## Civil Rights Enforcement and Compliance Fiscal Year 2009 Operational Plan

## Team/Activity

- Diversity and Compliance Programs
- Information and Communication
- Compliance and Evaluations
- Program Delivery and Outreach
- Special Emphasis and EEO Advisory Management and Compliance
- EEO Counseling, ADR and Compliance
- Complaints Processing, Investigations, and Compliance
- Resource Management
- Native American Program Delivery

#### **Schedule Status**

- On target
- Progress made but have not met target
- Significantly behind schedule

## **Budget Status**

- Spending as planned
- A little under or over budget but do not anticipate needing additional funds or leaving money unspent
- Way under or over budget and anticipate needing additional funding or leaving money unspent

# Civil Rights Enforcement and Compliance FY 2009 Operational Plan

2<sup>nd</sup> Quarter Progress Report

**TEAMS 1-2: DIVERSITY AND COMPLIANCE PROGRAMS** 

Manager: Njeri Mwalimu
Team Leader(s): Terry Henson
Team Members: Fontella Worrell

Tanika Greene Beatrice Jacobs Sophia Kirby Thelma Sykes Tammy Lowry

<u>2009 Annual Goal</u>: To develop, implement and maintain programs of EEO that are in compliance with EEOC Management Directive 715 and USDA and APHIS guidelines.

	Quarterly Milestones	Actual Performance	Performance Status	Budget Status
		Information		
Q2	Develop, post (CREC website) and submit the Agency's annual EEO Program Status Report to EEOC and the Department.	Report was prepared and signed on 12/2/08 and submitted to the Dept. and EEOC.		
	Prepare and submit EEO Program Status Reports to each program area with recommendations for removing any identified barriers.	Reports were prepared and submitted to Mrgs. January 15, 2009.		

Schedule mid year management Directive 715 briefings and follow-up to red folder managers (briefings should include barrier identification and elimination.)	Follow-up with managers has been conducted as the managers have submitted the responses to their Part H Deficiencies.		
Convene quarterly briefings with APHIS recruitment manager and human capital manager.	The quarterly meeting was held with the Human Capital Manager on 3/20/09.		•
Prepare and submit quarterly Human Capital Management accountability reports.	Human Capital Report was prepared and submitted on 3/31/09.	•	•
Provide ongoing technical assistance to managers, supervisors regarding MD-715 and EEO Status Report requirements.	On-going technical assistance is consistently provided to all Red Folder Mgrs.		

#### TEAMS 3: INFORMATION, COMMUNICATION AND COMPLIANCE

Manager: Myra Young
Team Leader(s): Janis Jarvis
Team Members: Fontella Worrell

<u>2009 Annual Goal</u>: To actively provide focus, quality and accurate civil rights information to APHIS headquarters and field managers, supervisors, employees and customers.

	Quarterly Milestones	Actual Performance Information	Performance Status	Budget Status
Q2	Prepare and submit to the Director the Monthly AMT Travel Reduction Report	Completed in February     No longer required by     Director	•	•
	Provide a list of library contents to EEO Advisory Committee chairs and SEPM's	The library inventory database had been developed and the list drafted but not yet finalized. purchases are on hold until CREC allocation is received and/or approved		
	Obtain and coordinate Digitop training for quarterly staff meeting	Arranged the Digitop     Training but the staff     meeting was cancelled.		•
	Obtain and coordinate voice training as requested by presenters to enhance	The voice coach proposals were	•	•

<ul> <li>Update 1 brochure and make copies available to staff directors, CREC staff, and EEO Advisory Committees.</li> </ul>	assembled and are pending budget decision.  • The LEP and Program Delivery brochures have been updated. Printing is pending allocation. Email versions have been sent upon request.
<ul> <li>Secure enough CREC bookmarkers to provide to CREC staff to use during presentations, special emphasis activities, and compliance reviews; and to provide to red folder managers.</li> </ul>	No action yet , no budget available
<ul> <li>Develop or buy a creative tool for sharing information.</li> </ul>	No budget available
<ul> <li>Purchase DVD or CD's on 2 new topics, Hardbound book on 2 new topics, and 2 Division-wide subscriptions to Journals, periodicals, and newsletters</li> </ul>	Two DVD's are being considered: "EEO Compliance for Supervisors and Managers"; and "Ouch that Stereotype Hurts!" and may be purchased when funding is
Civil Rights Information Academy-Face- to-Face	available
Provide support to HR training     (Fundamentals of Human Resource     Management)	Two staff members traveled to Raleigh to assist with the FAHRM in February 24 through

	27	
2. Organize one Administrator's Civil Rights Training in this quarter or the 3 <sup>rd</sup> Otr	Organized and facilitated the ADAAA briefing on March 12 in Riverdale, via video conference with MN and Raleigh; as well as many other locations via webinar. There were 159	
	participants.	
Civil Rights Information Academy- Webinars	Planned, scheduled and	
1. Market the Web Seminar information and schedule according to the guidelines 2. Provide Webinars as scheduled 3. Hold 1 quarterly Webinar presenters meeting (webinar pre and post concerns, etc) 4. Webinar Registration January 3-6	facilitated webinar sessions for the months of February, March, and April. There were 538 participants during February and March.	
	Meeting was held with presenter's for pre and post concerns for the webinars. Registration was completed for January.	
Civil Rights Update     Publish 1 Special Edition EEO or Civil  Pights Update Monthly  Pights Update Monthly  Output  Dights Update Monthly  Dights Update	Published the Special     This was the ARA	
Rights Update Monthly 2. Submit ideas for Civil Rights Update	Edition on the ADA Amendments Act on	 

and solicit article topics from Team leaders	January 2,  • Published the February edition of the Civil Rights Update on February 11.	•
Web site management	Worked with staff and wrote articles for the March Civil Rights     Update and per the Director's request, I am currently rewriting one article so the publication will probably be finished in early April.	
In conjunction with the Native American     Program Delivery Manager - Maintain     and Update the APHIS Native American     Work Group Website.	ANAWG website was restructured with APHIS' template. The website was also updated with information and new links.	
Conduct 3 Website Reviews and provide report to the Deputy Director, CREC;     Assistant Director, ADR and EEO counseling and the team leader.	<ul> <li>CREC's website has been checked for broken links and report provided to the Deputy Director at the end of each month.</li> </ul>	
<ul> <li>Exit Interview Program:</li> <li>Complete steps necessary to transfer</li> </ul>	• Exit interview process is	

<ol> <li>Prepare a Monthly report to Director of Exit Interview data for Distribution to APHIS Red Folder Managers. Include all separation data in the report.</li> <li>Meet at least quarterly with HR staff to discuss Exit Interview findings and recommendations.</li> <li>Poster Developed and Distributed: Hope you Don't Go (Exit Interview)</li> </ol>	pending action by HR and OPM. No further meetings have been held.  • Developed and marketed the Civil Rights Barometer to gave employee opinion before they leave. We have closed the instrument and have begun analysis of the results provided by 382 employees. A	
	was prepared for the Director's use with the Acting Administrator.	

#### **TEAMS 4: COMPLIANCE AND EVALUATIONS**

Manager: Steve Shelor
Team Leader(s): Steve Shelor
Team Members: Tanika Greene

Tammy Lowry Arletha Stepe Janis Jarvis

<u>2009 Annual Goal</u>: To develop and implement a comprehensive civil rights compliance review program for APHIS employment and program delivery.

	Quarterly Milestones	Actual Performance Information	Performance Status	Budget Status
Q2	Complete Civil Rights Compliance Reviews of Northeast Region APHIS Program Offices	Completed on-line surveys for 14 states and on-site review activities for 3 states. Drafting reports.	•	
	Process timely Civil Rights Impact Analyses (CRIA's)	Completed analyses for office closures: PPQ offices in Asheville, North Carolina and Jupiter, FL.; reorganizations: PPQ Plant Health Programs, and Directives: Imprest Funds at Overseas Posts, Developing User Fees for APHIS Services, Use of Public Funds to Pay for Food And Light		

Provide Civil Rights Information Academy briefings and Technical Assistance as requested	Refreshments, APHIS Local Registration Authority (LRA) Program, and Information System Security (ISS) Roles and Responsibilities Directive  March 10, 2009 - Program Delivery and Outreach 35		
	participants March 19, 2009 - Program Delivery and Outreach 29 participants		
Provide Mid-Year Program Delivery, Outreach and Compliance Activity Report.	Completed.		•
Monitor PCMS database for APHIS outstanding program complaints and billing for Program FADs.	No new complaints or new discrepancies noted.	•	

**TEAMS 5: PROGRAM DELIVERY AND OUTREACH** 

Manager: Steve Shelor
Team Leader(s): Gwen Smith
Fontella Worrell
Arletha Stepe

<u>2009 Annual Goal</u>: To develop and implement a comprehensive outreach program for the delivery of APHIS programs.

	Quarterly Milestones	Actual Performance Information	Performance Status	Budget Status
Q2	Provide Feedback Reports to all Program Areas /offices that provided outreach information for the FY2008 Report.	Feedback Reports completed 3/23/09	•	•
	Provide Technical Assistance for Civil Rights Information Academy and Webinar Presentations as requested.	Webinar Presentations: March 10, 2009 March 19, 2009		•
	Monthly meeting with APHIS Outreach Managers and provide agenda and minutes to Assistant Director.	Outreach Coordinators Meetings: January 27, 2009 February 24, 2009 March 24, 2009		

#### TEAMS 6: SPECIAL EMPHASIS AND EEO ADVISORY MANAGEMENT AND COMPLIANCE

Manager: Njeri Mwalimu Team Leader(s): Sophia Kirby Team Members: Janis Jarvis

> Terry Henson Beatrice Jacobs Gwen Smith Tammy Lowry

Michael Lamb (assistant)

Kim Dixon (assistant)

<u>2009 Annual Goal</u>: To continue to ensure the agency's special emphasis programs are in compliance with establish EEOC and USDA guidelines and regulations.

	Quarterly Milestones	Actual Performance	Performance Status	Budget Status
		Information		
Q2	Analyze the workforce data profile (1st quarter) of each Special Emphasis Program and provide statistical analysis with recommendations to remove any barriers.	The 1 <sup>st</sup> quarter Data was sent out to the Advisory Committees on during the last week of December 2008. Second Quarter analysis will be completed and sent out no later than April 10, 2009.	•	
	Sponsor Educational Observance Program for APHIS African American Program	The African American Program was sponsored in conjunction	•	•

	with the MLK Essay Contest was held on Tuesday, January 27th in Riverdale, MD. The speaker was Terri Burrell, PPQ-HQ.	
Sponsor Educational Observance Program for the APHIS Federal Women's Program.	APHIS Women's History Month by sponsoring the following programs: The National FWP gave closing remarks at the Departmental Ceremony on March 12; On March 18th a presentation was given on "The 5 Secrets to Looking Younger & Feeling Better and the Keynote Speaker was Ms. Rebecca Bell-2009 National Women's History Month Honoree; A tour of the Women's History Museum; and APHIS co-sponsored the 1st Women 8(A) vendor's fair with ASD-MRPBS.	
Work with HR's Recruitment Branch to promote an Agencywide plan on recruiting and retaining employees in the under-represented groups.	CREC meets on a quarterly basis with the APHIS Recruitment Manager/Branch to discuss strategies in recruiting and retaining the underrepresented groups. Feedback is provided to the CMT Leader on a regular basis.	
Convene quarterly meeting with APHIS Recruitment Manager and Human Capital Manager and provide written feedback to CMT Leader.	CREC meets with the Human Capital Manager and the Recruitment Managers on a quarterly basis and provides	•

	feedback to the CMT Leader.
Convene quarterly meetings with the MRP's Reasonable Accommodations' Specialist to discuss matters of the Agency's Disability Program and provide written feedback to CMT Leader.	CREC met with the Reasonable Accommodations Specialist on a regular basis this quarter to discuss various cases and to receive feedback on how the Program was being marketed to the Agency. The meetings were discussed with the CMT Manager.
Convene monthly Meetings with APHIS National SEPMs.	Monthly communications were conducted with the APHIS National SEPMs.
Conduct monthly communications with EEO Advisory Chairs.	Monthly communications were conducted with the EEO Advisory Chairs via email, phone call, or face to face meetings.
Attend Departmental Special Emphasis Program meetings and provide written feedback to CMT Leader.	The National SEPMs attended the following Departmental Meetings for the 2nd Quarter:  FWP 2  AAP 2  AAPI 2  DEPM 2  NAP 1  ANAWG 3  HEP 2  Total 13
Provide ongoing technical assistance to program managers, supervisors, employees and Civil Rights Advisory Committee members (conducting EEO briefings as requested).	The SEPM Team continues to provide on-going assistance to the agency; The SEPM Team presented 2 webinar

Programs and response	lition articles on the Special Emphasis oond to any questions using the Civil ons discussions database.	presentation during the 2 <sup>nd</sup> quarter.  The SEPM Team is working on a Special Edition Article which will be published in late April. There	
		have been no questions for the SEPM team in the CR Conversation database.	
Promote the Work Campaign to the A	force Recruitment Program's 2009 gency.	An agency-wide campaign to promote the WRP was launched in March Memos were sent to the DEPMs , Red Folder Managers, and the information was discussed in the AMT Meetings.	

#### TEAMS 7: SPECIAL INITIATIVES, EDUCATIONAL OUTREACH AND COMPLIANCE

Manager: Ken Johnson

Team Leader(s): Sophia Kirby Gwen Smith

Team Members: Terry Henson

Beatrice Jacobs

<u>2009 Annual Goal</u>: To strengthen and expand educational programs and initiatives with the 1890 Land Grant Colleges and Universities, historically black colleges and universities, and Hispanic serving institutions.

	Quarterly Milestones	Actual Performance	Performance Status	Budget Status
		Information		
Q2	Conduct individual Special Programs Briefing with APHIS Deputy Administrators or their designees.	Completed all except LPA and IS. IS and LPA briefing will be scheduled 3 <sup>rd</sup> Quarter.		•
	Recruit at least 4 new 1890 Scholars and 1 new Public Service Scholar.	Selected 2 and with 1 pending. Selection of the fourth scholar will depend on the availability of funds. May not have funding for fourth scholar		•
	Monitor and log semester GPAs and expenses incurred for all 1890 Scholars.	Completed		
	Finalize and obtain approvals for the Work Plans and Cooperative Agreements for FY-08 Ag-Discovery Programs.	Completed		

Quarterly Miles	stones	Actual Performance Information	Performance Status	Budget Status
New Ag-Discovery Brochu printed and distributed for		Completed	•	•
Complete the Planning for Programs	FY09 Ag-Discovery	Completed	•	•
Renew APHIS' relationship Highlands. This is a programmer.		Will move to the 4th Qtr	•	
Create a relationship betw Services and Biotechnolog Carolina A&T State Univer	y Services and North	Both Deputies and the NC A&T have agreed. The event must be scheduled.		
Create a MOU between th Prince George's County ar provide opportunities for P participate in job shadowin	nd APHIS. APHIS will atriot Center youth to	Complete	•	
Complete Privacy Act and	OMB Data Collection	In Process not yet final	•	•
Implement semester Scho system	lars debt notification	Process in place. Cannot be completed until after end of spring semester May 09	•	•
Ken Johnson Dan Sheesle visit North Carolina A&T S APHIS Eastern Regional C	tate University and	Delete a repeat of the 8 <sup>th</sup> 2 <sup>nd</sup> Quarter milestone		

Quarterly Milestones	Actual Performance Information	Performance Status	Budget Status
Ken Johnson visits Prairie View A&M	Move to 4th Quarter for potential combination with other travel to save budget		

#### TEAMS 8: EEO COUNSELING, MEDIATION AND COMPLIANCE

Manager:
Team Leader(s):
Team Members:

Myra Young Beatrice Jacobs Thelma Sykes Cynthia Dickens Sarita Wallace Michael Holmes

<u>2009 Annual Goal</u>: To develop and implement programs, strategies, and initiatives designed to close, settle or mediate active complaints and prevent new complaints.

	Quarterly Milestones	Actual Performance Information	Performance Status	Budget Status
Q2	Complete all EEO Counseling/Mediation Sessions within the 30 to 90 day time frame.	2009-0060 (contracted); 2009- 00130 (settlement)		•
	2nd Quarter Audit of EEOC 462 Report using iComplaints data.	Completed	•	
	Conduct an audit of Counselor/Mediator Reports focusing on quality and timelines	Up-to-date	•	
	Develop Mixed Case module	Completed		

#### TEAMS 9: TITLE VII COMPLAINTS PROCESSING, INVESTIGATION AND COMPLIANCE

Manager: Anna Grayson
Team Leader(s): Mark Quiming
Team Members: Lauren Hill

Michael Holmes

<u>2009 Annual Goal</u>: To process formal EEO discrimination complaints in an equitable and timely manner for APHIS employees and applicants in accordance with established EEOC guidelines and regulations.

	Quarterly Milestones	Actual Performance	Performance Status	Budget Status
		Information		
Q2	2nd Quarter NO FEAR data review and	2 <sup>nd</sup> Quarter NoFEAR		
	reconciliation for posting by USDA Civil	data automatically		
	Rights.	generated via		
		iComplaint entries		
		made by Formal		
		Complaint Specialists.		
		Data was reviewed and		
		analyzed for a report		
		submitted to the Office		
		of Adjudication and		

	Compliance on 03/04/2009.		
Monitor EEO complaint activity in the iComplaints database and provide monthly audits and reconciliation of data, i.e. EEOC 462 Report.	Monitored complaint activity in the iComplaint data base on a daily basis and performed reconciliation/audits of the data (including the EEOC 462 Report) with the CREC database.		
Develop case analyses for all formal complaints.	10 case analyses developed.	•	•
Review cases for feasibility of resolution.	10 cases reviewed for feasibility of resolution; one complaint was scheduled for mediation on 03/31/09 (no resolution)		

Provide technical assistance (internal/external) - Office of Adjudication and Compliance, Office of General Counsel, Assessment & Litigation Branch, Civil Rights Information Academy.	Provided technical assistance on an ongoing basis to OAC, OGC, APHIS Hearings and Appeals, and CRIA. One Civil Rights Update article was submitted to the Communications Team ('Like or Related Complaint Issues').	
Track all EEO investigations and payments and review requested extensions.	15 investigations were tracked to insure completion within established time frames. Payments were processed in a timely manner and follow ups with contractors were made when invoices were overdue.	
Track all Final Agency Decisions received	Tracked the Final	

(costs) on a monthly basis.	Agency Decisions received on a weekly basis and reported out the status to the CREC Director.	•
Perform a quarterly review of the Investigation Contractor Services for investigations assigned within the current fiscal year.	A review of 10 contractor services was conducted during this 2 <sup>nd</sup> Quarter.	
Participate in iComplaint User Advisory Board meetings and provide written feedback to the CREC Director/Deputy Director.	Participated in (1) iComplaint User Advisory Board meeting held this 2 <sup>nd</sup> Quarter – no meetings were scheduled in January and March.	

#### **TEAMS 10: RESOURCE MANAGEMENT**

Manager: Njeri Mwalimu Team Members: Kim Dixon

Michael A. Lamb

Arletha Stepe (Team Leader)

<u>2009 Annual Goal</u>: To provide assistance and administrative support to the civil rights enforcement and compliance staff in the implementation of the equal employment program throughout APHIS (A Model Civil Rights Organization).

	Quarterly Milestones	Actual Performance Information	Performance Status	Budget Status
Q2		Ongoing assistance was provided to the CMT members and staff members in preparing for several meetings, training, and travel.  Maintained the APHIS ACMS to reconciled payments and payroll data, and update budget allocation amount to reflect the Continued Resolution allocation amount. Prepared budget UOH and SOF reports and provided CMT with budget updates.	•	•
		Maintained the invoice/receipts for all budget transactions, and reallocate and reconcile within established timeframes.  Guidance and advice was provided on a variety of administrative issues, including travel and time and attendance.	•	•
		The Resource Management Team provided adequate office and telephone coverage this quarter. Also, provide front office coverage for the month of March. Visitors were screened with fairness, dignity and respect and parties waiting for staff for service in consistent with agency goals for civil rights and equal opportunity.		

	Various databases were used for monitoring and tracking assignments, personnel actions (PATS), equipment and training.		
	All Time and Attendance Reports were processed within the established timeframes.	•	
	All correspondence and reports assigned to the team for review and processing conformed with and was processed in accordance with agency guidelines.		
	Administrative and systems support was provided to the Special Emphasis and EEO Advisory Committee Management and the Special Initiatives and Program Compliance Team.		
	Regular updates to staff members were provided	•	
	on assignments/projects. At the completion of all assignments/projects updates, a final email was sent to the staff member.	•	•

### **TEAMS 11: NATIVE AMERICAN PROGRAM DELIVERY**

Manager:

Janet Wintermute

<u>2009 Annual Goal</u>: To ensure that the 560-plus federally recognized Indian tribes receive their fair share of APHIS goods and services.

Quarterly Milestones		Actual Performance Information	Performance Status	Budget Status
Q2	Participate in midyear meeting of United South and Eastern Tribes [local].	Completed Feb. 11, 2009.	•	•
	Update ANAWG Web site and Web Notebook.	Completed January 2009.	•	
	Finalize and publish the strategic plan for the ANAWG to the ANAWG Web site.	Plan approved March 2009 and sent to CREC Web manager for posting March 19.		
	Participate with 4 tribes of the Northwest in developing a plan for APHIS to be involved in solving their excess feral-horses problem.	Met with 5 tribes March 17. Prepared a white paper and cover letters for the tribes to send to various Congressional audiences March 26.		
	Write and post Q2 edition of "APHIS NAWG Notebook" e-newsletter.	Writing has begun. Feature ideas approved by Director, CREC on March 24.	•	
	Hold 3 monthly ANAWG meetings with prepublished agendas and follow-up minutes.	The ANAWG met on January 6, February 3, and March 3, with pre-published agendas. The February meeting was an all-day event to work on finalizing the strategic plan. There were no	•	

	minutes. Minutes for January were sent out and minutes for March are in preparation.		
	Attended the USDA NAWG meetings on January 14 and February 7. There was no meeting in March.	•	
Get Tohono O'odham cooperative agreement written and signed for summer 2009 "Tohono Land Connections" internship project.	Work plan and budget were sent to APHIS Agreements staff on March 5 for them to prepare the actual agreement.	•	
Secure AMT commitment of partial funding for Tohono O'odham Land Connections costs and, if possible, additional money to fund one more such project for summer 2009.	Met with the APHIS Program Leaders' Group on January 8 and secured funding (\$40,000) for the 2009 TLC course from PPQ, BRS, AC, WS, and IS.		
	This will not be done in 2009 as no funding to increase the number of summer internships was forthcoming from the PLG. If money shows up for FY10, this objective will be pursued.	•	
Revise ANAWG charter and post it to the Web.	The ANAWG will begin working on this issue at its April meeting.	0	•
Give Fort Collins version of the Native American training for managers and supervisors at WRO February 18-19. [Includes securing contracted services of LDK Associates as training vendor.]	Completed February 19.		

Do contracting work for repeat of the same training to be held in Raleigh during Q3.	Dates for Eastern Region reiteration of the training are not yet set. Contracting with LDK will follow immediately when	0	•
	dates are secured.		