

CARE FUNCTIONAL REVIEW

OUTREACH, DIVERSITY, and EQUAL OPPORTUNITY

For information on interpretation or clarification of the functional questions in this section, please contact Debra Vandergrift, Office of Outreach, Diversity, and Equal Opportunity (ODEO), 202-720-6161.

References include Departmental Regulation (DR) 4300-6, Civil Rights Policy for the Department of Agriculture; DR 4230-002, Special Emphasis Programs; REE P&P 122.2, Reasonable Accommodation Procedures; USDA and ARS Policy Statements (USDA Workplace Diversity and Inclusion; ARS Diversity/EEO; Anti-Harassment; and Sexual Harassment); DR 4300-007, Processing EEO Complaints of Discrimination; DR 4300-010, Civil Rights Accountability Policy; and DR 4710-001, Alternative Dispute Resolution.

7.0 Special Emphasis Programs and EEO/Diversity Committees

- Verify how the Location initiates and conducts programs or other activities as one method to increase awareness/representation in an effort to build and maintain a diverse and highly-qualified workforce. (This includes special observance programs, display of special observance month posters, and other educational and awareness activities).
- Verify how the Location employees are informed and encouraged to attend the Special Emphasis Programs and EEO/Diversity or other Committee activities (e-mails, posters, etc.).
- Who represents the following: Area ODEO Program Manager, Area/Location Special Emphasis Programs and Equal Employment Opportunity (EEO) or Diversity Committee? Do you know the Chairperson and the functions and accomplishments of the Committee?

7.01 Recruitment and Outreach Efforts

- Verify recruitment and outreach efforts conducted by the Location to increase awareness of ARS programs and activities, and to increase diversity in the workplace. **NOTE:** This includes visits to schools, tours, direct contact with local community resources, cooperative efforts with universities, and professional public and private organizations, etc. Verify results of those efforts (White House Initiative reports, etc.).
 - Verify the utilization of the Area ODEO Program Manager and ODEO Outreach and Recruitment Branch when conducting recruitment and outreach activities (e-mails, posters, roster of attendance, etc.) and also to discuss options for marketing open job announcements and student opportunities. Do you utilize the Special Emphasis Program Managers or the EEO/Diversity or other Committees in recruitment and outreach efforts? If so, how?
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- Verify efforts made to develop personal contacts with regional offices or local chapters of minority organizations, college placement centers, local disability and placement centers, etc., to recruit qualified individuals to ensure a diverse workforce. If applicable, verify results of those efforts (White House Initiative reports, etc.).
- Verify that the Careers link from the Location's Web site has links to the ARS Careers Web site (www.ars.usda.gov/careers) and the Office of Personnel and Management USAJOBS (www.usajobs.opm.gov) Web sites. **NOTE:** Encourage the Location to add a contact name and phone number/e-mail address for individuals seeking student employment at the Location.
- Verify how the Area Management Directive 715, Annual EEO Program Report is utilized to increase diversity in the workforce when recruiting for positions, i.e., does the Location receive information about the diversity of the Area and/or Location? If so, how is this distributed, i.e., charts, etc.?
- Verify the documentation of identified barriers to diversity in the workplace and the status of the plans developed to eliminate those barriers.

7.02 Reasonable Accommodation for Persons with Disabilities

- Are you aware of the reasonable accommodation process? If so, who would you contact to request a reasonable accommodation?
- Verify how employees are made aware of the reasonable accommodation process.
- Verify the activities that have been held to foster or make reasonable accommodations for employees, applicants, contractors, and other customers with disabilities.

7.03 Communication

- Verify that the following are displayed on all official bulletin boards/display cases:
 - Current FY ARS/Area (if applicable) policy statements for EEO/CR
 - "Discrimination in Employment is Illegal", "And Justice for All", and Cooperative Resolution Program posters
 - Current Anti-Harassment Policy Statement
 - Documents regarding diversity and reasonable accommodation
- Verify that the following are included in new employee orientation packages (hard copy or on-line):
 - ODEO Vision/Mission statement
 - Current FY USDA/ARS/Area (if applicable) EEO/CR Policy Statements

- ARS Sexual Harassment Policy Statement
 - Anti-Harassment Policy Statement
 - Reasonable Accommodation Brochure
 - EEO Complaint Process (informal and formal)
 - DR-4300-010, Civil Rights Accountability Policy and Procedures
 - EEO Mediation/Alternative Dispute Resolution
 - ODEO and Area Program Manager contact information
- Verify that the commitment and support of the Area Business Plan (aligned with the ODEO Business Plan and the AFM/ODEO Strategic Plan) objectives have been communicated to all employees.
 - Verify that outreach, diversity, and equal opportunity expectations are communicated to the employees.
 - Are employees aware of the ODEO Web site (ARS and Area)? Are the Web site(s) user friendly? What additional information would be helpful?

7.04 Training

- Verify that all Location employees have completed the current mandatory EEO/Civil Rights training?
- In addition to the mandated EEO/Civil Rights training, has other training occurred on site? If so, what, when, and how was it conducted?
- Are there additional EEO/CR topics where training is needed? If so, please specify.

7.05 Recognition

- Verify how employees are made aware of the Administrator's ODEO Awards Program and Area's Award program (if applicable).
- How are employees, managers/supervisors, organizational units, etc, recognized for demonstrating superior outreach, diversity, and equal employment opportunity accomplishments?
- What is the process for determining who receives awards at the Location?

7.06 EEO Complaint Process including Alternative Dispute Resolution (ADR)

- If an employee contacted you for information on how to file an EEO complaint, who would you recommend they contact?
- If you would need to file a complaint, would you consider using the ADR/Mediation process? If not, why?

- Do managers and supervisors encourage the use of ADR?
- Do you feel EEO policies and procedures are followed in accordance with laws and regulations in the day-to-day functioning of the Location? If not, please explain.

7.07 Cooperative Resolution Program

- Are you aware that the Cooperative Resolution Program (CRP) represents an early intervention (initial) point of contact for all employees who are experiencing non-EEO related issues, such as workplace conflicts, dispute or communication issues?
- Are you aware that the CRP provides the following informal services to all ARS employees: mediation; consultation; facilitation; conflict coaching; communication training, modified to suit customer needs?
- Are you aware that any employee can consult with a CRP staff member on a workplace communication issue with confidentiality? Who would you contact in CRP?
- Is the CRP Web site user-friendly? What additional information would be helpful?