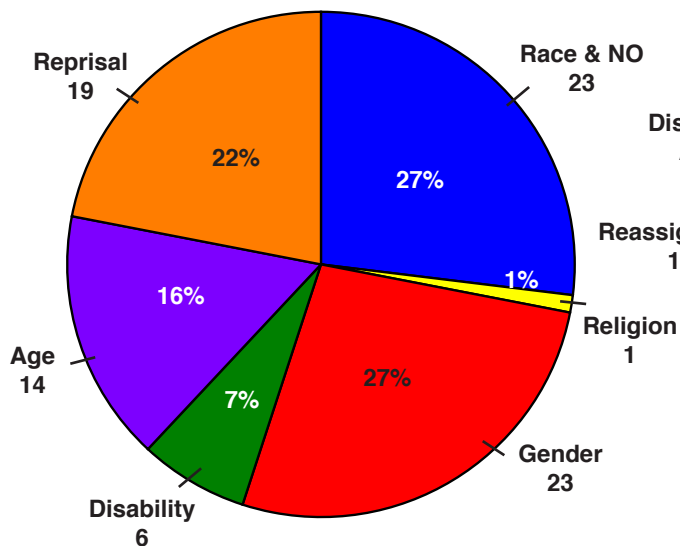
U.S. Mint
FY 2004

Formal Complaints Filed

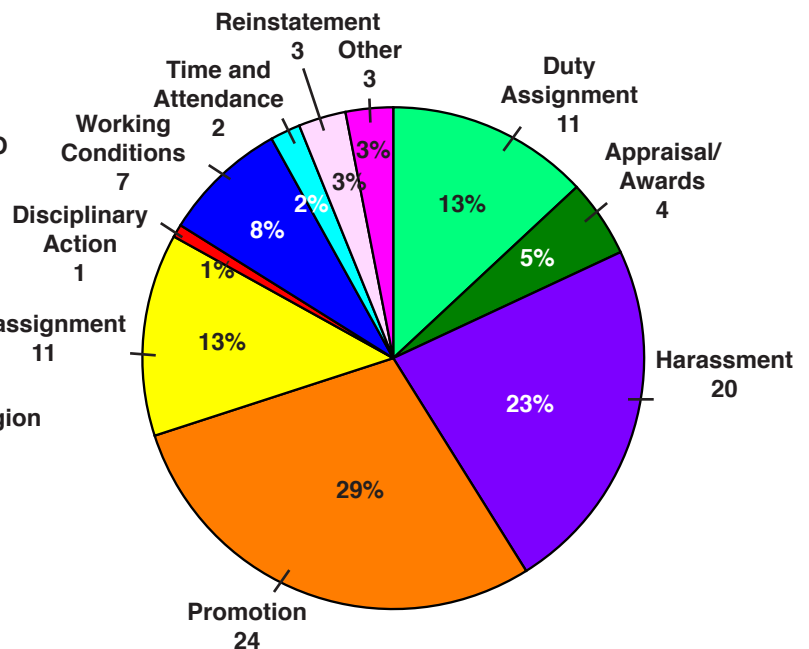
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	17.5
● Bureau	37	17.5	FY03	15.2
			FY02	17.2

Bases and Issues of Mint Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 86 issues alleged in 37 complaints.

Key EEO Complaint Statistics

Office of Inspector General (OIG)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

1

0%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

0

0%

Key EEO Complaint Statistics

Office of Inspector General (OIG)

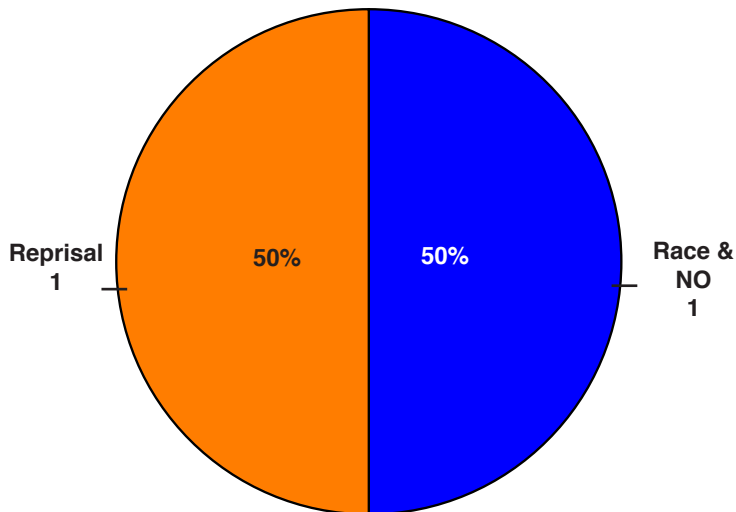
FY 2004

Formal Complaints Filed

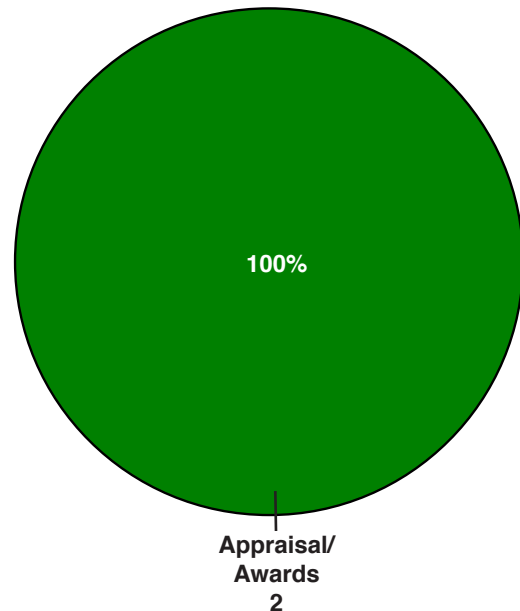
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	9.7
● Bureau	1	9.7	FY03	36.7
			FY02	20.2

Bases and Issues of OIG Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 2 issues alleged in 1 complaint.

Key EEO Complaint Statistics

Office of Thrift Supervision (OTS)

FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

3

67%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

1

100%

Key EEO Complaint Statistics

Office of Thrift Supervision (OTS)

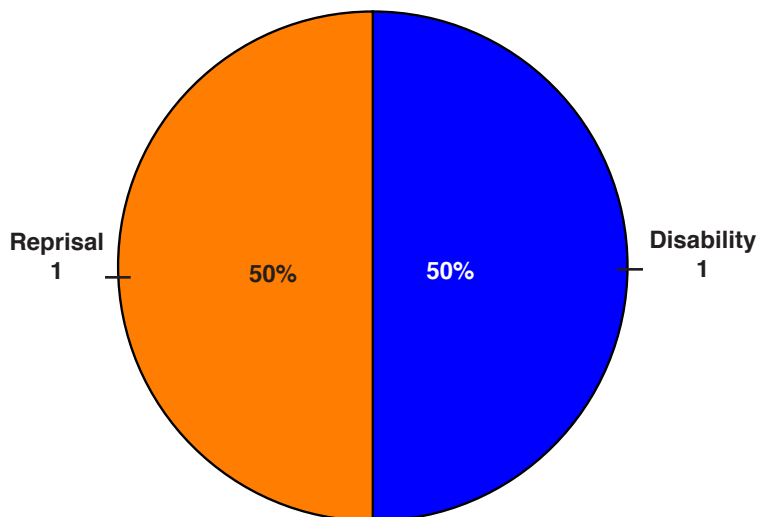
FY 2004

Formal Complaints Filed

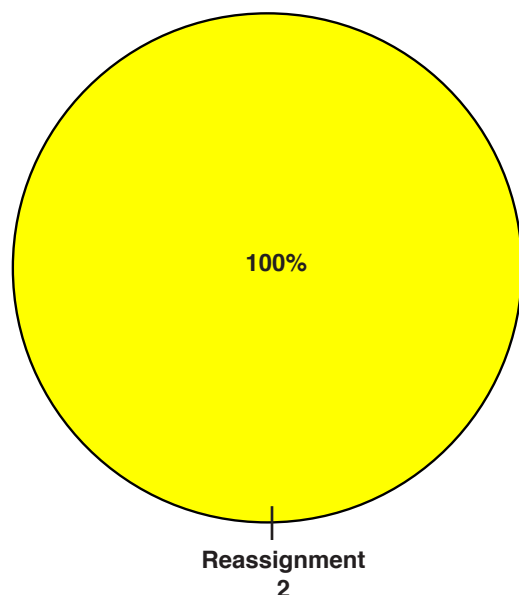
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	1.1
● Bureau	1	1.1	FY03	0.0
			FY02	7.9

Bases and Issues of OTS Complaints

Bases of Complaints*



Major Issues of Complaints*



* Based on 2 issues alleged in 1 complaint.

Key EEO Complaint Statistics

Treasury Inspector General for Tax Administration (TIGTA) FY 2004

Settlements in the Informal Process

- Number of employees seeking counseling
- Informal settlement rate

Departmentwide

1661

48%

Bureau

5

40%

Settlements in Formal Process

- Number of settlements in the Formal Process
- Formal settlement rate

Departmentwide

252

29%

Bureau

1

33%

Key EEO Complaint Statistics

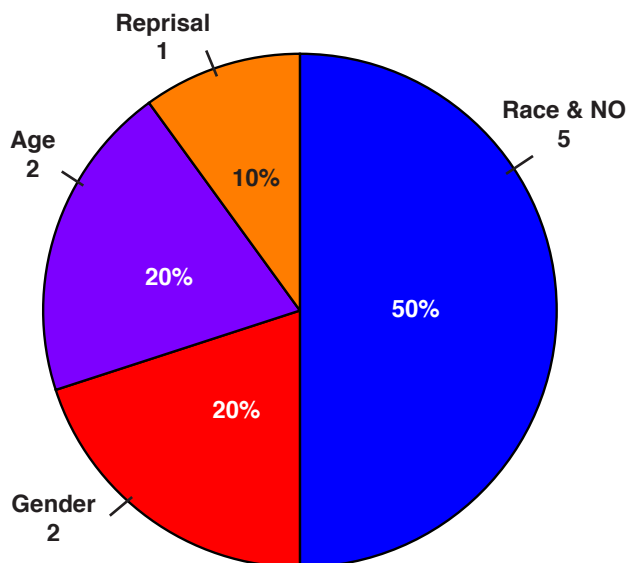
Treasury Inspector General for Tax Administration (TIGTA) FY 2004

Formal Complaints Filed

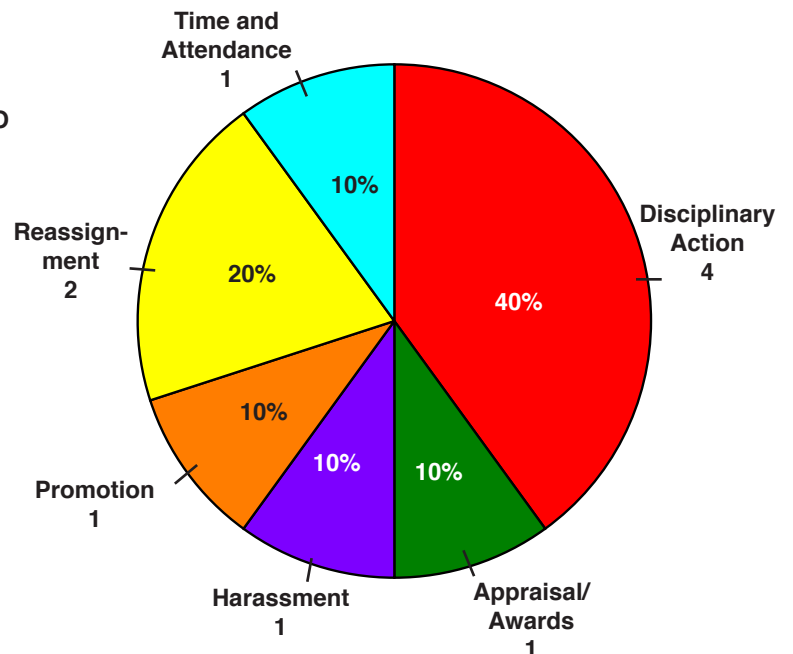
	TOTAL	No. of complaints filed per 1,000 employees	3 - Year Trend	
● Departmentwide	862	6.8	FY04	3.4
● Bureau	3	3.4	FY03	9.9
			FY02	4.1

Bases and Issues of TIGTA Complaints

Bases of Complaints*



Major Issues of Complaints*

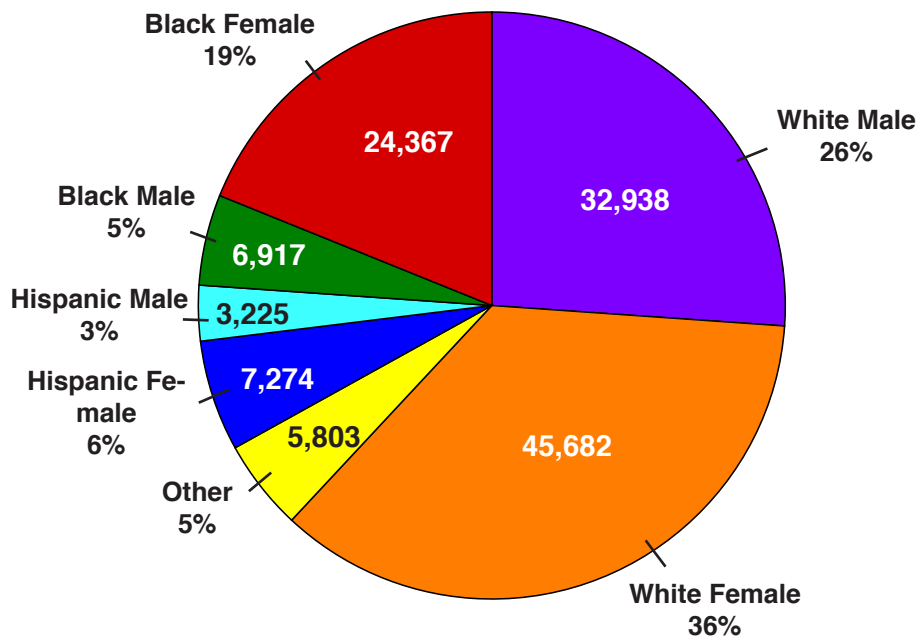


* Based on 10 issues alleged in 3 complaints.

EEO Fast Facts

Department of the Treasury Fiscal Year 2004 Workforce Profile

Total Workforce: 126,206 (Permanent & Temporary)



Bureau/Office	Total Employees	White Employees	Black Employees	Hispanic Employees	Asian American/Pacific Islander Employees	American Indian/Alaskan Native Employees	Native Hawaiian/Other Pacific Islanders Employees
Alcohol and Tobacco Tax and Trade Bureau	521	399	81	23	16	2	0
Bureau of Engraving and Printing	2,396	1,109	1,125	107	45	10	0
Bureau of Public Debt	1,865	1,725	95	23	15	7	0
Comptroller of the Currency	2,726	2,030	443	125	101	27	0
Departmental Offices	1,309	844	358	45	61	1	0
Financial Crimes Enforcement Network	256	181	52	8	13	2	0
Financial Management Service	2,092	839	1,019	94	132	8	0
Internal Revenue Service	108,679	67,220	26,827	9,682	3,997	934	19
Internal Revenue Service Chief Counsel	2,388	1,766	415	91	105	10	1
Office of Inspector General	103	57	28	6	12	0	0
Office of Thrift Supervision	881	667	122	35	51	6	0
Treasury Inspector General for Tax Administration	873	654	138	43	32	6	0
U.S. Mint	2,117	1,129	581	217	174	16	0

EEO Fast Facts

Department of the Treasury Fiscal Year 2004 Workforce Profile

Bureau/Office	Total Employees	White Employees	Black Employees	Hispanic Employees	Asian American/Pacific Islander Employees	American Indian/Alaskan Native Employees	Native Hawaiian/Other Pacific Islanders
Alcohol and Tobacco Tax and Trade Bureau	521	399	81	23	16	2	0
	100%	76.6%	15.5%	4.4%	3.1%	0.4%	0%
Bureau of Engraving and Printing	2,396	1,109	1,125	107	45	10	0
	100%	46.3%	47.0%	4.5%	1.9%	.41%	0%
Bureau of Public Debt	1,865	1,725	95	23	15	7	0
	100%	92.5%	5.1%	1.2%	0.8%	0.4%	0%
Comptroller of the Currency	2,726	2,030	443	125	101	27	0
	100%	74.5%	16.3%	4.6%	3.7%	1.0%	0%
Departmental Offices	1,309	844	358	45	61	1	0
	100%	64.5%	27.3%	3.4%	4.7%	0.08%	0%
Financial Crimes Enforcement Network	256	181	52	8	13	2	0
	100%	70%	20.3%	3.1%	5.1%	0.8%	0%
Financial Management Service	2,092	839	1,019	94	132	8	0
	100%	40.1%	48.7%	4.5%	6.3%	0.4%	0%
Internal Revenue Service	108,679	67,220	26,827	9,682	3,997	934	19
	100%	61.9%	24.7%	8.9%	3.7%	.86%	.02%
Internal Revenue Service Chief Counsel	2,388	1,766	415	91	105	10	1
	100%	74.0%	17.4%	3.8%	4.4%	.42%	.04%
Office of Inspector General	103	57	28	6	12	0	0
	100%	55.3%	27.2%	5.8%	11.7%	0%	0%
Office of Thrift Supervision	881	667	122	35	51	6	0
	100%	75.7%	13.8%	4.0%	5.8%	.7%	0%
Treasury Inspector General for Tax Administration	873	654	138	43	32	6	0
	100%	74.9%	15.8%	4.9%	3.7%	.69%	0%
U.S. Mint	2,117	1,129	581	217	174	16	0
	100%	53.3%	27.4%	10.3%	8.2%	.76	0%
TOTAL WORKFORCE	126,206	78,620	31,284	10,499	4,754	1,029	20
	100%	62.2%	24.9%	8.3%	3.8%	0.8%	.02%

