## ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS

(REPORTING PERIOD BEGINS 1 October 2000 AND ENDS 30 September 2001)

AGENCY OR DEPARTMENT: Immigration and Naturalization Service

| AKTI  | PRE-CON   | MPLAINT  | COUNSELING  | PART   | T 1111                                  |                  |                       |
|---|---|--|---|--|---|------------------|-----------------------|
|   |   | CO   | UNSELING  | A. AGENCY RESOURCES  | NUMBER                                  | PERCENT          | ]                     |
| 671   | 1. TOTAL N  | MBER OF IN   | DIVIDUALS COUNSELED   | 1. WORK FORCE  |   |                  |                       |
|   | <del>-</del>  |  |   | A. TOTAL WORK FORCE  | 33502                                   |                  | ]                     |
| 415   | A. NUMBER   | OF INDIVIDU  | AL COUNSELED WITHIN 30 DAYS   | B. PERMANENT   | 31469                                   |                  | 1                     |
| 206   | B. NUMBER   | OF INDIVIDU  | ALS COUNSELED WITHIN 31 TO 90   | 2. COUNSELOR   | 147                                     |                  | ]                     |
|   | -   |  |   | A. FULL-TIME   | 11                                      | 7.48             | 1                     |
| 50  | C. NUMBER   | OF INDIVIDU  | ALS COUNSELED BEYOND 90 DAYS  | B. PART-TIME   | 3                                       | 2.04             | ]                     |
|   | _   |  |   | C. COLLATERAL DUTY   | 133                                     | 90.48            |                       |
| 0   | D. NUMBER   | OF INDIVIDU  | ALS COUNSELED DUE TO REMANDS  | 3. INVESTIGATOR  | 0                                       |                  | ]                     |
| N   | ON-ADR S  | ETTLEMI  | ENTS DURING COUNSELING  | A. FULL-TIME   | 0                                       | 0.00             | ]                     |
|   |   |  |   | B. PART-TIME   | 0                                       | 0.00             | L a                   |
|   | T   |  | ITS WITH MONETARY BENEFITS  | C. COLLATERAL DUTY   | 0                                       | 0.00             |                       |
|   | Number  | Amount   | COMPENSATORY DAMAGES  | 4. COUNSELOR/INVESTIGATOR  | 0                                       |                  | ]                     |
|   | 0   | \$0  | COMPENSATORY DAMAGES  | A. FULL-TIME   | 0                                       | 0.00             | ]                     |
|   | 0   | \$0  | BACKPAY/FRONTPAY  | B. PART-TIME   | 0                                       | 0.00             |                       |
|   | 0   | \$0  | LUMP SUM PAYMENT  | C. COLLATERAL DUTY   | 0                                       | 0.00             | 1                     |
|   | 0   | \$0  | ATTORNEY'S FEES AND COSTS   |  | -                                       |                  | •                     |
|   |   |  | OTHER (Please specify on Comments Page)   | $\dashv$   |   |                  |                       |
|   |   |  | OTHER (Please specify on Comments Page)   | B. STAFF TRAINING  |   |                  |                       |
|   | l   |  | OTHER (Please specify on Comments Page)   |  | COUNSELOR                               | INVESTIGATOR     | COUNSELO              |
| 5   | 3. NON-ADR  | SETTLEMENT   | S WITH NON-MONETARY BENEFITS  | 1. NEW STAFF - TOTAL   | 84                                      | 0                | 0                     |
|   |   |  |   |  |   |                  |                       |
| ART I   | I FORMAI  | _ COMPL  | AINT ACTIVITIES   | A. STAFF RECEIVING REQUIRED  | 84                                      | 0                | 0                     |
| 1389  | 1. COMPL.<br>OF THE   | AINTS ON H<br>REPORTING  | AND AT THE BEGINNING<br>S PERIOD  | A. STAFF RECEIVING REQUIRED 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF   | 84                                      | 0                |                       |
| 1389  | OF THE  | AINTS ON H<br>REPORTING<br>AINTS FILE  | AND AT THE BEGINNING<br>S PERIOD  | B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO   |   |                  | 0                     |
| 1389  | 1. COMPL.<br>OF THE   | AINTS ON H<br>REPORTING<br>AINTS FILE  | AND AT THE BEGINNING<br>S PERIOD  | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING   | 0                                       | 0                | 0                     |
| 1389  | 1. COMPL.<br>OF THE<br>2. COMPL.<br>3. REMAN  | AINTS ON H<br>REPORTING<br>AINTS FILE  | AND AT THE BEGINNING<br>S PERIOD  | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING   | 0                                       | 0                | 0                     |
| 1389  | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL  | AINTS ON H<br>REPORTING<br>AINTS FILE<br>DS<br>COMPLAIN'   | AND AT THE BEGINNING<br>I PERIOD<br>D   | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF -  | 0                                       | 0                | 0                     |
| 1389<br>480<br>8<br>1877                            | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL 5. COMPL. CONSOI   | AINTS ON H REPORTING AINTS FILE  DS  COMPLAIN AINTS IN LI LIDATED AINTS IN LI  | AND AT THE BEGINNING G PERIOD O TS (sum of lines 1+2+3)   | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF - TOTAL A. STAFF RECEIVING REQUIRED  | 0 0 63                                  | 0                | 0                     |
| 1389<br>480<br>8<br>1877<br>1807                    | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL CONSOI 6. COMPL. PERIOD 7. COMPL.  | AINTS ON H REPORTING AINTS FILE  DS  COMPLAIN  AINTS IN LI  LIDATED  AINTS IN LI   | AND AT THE BEGINNING G PERIOD O TS (sum of lines 1+2+3) NE 4 THAT WERE NOT  | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF - TOTAL  A. STAFF RECEIVING REQUIRED 8 OR MORE HOURS  B. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO  | 0<br>0<br>63<br>27                      | 0                | 0                     |
| 1389<br>480<br>8<br>1877<br>1807                    | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL CONSOI 6. COMPL. PERIOD 7. COMPL. CONSOI   | AINTS ON HE REPORTING AINTS FILE IN LILIDATED AINTS IN LILIDATED | AND AT THE BEGINNING G PERIOD O TS (sum of lines 1+2+3) NE 4 THAT WERE NOT NE 5 CLOSED DURING REPORT  | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF - TOTAL  A. STAFF RECEIVING REQUIRED 8 OR MORE HOURS  B. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF  C. STAFF RECEIVING NO TRAINING AT ALL   | 0<br>0<br>63<br>27<br>35                | 0 0 0            | 0                     |
| 1389<br>480<br>8<br>1877<br>1807<br>611             | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL 5. COMPL. CONSOI 6. COMPL. PERIOD 7. COMPL. CONSOI 8. COMPL. PERIOD 9. COMPL.                    | AINTS ON H REPORTING AINTS FILE  COMPLAIN  AINTS IN LI  LIDATED  AINTS IN LI  LIDATED  AINTS IN LI  LIDATED  AINTS IN LI  AINTS IN LI  | AND AT THE BEGINNING G PERIOD D TS (sum of lines 1+2+3) NE 4 THAT WERE NOT NE 5 CLOSED DURING REPORT NE 4 THAT WERE NE 7 CLOSED DURING REPORT AND AT THE END OF THE                                 | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF - TOTAL  A. STAFF RECEIVING REQUIRED 8 OR MORE HOURS  B. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  C. RE  | 0<br>63<br>27<br>35                     | 0<br>0<br>0<br>0 | 0 0 0 0               |
| 1389<br>480<br>8<br>1877<br>1807<br>611<br>70<br>45 | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL 5. COMPL. CONSOI 6. COMPL. PERIOD 7. COMPL. CONSOI 8. COMPL. PERIOD 9. COMPL.                    | AINTS ON H REPORTING AINTS FILE  COMPLAIN  AINTS IN LI  LIDATED  AINTS IN LI  LIDATED  AINTS IN LI  LIDATED  AINTS IN LI  AINTS IN LI  | AND AT THE BEGINNING G PERIOD D TS (sum of lines 1+2+3) NE 4 THAT WERE NOT NE 5 CLOSED DURING REPORT NE 4 THAT WERE NE 7 CLOSED DURING REPORT   | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF - TOTAL A. STAFF RECEIVING REQUIRED 8 OR MORE HOURS B. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF C. STAFF RECEIVING NO TRAINING AT ALL  C. RE  1. DOES THE EEO DIRECTOR REPORT              | 0<br>63<br>27<br>35                     | 0 0 0            | 0<br>0<br>0<br>0<br>0 |
| 1389<br>480<br>8<br>1877<br>1807<br>611<br>70<br>45 | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL 5. COMPL. PERIOD 7. COMPL. CONSOI 8. COMPL. PERIOD 9. COMPL. REPORT                              | AINTS ON H REPORTING AINTS FILE  COMPLAIN AINTS IN LI LIDATED AINTS IN LI LIDATED AINTS IN LI LIDATED AINTS IN LI LIDATED AINTS IN LI AINTS ON H TING PERIOI                       | AND AT THE BEGINNING G PERIOD D TS (sum of lines 1+2+3) NE 4 THAT WERE NOT NE 5 CLOSED DURING REPORT NE 4 THAT WERE NE 7 CLOSED DURING REPORT AND AT THE END OF THE                                 | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF - TOTAL  A. STAFF RECEIVING REQUIRED 8 OR MORE HOURS  B. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  C. RE  | 0<br>63<br>27<br>35<br>1<br>PORTING LIN | 0<br>0<br>0<br>0 | 0 0 0 0               |
| 1389<br>480<br>8<br>1877<br>1807<br>611<br>70<br>45 | 1. COMPL. OF THE 2. COMPL. 3. REMAN 4. TOTAL 5. COMPL. CONSOI 6. COMPL. PERIOD 7. COMPL. CONSOI 8. COMPL. PERIOD 9. COMPL. REPORT 10. INDIVID | AINTS ON H REPORTING AINTS FILE  DS  COMPLAIN AINTS IN LI LIDATED AINTS IN LI LIDATED AINTS IN LI AINTS IN LI AINTS IN LI AINTS IN LI AINTS ON H TING PERIOI PUALS FILIN           | AND AT THE BEGINNING G PERIOD D TS (sum of lines 1+2+3) NE 4 THAT WERE NOT NE 5 CLOSED DURING REPORT NE 4 THAT WERE NE 7 CLOSED DURING REPORT AND AT THE END OF THE D (line 4 - (sum of lines 6+8)) | 32 OR MORE HOURS  B. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF  C. STAFF RECEIVING NO TRAINING AT ALL  2. EXPERIENCED STAFF - TOTAL A. STAFF RECEIVING REQUIRED 8 OR MORE HOURS B. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF C. STAFF RECEIVING NO TRAINING AT ALL  C. RE  1. DOES THE EEO DIRECTOR REPORT AGENCY HEAD? | 0<br>63<br>27<br>35<br>1<br>PORTING LIN | 0<br>0<br>0<br>0 | 0<br>0<br>0<br>0<br>0 |

|                                   |                                      |                              |       |              |          |          |      | BA     | ASES OF A | BASES OF ALLEGED DISCRIMINATION | DISCRIME | VATION    |     | -      |            |          |          |          |
|-----------------------------------|--------------------------------------|------------------------------|-------|--------------|----------|----------|------|--------|-----------|---------------------------------|----------|-----------|-----|--------|------------|----------|----------|----------|
|                                   | <u>«</u>                             | RACE AND COLOR               | COLOR |              | RELIGION | REPRISAL | SE   | SEX    | NATI      | NATIONAL<br>ORIGIN              | EQUA     | EQUAL PAY | AGE | DISA   | DISABILITY | TOTAL    | TOTAL    | TOTAL    |
| ISSUES OF ALLEGED DISCRIMINATION  | AMER.<br>INDIAN<br>ALASKAN<br>NATIVE | AMER. ASIAN PACIFIC ISLANDER | BLACK | WHITE        |          |          | MALE | FEMALE | HISPANIC  | отнек                           | MALE     | FEMALE    |     | MENTAL | PHYSICAL   | BY ISSUE | BY ISSUE | BY ISSUE |
| l. Appointment/Hire               | 0                                    | 0                            | -     | 0            | 0        | 0        | 2    | -      | 3         | _                               |          |           | 2   | 0      | 0          | 92       | 4        | 4        |
| 2. Assignment Of Duties           | 0                                    | 0                            | 47    | 22           | -        | 63       | 2    | 9      | 2         | 2                               |          |           | 15  | 2      |            | 170      | 70       | 65       |
| 3. Awards                         | 0                                    | 0                            | 2     | 7            | -        | 2        | 2    | -      | -         | 0                               |          |           | 2   | 0      | 0          | 81       | 81       | 17       |
| 4. Conversion To Full Time        | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | ٥   | ٥      | 0          | ٥        | 0        | 0        |
| 5. Disciplinary Action            | 0                                    | 0                            | 39    | 30           | 0        | 20       | 12   | 6      | 6         | 2                               |          |           | =   | 9      | 17         | 152      | 100      | 92       |
| a. A. Demotion                    | 0                                    | 0                            | 2     | 7            | 0        | -        | -    | 2      | 2         | 0                               |          |           | -   | 0      | _          | 11       | ∞        | 000      |
| b. B. Reprimand                   | 0                                    | 0                            | 13    | \$           | 0        | 5        | 7    | 4      | -         | 0                               |          |           | 9   | o      | 4          | 37       | 37       | 32       |
| c. C. Suspension                  | 0                                    | 0                            | œ     | 11           | 0        | 4        | 2    | -      | 2         | 0                               |          |           | 3   | 2      | 4          | 43       | 38       | 35       |
| d. D. Removal                     | 0                                    | 0                            | 91    | -            | 0        | 10       | 7    | 2      | 4         | 7                               |          |           | 4   | -      | ∞          | 55       | 17       | 17       |
| e. Letter of Instruction          | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | ٥          | 0        | 0        | 0        |
| f. Referred to OPR                | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | ٥          | 0        | 0        | 0        |
| g. Oral Reprimand                 | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | 0          | 0        | 0        | 0        |
| 6. Duty Hours                     | 2                                    | 0                            | -     | 3            | 0        | 8        | 2    | 4      | 3         | 0                               |          |           | s   | -      | 2          | 31       | 10       | 7        |
| 7. Evaluation/Appraisal           | 3                                    | 1                            | 3     | 9            | 0        | 14       | 3    | 7      | 4         | 0                               |          |           | 9   | 2      | ٥          | 64       | 37       | 30       |
| 8. Examination/Test               | -                                    | 0                            | -     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 9   | 0      | 0          | ∞        | 9        | 9        |
| 9. Harassment                     | 7                                    | 3                            | 62    | 81           | 1        | 1.1      | 24   | 41     | 13        | 9                               |          |           | 94  | 13     | 7          | 318      | 164      | 124      |
| a. A. Non-Sexual                  | 7                                    | 3                            | 62    | 81           | 1        | 92       | 21   | 29     | 13        | 9                               |          |           | 94  | 13     | 7          | 302      | 151      | 112      |
| b. B. Sexual                      |                                      |                              |       |              |          | 1        | 3    | 12     |           |                                 |          |           |     |        |            | 91       | 13       | 12       |
| 10. Medical Examination           | ٥                                    | ٥                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | 0          | 0        | 0        | 0        |
| 11. Pay Including Overtime        | ٥                                    | ٥                            | °     | ٥            | 0        | -        | 4    | -      | 0         | 0                               | 0        | 0         | 0   | 0      | 0          | 9        | 9        | 9        |
| 12. Promotion/Non-Selection       | 4                                    | 2                            | 63    | 37           | -        | 80       | 18   | 12     | 22        | 5                               |          |           | 99  | 7      | 12         | 289      | 153      | 141      |
| 13. Reassignment                  | °                                    | ٥                            | 0     | 80           | 0        | 2        | 2    | 0      | 4         | -                               |          |           | 0   | 0      | 1          | 18       | 6        | 8        |
| a. A. Denied                      | 0                                    | ٥                            | 0     | 4            | 0        | 0        | 0    | 0      | 4         | 0                               |          |           | 0   | 0      | 0          | 8        | 3        | 3        |
| b. B. Directed                    | 0                                    | 0                            | 0     | 4            | 0        | 2        | 2    | 0      | 0         |                                 |          |           | 0   | 0      | 1          | 10       | 9        | \$       |
| 14. Reasonable Acommodation       |                                      |                              | Î     |              | 0        | 13       |      |        |           |                                 |          |           |     | 0      | 2          | 15       | 9        | 9        |
| 15. Reinstatement                 | ٥                                    | 0                            | ۰     | ۰            | ۰        | ٥        | ٥    | •      | 0         | 0                               |          |           | 0   | 0      | 0          | 0        | 0        | 0        |
| 16. Retirement                    | ٥                                    | ٥                            | ۰     | •            | ٥        | ٥        | ٥    | ٥      | ٥         | 0                               |          |           | 0   | 0      | 0          | . 0      | 0        | 0        |
| 17. Termination                   | -                                    | ٥                            | -     | ۰            | 0        | ٥        | ٥    | ٥      | 0         | 0                               |          |           | 0   | 0      | 0          | 2        | 2        | 2        |
| 18. Terms/Conditions Of           | ~                                    | 3                            | 6     | 24           | 2        | 53       | .25  | 28     | 13        | 20                              |          |           | 27  | 0      | 0          | 209      | 72       | 51       |
| 19. Time And Attendance           | 3                                    | -                            | 4     | 9            | 0        | 01       | -    | 3      | 1         | 3                               |          |           | 4   | 0      | _          | 37       | 80       | 7        |
| 20. Training                      | _                                    | 0                            | -     | 9            | -        | 91       | 17   | 0      | \$        | 4                               |          |           | 0   | 0      | 0          | 51       | 33       | 30       |
| 21. Other (Please specify below)  |                                      |                              |       |              |          |          |      |        |           |                                 |          |           |     |        |            |          |          |          |
| a. Internal Affairs Investigation | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | 0          | 0        | 0        | 0        |
| b. N/A                            | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | 0          | o        | 0        | 0        |
| c. Whistle Blowing                | ٥                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | 0          | 0        | 0        | 0        |
| d. Disparate Treatment            | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | 0          | 0        | 0        | 0        |
| e. Insufficient Notice            | 0                                    | 0                            | 0     | 0            | 0        | 0        | 0    | 0      | 0         | 0                               |          |           | 0   | 0      | 0          | 0        | 0        | 0        |
| Total Issues By Bases             | 7.7                                  | 01                           | 234   | 191          | 7        | 329      | 114  | 113    | 80        | 4                               | 0        | 0         | 180 | 28     | 50         |          |          |          |
| Total Complaints Filed by Bases   | <u>s</u>                             | 7                            | 9/1   | <del>1</del> | 7        | 285      | 91   | 98     | 80        | 20                              | 0        | 0         | 167 | 25     | 48         |          |          |          |
| Total Complainants by Bases       | 14                                   | ,                            | 152   | :            |          |          |      |        |           |                                 |          |           |     |        |            |          |          |          |

| PART V SUMMARY OF CLOSURES BY STATUTE  |                 |               |                 |
|--|-----------------|---------------|-----------------|
| 1. STATUTE (IF A SINGLE COMPLAINT HAS MULTIPLE STATUTES RECORD EACH ON THE APPROPRIATE LINE) |                 |               |                 |
| 656 A. TITLE VII   |                 |               |                 |
| B. AGE DISCRIMINATION IN EMPLOYMENT ACT (ADEA)   |                 |               |                 |
| 57 C. REHABILITATION ACT   |                 |               | A <sup>EE</sup> |
| 0 D. EOUAL PAY ACT (EPA)   |                 |               |                 |
| 2. TOTAL BY STATUTES   |                 |               |                 |
| 861 THIS NUMBER MAY BE LARGER THAT TOTAL NUMBER OF COMPLAINTS CLOSED.                        |                 |               | -               |
| PART VI SUMMARY OF CLOSURES BY CATEGORY  |                 |               |                 |
|  | TOTAL<br>NUMBER | TOTAL<br>DAYS | AVERAGE<br>DAYS |
| 1. TOTAL NUMBER OF CLOSURES (A+B+C)  | 656             | 492722        |                 |
| A. WITHDRAWALS   | 34              | 16619         |                 |
| B. SETTLEMENTS   | 79              | 51471         |                 |
| C. FINAL AGENCY DECISIONS (2+3)  | 543             | 424632        |                 |
| 2. FINAL AGENCY DECISIONS WITHOUT AN ADMINISTRATIVE JUDGE DECISION (A+B+C)                   | 317             | 189205        |                 |
| A. FINDING DISCRIMINATION  | 7               | 7576          |                 |
| B. FINDING NO DISCRIMINATION   | 166             | 109503        |                 |
| C. DISMISSAL OF COMPLAINTS   | 144             | 72126         |                 |
| 3. FINAL AGENCY ACTIONS WITH AN ADMINISTRATIVE JUDGE (AJ) DECISION (A+B+C)                   | 226             | 235427        |                 |
| A. AJ DECISION FULLY IMPLEMENTED (1+2)   | 226             | 235427        |                 |
| (1) FINDING DISCRIMINATION   | 6               | 5625          |                 |
| (2) FINDING NO DISCRIMINATION  | 220             | 229802        |                 |
| B. AJ DECISION NOT FULLY IMPLEMENTED (1+2)   | 0               | 0             |                 |
| (1) FINDING DISCRIMINATION (a+b+c)   | 0               | 0             |                 |
| a. AGENCY APPEALED FINDING BUT NOT REMEDY  | 0               | 0             |                 |
| b. AGENCY APPEALED REMEDY BUT NOT FINDING  | 0               | 0             |                 |
| c. AGENCY APPEALED BOTH FINDING AND REMEDY   | 0               | 0             |                 |
| (2) FINDING NO DISCRIMINATION  | 0               | 0             |                 |
|  | 0               | 0             |                 |

# PART VII SUMMARY OF COMPLAINTS CLOSED WITH CORRECTIVE ACTION DURING FORMAL COMPLAINT STAGE

|   | NUMBER                         | AMOUNT                         |
|---|--------------------------------|--------------------------------|
| I. TOTAL COMPLAINTS CLOSED WITH CORRECTIVE ACTION | 92                             |                                |
| . CLOSURES WITH MONETARY BENEFITS                 | 39                             | \$332887                       |
| A. BACK PAY/FRONT PAY                             | 6                              | \$55467                        |
| B. LUMP SUM PAYMENT                               | 33                             | \$277422                       |
| . CLOSURES WITH NON-MONETARY BENEFITS             | 33                             |                                |
| . CLOSURES WITH COMPENSATORY DAMAGES              | 20                             | \$221150                       |
| . CLOSURES WITH ATTORNEY'S FEES AND COSTS         | 23                             | \$339711                       |
| 5. TYPES OF CORRECTIVE ACTION                     | NUMBER WITH<br>MONETARY AWARDS | NUMBER WITHOUT MONETARY AWARDS |
| A. HIRE   | 1                              | 1                              |
| 1. RETROACTIVE                                    | 1                              | 0                              |
| 2. NON-RETROACTIVE                                | 0                              | 1                              |
| B. PROMOTION                                      | 13                             | 2                              |
| 1. RETROACTIVE                                    | 11                             | 1                              |
| 2. NON-RETROACTIVE                                | 1                              | 11                             |
| C. DISCIPLINARY ACTION                            | 4                              | 1                              |
| 1. RESCINDED                                      | 3                              | 1                              |
| 2. MODIFIED                                       | 1                              | 0                              |
| D. REINSTATEMENT                                  | 0                              | 0                              |
| E. REASSIGNMENT                                   | 1                              | 1                              |
| F. PERFORMANCE EVALUATION MODIFIED                | 5                              | 1 -                            |
| G. PERSONNEL FILE PURGED OF ADVERSE MATERIAL      | 5                              | - 1                            |
| H. ACCOMODATION                                   | 0                              | 0 8                            |
| I. TRAINING/TUITION/ETC.                          | 2                              | 1                              |
| J. LEAVE RESTORED                                 | 3                              | i                              |
| K. Award (PLEASE SPECIFY ON COMMENTS PAGE)        | 0                              | 0                              |
| L. Other 1 (PLEASE SPECIFY ON COMMENTS PAGE)      | 49                             | 1                              |
| M. Other 2 (PLEASE SPECIFY ON COMMENTS PAGE)      | 0                              | <b>2</b> 3                     |

#### PART VIII SUMMARY OF PENDING COMPLAINTS BY CATEGORY

|   | NUMBER<br>PENDING | NUMBER<br>OF DAYS | AVERAGE<br>DAYS | NUMBER OF DAYS PENDING<br>FOR OLDEST CASE |
|---|-------------------|-------------------|-----------------|---|
| . TOTAL COMPLAINTS PENDING (SAME AS PART II LINE 9) (A+B+C+D) | 1221              | 577935            |                 |   |
| A. COMPLAINTS PENDING WRITTEN NOTIFICATION                    | 250               | 41508             |                 | 2532                                      |
| B. COMPLAINTS PENDING IN INVESTIGATION                        | 143               | 29830             |                 | 1945                                      |
| C. COMPLAINTS PENDING IN HEARING                              | 560               | 319420            |                 | 5107                                      |
| D. COMPLAINTS PENDING A FINAL AGENCY DECISION                 | 268               | 187177            |                 | 5996                                      |

#### PART IX SUMMARY OF INVESTIGATIONS COMPLETED

|  |                                       | TOTAL   | TOTAL DAYS |
|--|---------------------------------------|---------|------------|
| . INVESTIGATIONS COMPLETED DURING REPORTING PERIOD | (A+C)                                 | 410     | 104625     |
| A. INVESTIGATIONS COMPLETED BY AGENCY PERSONNEL    |                                       | 0       | 0          |
| 1. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS    |                                       | 0       | 0          |
| 2. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS      |                                       | 0       | 0          |
| 3. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS    |                                       | 0       | 0          |
| B. COST OF AGENCY INVESTIGATIONS                   |                                       | 0       |            |
| C. INVESTIGATIONS COMPLETED BY CONTRACTORS         |                                       | 410     | 104625     |
| 1. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS    | · · · · · · · · · · · · · · · · · · · | 171     | 22816      |
| 2. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS      |                                       | 164     | 35822      |
| 3. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS    |                                       | 75      | 45987      |
| D. COST OF CONTRACTOR INVESTIGATIONS               |                                       | 1284707 |            |

#### PART X SUMMARY OF ADR PROGRAM ACTIVITIES

| INFORMAL PHA   | SE (PRE-COMPLAINT) |              |                         |
|--|--------------------|--------------|-------------------------|
|  | COMPLAINTS         | COMPLAINANTS | H                       |
| 1. ADR ELECTIONS (a+b)                                       | 95                 | 95           |                         |
| a. Directly  | 92                 | 92           | L!                      |
| b. Through counseling  | 3                  | 3            |                         |
| 2. RESOURCES USED (a+b+c+d+e+f+g)                            | 95                 | 95           |                         |
| a. INHOUSE   | 0                  | 0            |                         |
| b. ANOTHER FEDERAL AGENCY                                    | 95                 | 95           |                         |
| c. PRIVATE ORGANIZATIONS, CONTRACTORS,                       |                    |              |                         |
| BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS                      |                    | 1            |                         |
| OR COLLEGE/UNIVERSITY PERSONNEL                              | 0                  | 0            | 111                     |
| d. MULTIPLE RESOURCES USED (Please specify)                  | 0                  | 0            |                         |
| e. OTHER (Please specify on comments page)                   |                    |              |                         |
| f. OTHER (Please specify on comments page)                   |                    |              |                         |
| g. OTHER (Please specify on comments page)                   |                    |              | No. 1 or No. 100 Person |
| A 4  | COMPLAINTS:        | COMPLAINANTS | DAYS                    |
| 3. TECHNIQUES USED (a+b+c+d+e+f+g+h+i+j+k+i)                 | 95                 | 95           | 3569                    |
| a. MEDIATION   | 95                 | 95           | 3569                    |
| b. SETTLEMENT CONFERENCES                                    | 0                  | 0            | 0                       |
| c. EARLY NEUTRAL EVALUATIONS                                 | 0                  | 0            | 0                       |
| d. FACTFINDING   | 0                  | 0            | 0                       |
| e. FACILITATION  | 0                  | 0            | 0                       |
| f. OMBUDSMAN   | 0                  | 0            | 0                       |
| g. MINI-TRIALS   | 0                  | 0            | 0                       |
| h. PEER REVIEW   | 0                  | 0            | 0                       |
| i. MULTIPLE TECHNIQUES USED (Please specify)                 | 0                  | 0            | 0                       |
| j. OTHER (Please specify on comments page)                   |                    |              |                         |
| k. OTHER (Please specify on comments page)                   |                    |              |                         |
| l. OTHER (Please specify on comments page)                   |                    |              |                         |
| 4. STATUS OF CASES   | COMPLAINTS         | COMPLAINANTS | DAYS                    |
| I. TOTAL CLOSED (a+b+c+d+e+f)                                | 58                 | 58           | 2970                    |
| a. SETTLEMENTS WITH BENEFITS (Monetary and Non-Monetary)     | 20                 | 20           | 585                     |
| b. WITHDRAWALS   | 0                  | 0            | 0                       |
| c. ADR FAILED  | 38                 | 38           | 2385                    |
| d. Returned for Counseling (Please specify on comments page) |                    |              |                         |
| e. OTHER (Please specify on comments page)                   |                    |              |                         |
| f. OTHER (Please specify on comments page)                   |                    |              |                         |
| II. OPEN INVENTORY - ADR PENDING                             | 37                 | 37           | 599                     |
| 5. BENEFITS RECEIVED   | COMPLAINTS         | COMPLAINANTS | AMOUNT                  |
| A. MONETARY  | 5                  | 5            | \$4574                  |
| 1. COMPENSATORY DAMAGES                                      | 0                  | 0            | \$0                     |
| 2. BACKPAY/FRONTPAY  | 4                  | 4            | \$4074                  |
| 3. LUMP SUM  | 0                  | 0            | 20                      |
| 4. ATTORNEY'S FEES AND COSTS                                 | 0                  | 0            | \$0                     |
| 5. Perf Award (Please specify on comments page)              | 1                  | 1            | \$500                   |
| 6. OTHER (Please specify on comments page)                   |                    |              |                         |
| 7. OTHER (Please specify on comments page)                   |                    |              |                         |
| B. NON-MONETARY  | 15                 | 15           |                         |
| 1. NEW HIRES   | 0                  | 0            |                         |
| 2. PROMOTIONS  | 1                  | 1            |                         |
| 3. REINSTATEMENTS  | 0                  | 0            |                         |
| 4. EXPUNGEMENTS  | 2                  | 2            |                         |
| 5. TRANSFERS   | 2                  | 2            |                         |
| 6. REMOVALS RESCINDED AND                                    |                    |              |                         |
| VOLUNTARY RESIGNATIONS                                       | 0                  | 0            |                         |
| 7. REASONABLE ACCOMMODATIONS                                 | 0                  | 0            |                         |
| 8. TRAINING  | 3                  | 3            |                         |
| 9. Perf Eval Changed (Please specify on comments page)       | 0                  | 0            |                         |
| 10. Administrative Leave (Please specify on comments page)   | 7                  | 7            |                         |
| 11. OTHER (Please specify on comments page)                  |                    |              |                         |

### PART XI SUMMARY OF ADR PROGRAM ACTIVITIES

| FOR  | MAL PHASE  |              |                               |
|--|------------|--------------|-------------------------------|
|  | COMPLAINTS | COMPLAINANTS |                               |
|  | 27         |              |                               |
| i. ADR ELECTIONS   | 18         | 17           |                               |
| RESOURCES USED (a+b+c+d+e+f+g)   | 15         | 14           | Secretification of the second |
| a. INHOUSE   | 0          | 0            | Three states are an array     |
| b. ANOTHER FEDERAL AGENCY  | 15         | 14           | 1                             |
| c. PRIVATE ORGANIZATIONS, CONTRACTORS,   |            | <del> </del> | 1 11                          |
| BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS  |            |              | 1 1                           |
| OR COLLEGE/UNIVERSITY PERSONNEL  | 0          | 0            | 1                             |
| d. MULTIPLE RESOURCES USED (Please specify)  | 0          | 0            |                               |
| e. Other 1 (Please specify on comments page)   |            |              |                               |
| f. OTHER (Please specify on comments page)   | +          |              | SAMOURE OF THE I              |
| g. OTHER (Please specify on comments page)   |            |              |                               |
| g. o make (k toase specify on comments page)   | COMPLAINTS | COMPLAINANTS | DAYS                          |
| 3. TECHNIQUES USED (a+b+c+d+e+f+g+h+i+j+k+l)   | 15         | 14           | 810                           |
| a. MEDIATION   | 15         | 14           | 810                           |
| b. SETTLEMENT CONFERENCES  | 0          | 0            | 0                             |
| c. EARLY NEUTRAL EVALUATIONS   | 0          | 0            | 0                             |
| d. FACTFINDING   | 0          | 0            | 0                             |
| e. FACILITATION  | 0          | 0            | 0                             |
| f. OMBUDSMAN   | 0          | 0            | 0                             |
| g. MINI-TRIALS   | 0          | 0            | 0                             |
| h. PEER REVIEW   | 0          | 0            | 0                             |
| i. MULTIPLE TECHNIQUES USED (Please specify)   | 0          | 0            | 0                             |
| j. OTHER (Please specify on comments page)   |            |              |                               |
| k. OTHER (Please specify on comments page)   |            |              |                               |
| l. OTHER (Please specify on comments page)   |            |              |                               |
| 4. STATUS OF CASES   | COMPLAINTS | COMPLAINANTS | DAYS                          |
| I. TOTAL CLOSED (a+b+c+d+e+f)  | 15         | 14           | 810                           |
| a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)   | 5          | 4            | 437                           |
| b. WITHDRAWALS   | 0          | 0            | 0                             |
| c. ADR FAILED  | 10         | 10           | 373                           |
| d. OTHER (Please specify on comments page)   | 10         | 10           | 3,3                           |
| e. OTHER (Please specify on comments page)   |            |              |                               |
| f. OTHER (Please specify on comments page)   |            |              |                               |
| II. OPEN INVENTORY - ADR PENDING   | 3          | 3            | 219                           |
| BENEFITS RECEIVED  | COMPLAINTS | COMPLAINANTS | AMOUNT                        |
| A. MONETARY  | 3          | 3            | \$38000                       |
| I. COMPENSATORY DAMAGES  | 2          | 2            | \$18000                       |
| 2. BACKPAY/FRONTPAY  | 0          | 0            | \$0                           |
| 3. LUMP SUM  | 0          | 0            | \$0                           |
| 4. ATTORNEY'S FEES AND COSTS   | 1          | 1            | \$20000                       |
| 5. OTHER (Please specify on comments page)   |            |              | <b>0.2000</b>                 |
| 6. OTHER (Please specify on comments page)   |            |              |                               |
| 7. OTHER (Please specify on comments page)   |            |              |                               |
| B. NON-MONETARY  | 2          | 2            |                               |
| 1. NEW HIRES   | 0          | 0            |                               |
| 2. PROMOTIONS  | 1          | 1            |                               |
| 3. REINSTATEMENTS  | 0          | 0            |                               |
| 4. EXPUNGEMENTS  | 0          | 0            |                               |
| 5. TRANSFERS   | 0          | 0            |                               |
| 6. REMOVALS RESCINDED AND  | -          | · · ·        |                               |
| VOLUNTARY RESIGNATIONS   | 1          | 1            |                               |
| 7. REASONABLE ACCOMMODATIONS   | 0          | 0            |                               |
| 8. TRAINING  | 0          | 0            |                               |
| Control of the Contro | U          | U            |                               |
| <ol> <li>Reassignment (Please specify on comments page)</li> <li>OTHER (Please specify on comments page)</li> </ol>  |            |              |                               |
|  |            |              |                               |

| PART XII SUMMARY OF ADR PROGRA   | AM ACTIVITIES                         |                                       |
|--|---------------------------------------|---------------------------------------|
| TRAINING AND RESOURCES   | · · · · · · · · · · · · · · · · · · · |                                       |
| 1. BASIC ADR ORIENTATION TRAINING  | NUMBER                                | TRAINED                               |
| a. MANAGERS  | 5438                                  | 897                                   |
| b. EMPLOYEES   | 28064                                 | 53                                    |
|  | NUMBER                                |                                       |
| 2. EMPLOYEES THAT CAN PARTICIPATE IN ADR   |                                       |                                       |
|  | 33502                                 |                                       |
|  | NUMBER                                |                                       |
| I. IN HOUSE STAFF RESOURCES AVAILABLE FOR ADR  a. FULL TIME  | 4                                     |                                       |
| b. PART TIME   | 0                                     |                                       |
| c. COLLATERAL DUTY   | 0                                     |                                       |
|  | AMOUNT                                |                                       |
| FUNDING AVAILABLE FOR ADR  | \$150000                              |                                       |
| I certify that the EEO complaint data contained in this report, EEOC Form 462, Annual Federal Report of Discrimination Complaints, for the report period 1 October 2000 through 30 Septem  |                                       | tical                                 |
|  |                                       |                                       |
| TYPED NAME AND TITLE OF CERTIFYING OFFICIAL:   |                                       |                                       |
| TYPED NAME AND TITLE OF CERTIFYING OFFICIAL:   | a                                     |                                       |
|  |                                       | 8                                     |
|  |                                       | · · · · · · · · · · · · · · · · · · · |
| SIGNATURE OF CERTIFYING OFFICIAL:  |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB   |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB   |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB   |                                       | 8                                     |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB   |                                       | 8                                     |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrystal R. Rivera, Chief, CPMB   |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrystal R. Rivera, Chief, CPMB  SIGNATURE OF PREPARER:   | AIL: chrystal.r.rivera@usdoj.gov      |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB  SIGNATURE OF PREPARER:   | AIL: chrystal.r.rivera@usdoj.gov      |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB  SIGNATURE OF PREPARER:  DATE: 11/30/2001 TELEPHONE NUMBER: (202) 616-7479 E-MA   | AIL: chrystal.r.rivera@usdoj.gov      |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB  SIGNATURE OF PREPARER:  DATE: 11/30/2001 TELEPHONE NUMBER: (202) 616-7479 E-MA  This report is due to the following address:   |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB  SIGNATURE OF PREPARER:  DATE: 11/30/2001 TELEPHONE NUMBER: (202) 616-7479 E-MA  This report is due to the following address:  U.S. Equal Employment Opportunity Comm   |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera, Chief, CPMB  SIGNATURE OF PREPARER:  DATE: 11/30/2001 TELEPHONE NUMBER: (202) 616-7479 E-MA  This report is due to the following address:  U.S. Equal Employment Opportunity Commo Office of Federal Operations                       |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrvstal R. Rivera. Chief. CPMB  SIGNATURE OF PREPARER:  DATE: 11/30/2001 TELEPHONE NUMBER: (202) 616-7479 E-MA  This report is due to the following address:  U.S. Equal Employment Opportunity Commoffice of Federal Operations Federal Sector Programs |                                       |                                       |
| SIGNATURE OF CERTIFYING OFFICIAL:  TYPED NAME AND TITLE OF PREPARER: Chrystal R. Rivera, Chief, CPMB  SIGNATURE OF PREPARER:  DATE: 11/30/2001 TELEPHONE NUMBER: (202) 616-7479 E-MA  This report is due to the following address:  U.S. Equal Employment Opportunity Commo Office of Federal Operations                       |                                       |                                       |

|   | COMMENTS  |
|---|---|
| Part number                             | Comment   |
|   |   |
| 7                                       | "Other" corrective actions included: Priority Consideration; Equitable Workload; Letter of Apology; Detail; Posting Notice; and |
|   | Adjusted Entry on Duty date.  |
| 10                                      | "Other" monetary benefit was a Performance Award.   |
| (#1                                     |   |
| "Other" Non-Monetary                    | benefits were:  |
| 1 Change of Shift                       |   |
| 1 Desk Audit                            |   |
| 1                                       | ·   |
|   | Restoration of Annual Leave   |
| 6                                       | Settlements and Withdrawals occur primarily at the hearing stage of processsing.  |
| 2                                       | The increased number of closures identified during this reporting period is a result of aggressive case reconciliation efforts  |
|   | during FY01. Those efforts resulted in the identification of cases that should have been reported as closed in prior years.     |
| 1 '                                     | The number of "Non-ADR settlements with non-monetary benefits" has been changed. The data has been re-verified and the          |
| total of                                |   |
|   | 5" cases is correct for this category.  |
| 5                                       | The number of closures involving Rehabilitation Act cases has changed due to detailed research into closed cases that included  |
| *************************************** | this statute. Our research continues and, if necessary, data will be updated to reflect any additional changes.                 |
| 7                                       | Attorney's fees are non-monetary benefits to the complainant, per DOJ/EEOC  |