



NOAA Civil Rights Office

Strategic Action Plan

Goal 1: Improve the effectiveness of the EEO Complaints Program

Objective: Administer a timely and effective EEO Complaints Program in order to resolve complaints of discrimination.

Strategies:

- Develop and implement standard operating procedures (SOP) for processing EEO Complaints.
- Collect and analyze the data on EEO complaints and deliver a monthly EEO Compliant Status Update to the CAO and Line/Staff Office's EEO Program Managers.
- Develop the Anti-Harassment Policy and Official Time Policy.
- Provide counseling services in accordance with Federal regulations and within mandated timeframes (29 CFR Part 1614).
- Issue EEO complaints activity report (462 Report) in accordance with EEOC requirements.
- Coordinate and schedule the annual 8-hour refresher training for EEO Counselor's to keep them apprised of current laws and regulations.
- Develop an ADR plan that focuses on the Pros and Cons of the location of ADR, which would enhance the program by settling disputes informally within shorter timeframes.
- Establish the selection procedures for EEO-Collateral Duty Counselors and provide the certification training.

Program Measures:

- Ensure the timeliness and thoroughness in issuing EEO policies and procedures.
- Process complaints in accordance with timeframes and guidelines listed in the SOP.
- Ensure the timeliness and accuracy in issuing 462 Report and the No FEAR Report.
- Results of analysis on informal and formal EEO complaints
- Results of analysis on Complainant's ADR election responses for ADR declination.

Goal #2: Implement a proactive and results oriented EEO Program to create a model workplace

Objective A: Identify the low participation and underutilization rates for women, minorities, and persons with disabilities, as required by Federal laws and regulations.



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Strategies:

- Conduct quarterly agency-wide workforce analysis in areas relevant to the Affirmative Employment Program.
- Identify barriers (hiring, promotion, separations, adverse actions, and awards) to equal employment opportunity through data analysis and provide feedback to the appropriate personnel in order to effect corrective actions.
- Conduct barrier assessment and analysis for major occupational series.
- Identify special emphasis program managers and issue updated program guidance for all federally mandated special emphasis programs.
- Analyze agency-wide EEOC-462 report data to identify trends related to the basis and issue of complaints.

Program Measures:

- Accomplishment reports for annual Affirmative Employment Plan Updates and Special Emphasis Program Work-plans.
- Quarterly workforce barrier analysis (hiring, promotion, separations, adverse actions, and awards) and proposed corrective actions/recommendations.
- Increase the timeliness and accuracy of workforce and EEO trend analysis reports.

Objective B: To effectively implement a Diversity Action Plan that would recruit and retain a multicultural workforce through targeted and results-oriented outreach.

Strategies:

- Design the CRO portion of the Diversity Action Plan as a mechanism of measures and milestones to ensure that establishing and maintaining diversity within NOAA remains a high priority.
- Develop training and communication mechanisms to consistently address diversity.
- Conduct barrier analysis of interns and fellows in the student programs and the rate at which they are being converted to full time employment.
- Conduct barrier analysis of the Senior Professional Level (GS-13, GS-14, and GS- 15 equivalent levels).
- Assist with creating and implementing hiring goals for veterans, individuals with disabilities, and individuals with targeted disabilities.



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- Expand community outreach efforts to reach communities and external organizations that have not been traditionally utilized or participated in NOAA's programs (i.e., LULAC, HBCU).

Program Measures:

- Quarterly workforce barrier analysis (hiring and separations) and changes in workforce representation data.
- Annual EEO Program Status Report MD 715

Objective C: Improve the Civil Rights Office visibility by marketing its services to customers and employees in order to improve relationships.

Strategies:

- Update and expand the CRO website to include information on EEO policies and diversity-related programs.
- Establish and maintain a CRO reference and training resource library.
- Develop and conduct workshops and brown-bag sessions on EEO/diversity related topics.
- Annually issue updated EEO policies to all employees.
- Conduct mandatory EEO training for all employees and managers.
- Deliver regular agency-wide EEO complaint status updates to the CAO and Line/Staff Office's EEO Program Managers.
- Participate on inter-agency subject matter committees and councils to share information on regulatory developments, current trends and best practices.
- Develop and disseminate EEO and diversity information to employees, including Fact Sheets on CRO programs and services.
- Promote participation for ethnic and cultural observance to increase awareness and acceptance of diverse individuals.
- Provide information on the NOAA's EEO program by participation in new employee orientation sessions.
- Post contact information of EEO personnel (EEO Counselors Servicing Areas) on the CRO website.
- Post EEO non-discrimination posters at all NOAA facilities.
- Develop a MD 715 State of the Agency Briefing and post it on the CRO website.
- Provide CRO marketing memorabilia to attendees of training sessions.



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Program Measures:

- Track the number of employees, supervisors, and managers attending training.
- Track the nature and number of customer (employee) feedback inquiries about EEO Program activities.
- Results of participant evaluations from Special Emphasis events.
- Reduction in number of EEO complaints and compliant issues.
- Employee knowledge, awareness and understanding of EEO/CR programs and activities.

Goal #3 – Improve the overall Effectiveness of the Civil Rights Program

Objective: Provide effective policy guidance, technical assistance, and related services to Line/Staff Office EEO Program Managers.

Strategies:

- Modify and finalize the NOAA Administrative Order (NAOs) for the EEO and Civil Rights Program.
- Develop/implement a process for conducting Technical Assistance Onsite Visits/Compliance Reviews.
- Provide briefings and information on EEO program changes.
- Make the CRO PowerPoint presentations and training packets available via the CRO website.

Program Measures:

- Results from Technical Assistance Visit Evaluations.
- Reports from NOAA Organizational Assessment Surveys.