

**EVALUATION CRITERIA
PERFORMANCE IN CIVIL RIGHTS**

Please Note changes of bullets (in the original attachment) to letters so that the reader can easily evaluate which FS Action Accomplishments relates to the USDA Evaluation Criteria Category.

Evaluation is based on demonstration of sustained progress and improvement over FY 2002

		Evaluation Criteria
Category		Agencies:
1	Accountability	<ul style="list-style-type: none"> a. Develop and maintain a work place that is discrimination free, b. Take appropriate disciplinary actions when warranted in complaint findings, and c. Take corrective measures where actions result in inappropriate behavior and misconduct related to civil rights.
2	Resolution of Conflicts & Discrimination Complaints	<ul style="list-style-type: none"> a. Resolve complaints and disputes early in the process, b. Analyze trends and implement changes, and c. Where warranted, show implemented changes in policies and practices.
3	Program Delivery and Outreach	<ul style="list-style-type: none"> a. Increase outreach to underserved populations, b. Improve customer access and participation in Agency programs by underserved populations, and c. Conduct civil rights compliance reviews, develop plans, and reports in accordance with civil rights regulations and policies.
4	Employment	<ul style="list-style-type: none"> a. Develop recruitment and employment plans and reports in accordance with EEO regulations and policies b. Identify and eliminate barriers to employment and advancement in employment, c. Decrease underrepresentation, d. Create a diverse workforce, and e. Conduct EEO compliance reviews, develop plans and reports
5	Training	<ul style="list-style-type: none"> a. Provide civil rights, diversity, and cultural awareness training for managers, supervisors, and employees. b. Evaluate and report on the effectiveness of the training offered.

6	Procurement	<ul style="list-style-type: none">a. Improve participation and ensure equal opportunity in USDA contracting activities opportunities for:<ul style="list-style-type: none">i) Minority,ii) Women-ownediii) Small and disadvantaged, andiv) Service disabled veteran businesses; andb. Take steps to increase employment of persons with disabilities by procuring services of businesses under the Javits-Wagner-O'Day Act.
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