



DEPARTMENT OF VETERANS AFFAIRS
ASSISTANT SECRETARY FOR HUMAN RESOURCES AND ADMINISTRATION
WASHINGTON DC 20420

NOV - 3 2009

Ms. Carmen Andujar
Manager
Recruiting, Examining and Assessment Group
Center for Talent and Capacity Policy
Strategic Human Resources Policy
ATTN: FY 2009 FEORP REPORT
U.S. Office of Personnel Management
1900 E Street NW, Room 6547
Washington, DC 20415-9800

Dear Ms. Andujar:

I am pleased to submit the Department of Veterans Affairs (VA) Annual Federal Equal Opportunity Recruitment Program (FEORP) Plan Certification for Fiscal Year (FY) 2010 and Accomplishment Report for FY 2009.

In FY 2009, VA advanced the FEORP initiative's goal of eliminating underrepresentation of minorities and women in the Federal service. Significant gains were made in all General Schedule and related grade levels. The number of women and minorities increased by 14,455, from 187,899 in FY 2008, to 202,354 in FY 2009. VA is particularly proud of improved levels of representation of minorities and women in General Schedule and related grades 13-15. The number of women and minorities increased by 1,022, from 8,957 in FY 2008, to 9,979 in FY 2009. The Department will continue to offer a variety of career development programs to all employees to ensure a diverse, challenging, and rewarding work environment.

Should you require additional information, please have your staff contact Ms. Wanda J. Jones, National Program Manager, Office of Diversity and Inclusion, at (202) 461-4039. Ms. Jones may also be reached via e-mail at: wanda.jones@va.gov.

Sincerely yours,

A handwritten signature in black ink that reads "John U. Sepúlveda". The signature is written in a cursive style with a large initial "J".

John U. Sepúlveda

Enclosures

**ANNUAL FEDERAL EQUAL OPPORTUNITY RECRUITMENT PROGRAM (FEORP)
PLAN CERTIFICATION – FISCAL YEAR 2010**

Please type or print clearly and return this sheet with an original signature to:

Ms. Carmen Andujar, Manager
Recruiting, Examining and Assessment Group
Center for Talent and Capacity Policy
Strategic Human Resources Policy
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1900 E Street NW, Room 6547
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A. Name and Address of Agency

Department of Veterans Affairs
810 Vermont Avenue, N.W.
Washington, DC 20420

B. Name and Title of Designated FEORP Official (include address, if different from above, e-mail address, and telephone and fax numbers)

Ms. Georgia Coffey
Deputy Assistant Secretary for Diversity and Inclusion
Telephone: (202) 461-4131
Fax: (202) 501-2145

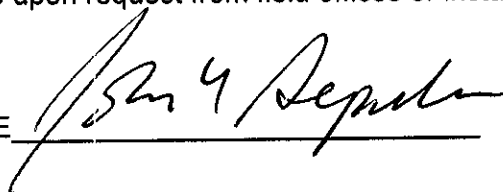
C. Name and Title of Contact Person (include address, if different from above, e-mail address, telephone and fax numbers)

Ms. Wanda J. Jones
National Program Manager
Office of Diversity and Inclusion
Telephone: (202) 461-4131
Fax: (202) 501-2145

CERTIFICATION:

I certify the above agency: (1) has a current Federal Equal Opportunity Recruitment Program (FEORP) plan and the program is being implemented as required by Public Law 95-454 and subsequent regulations and guidance issued by the U.S. Office of Personnel Management; (2) all field offices or installations with fewer than 500 employees are covered by a FEORP plan; (3) all field office or installations with 500 or more employees are covered either by this plan or by a local plan; and (4) such plans are available upon request from field offices or installations.

SIGNATURE



DATE

11/3/09

FEORP: FY 2009 ACCOMPLISHMENT REPORT

During Fiscal Year 2009, the Department of Veterans Affairs (VA) continued its efforts to maximize and leverage human capital practices to ensure employment opportunities, both internal and external, reach diverse audiences, enabling VA to draw from the vast talents and skills required to serve this Nation's Veterans.

VA implemented several ground-breaking Diversity initiatives, to include executing its first Diversity and Inclusion Strategic Plan, convening the Diversity Council, and executing significant community outreach functions with National affinity organizations.

The number of women and minorities in full and part-time permanent positions increased by 14,455, from 187,899 in FY 2008, to 202,354 in FY 2009.

The representation of women (GS/GM pay-plans) in full and part-time permanent positions increased from 99,250 in FY 2008 to 106,357 in FY 2009.

VA's notable accomplishments for FY 2009:

Workforce Planning

- VA updated its Strategic Human Capital Plan, which is linked to the Department's overall strategic plan and projects VA's future workforce needs for mission critical occupations. The Plan includes diversity and inclusion as one of its key initiatives. Additionally, VA's Office of Diversity and Inclusion (ODI) developed and published VA's first ever Diversity and Inclusion Strategic Plan. The alignment of both Plans affords VA the ability to strategically target and expand recruitment efforts to capitalize on the available diverse, qualified applicants, including minorities and women.
- VA convened its 1st ever VA-wide Diversity Council, an executive level body focusing on workforce diversity issues.
- ODI, in an effort to ensure affirmative employment plans are effectively monitored and implemented and that senior leadership is apprised of workforce demographic trends, implemented quarterly Equal Employment Opportunity Commission Management Directive teleconferences/web training sessions, delivering 21 to field EEO managers (100 plus participants) and one briefing to VA's Diversity Council.
- VA created new VA-wide training function and portfolio in the Office of Diversity and Inclusion (ODI) to educate the workforce on diversity management issues, resulting in the following endeavors:

- Collaborated with VA Learning University and the Office of Resolution Management to develop new, consolidated Mandatory EEO, Workplace Harassment, No FEAR training module for all VA employees;
 - Created VA-wide EEO and Diversity Training Board to review, evaluate, and create new, updated EEO, Diversity, and Conflict Management Training programs for all VA managers and supervisors; and
 - Performed needs assessment of EEO training needs; developed curriculum.
- VA developed, posted, and delivered 8 new diversity-related training modules, including live presentations to over 2,000 managers, and on-line modules available VA-wide on the following:
 - *Business Case for Diversity & Inclusion* (delivered 4 presentations at leadership venues, including Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), Senior Executive Service Candidacy Development Program, and Diversity Council);
 - *EEO Compliance Training for Managers & Supervisors*;
 - *Preventing Workplace Harassment* (delivered to VBA);
 - *No FEAR Awareness Training* (on-line);
 - *Diversity & Inclusion in the VA Workforce* (delivered 6 presentations to New Employee Orientation and to Office of Acquisition and Logistics (OAL) and Construction);
 - *Suspending Judgment; Cultural Competence* (delivered 3 presentations to Blacks In Government (BIG), Federal Employed Women (FEW), and OAL);
 - *Reasonable Accommodation* (delivered 4 presentations to VA components); and
 - *Americans with Disabilities Act Amendments Act (ADAAA) of 2008* (delivered 3 presentations).
 - Made formal diversity presentations at over 20 major internal and external leadership/stakeholder conferences to promote diversity and brand VA as Federal leader in diversity, including :
 - Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), National Cemetery Administration (NCA) National EEO Conferences, Leadership, and Diversity Boards (1500 plus combined participants);
 - VA Human Resources Conference (600 plus participants);
 - VA Diversity Council (20 participants);
 - Center for Minority Veterans National Advisory Committee Meeting (30 participants);

- Equal Employment Opportunity Commission's Excel National Conference (500 plus participants);
 - Department of Labor Disability Task Force;
 - Department of Health & Human Services Diversity Summit;
 - Department of Treasury, Internal Revenue Service EEO Summit;
 - League of United Latin American Citizens (LULAC) National Convention (Hispanic);
 - National Image Convention (Hispanic);
 - Federal Asian Pacific American Council (FAPAC) National Convention (Asian);
 - BIG National Convention (African American);
 - FEW National Convention (Women);
 - Perspectives Conference (Disability);
 - West Point's Diversity Leadership Conference;
 - Human Capital Management Institute; and
 - Human Capital Management Forum.
- Expanded ODI communications to increase awareness to all employees on diversity issues; issued 6 bi-monthly *Diversity@Work* newsletters; 24 *Newslinks*; produced 12 *Diversity News* broadcasts.

Recruitment and Community Outreach

- Representatives from VA Central Office (VACO), VHA, VBA, and NCA attended various national and local job fairs and affinity organization conferences to extend recruitment opportunities to diverse candidates, including women and minorities. These venues included, but were not limited to: Second Annual Federal Hispanic Career Advancement Summit, FAPAC, BIG, National Association for Equal Opportunity in Higher Education (NAFEO), LULAC, FEW, Society of American Indian Government Employees (SAIGE), Perspectives on Employment of People with Disabilities, National Multicultural Job Exposition, Texas State University, Baylor University, National Association for the Advancement of Colored People, American G.I. Forum (AGIF), National Image, Inc., Thurgood Marshall College Fund's 9th Annual Leadership Institute and Recruitment Conference & Career Fair, and Office of Personnel Management
- VA sponsored 113 student interns this summer under the nontraditional internship programs, as follows:
 - 63 interns from the Hispanic Association of Colleges and Universities (HACU);
 - 7 interns from the Minority Access Inc.;
 - 2 from the International Leadership Foundation;

- 5 interns from the National Association for Equal Opportunity in Higher Education (NAFEO);
 - 7 from the American University's Washington Internship for Native Students;
 - 1 from the Organizations of Chinese Americans; and
 - 28 from the Workforce Recruitment Program (WRP) for College Students with Disabilities (3 of these students were hired after the 10-week summer session ended).
- VA continues utilizing Student Career Experience Program (SCEP), Federal Career Intern Program (FCIP), and Presidential Management Fellows (PMF) Program to recruit, ensuring employment opportunities were appropriately extended to wide ranging sources for entry-level positions. VACO staff offices hosted five PMFs during FY 2009.
 - VA achieved exceptional outreach success during LULAC's convention and exposition when over 7,000 potential applicants visited VA recruitment booths and were provided information on VA employment opportunities. VA's senior leadership, including the Acting Under Secretary for Memorial Affairs, Assistant Secretary for Human Resources and Administration, and Deputy Assistant Secretary for Diversity and Inclusion made public remarks at this outreach event.
 - VA and National Image Inc. helped establish and implement two local community Veteran outreach groups -- the National Alliance for Veterans and San Antonio Coalition for Veterans. These two new Hispanic affinity associations continued to work in the greater San Antonio metro area with institutions of higher education, private sector, Federal, state and local governments to improve employment opportunities for Texas Veterans, many of whom are Hispanic or Latino.
 - VBA utilized the following targeted recruitment strategies:
 - Advertised job vacancies in bilingual communities;
 - Utilized the services of City and State Employment Offices
 - Participated in outreach efforts targeted at colleges and universities that have significant Hispanic and Asian student populations;
 - Advertised in local newspapers, such as *Hoy* to recruit Hispanics, as well as *Amsterdam News* and *Wave* to recruit African Americans.
 - Organized Hispanic clubs to promote and advertise job openings; and
 - Mailed recruitment letters twice a year to Hispanic businesses to market employment opportunities.

- NCA utilized its Minority Veterans Program Coordinators (MVPC), who work closely with the VA's Center for Minority Veterans, to participate in a myriad of outreach programs targeting minority Veterans. Those efforts included participation with women-owned businesses, Veterans Service Organizations, military briefings and stand-downs, minority-owned television, radio and news media, Pow-Wows, the Women's Veterans Fair, and various community organizations, such as Workforce Oklahoma, an agency that assists Veterans with job training and skills to gain employment; the South Dakota Veterans Cemetery Support Council; community colleges and job service centers; and the Vocational Rehabilitation Office. Their active involvement afforded opportunities to provide information not only on eligibility and burial benefits, but employment opportunities to the minority Veterans that participate in those programs.
- VHA's Health Recruitment and Retention Office, Human Resources, EEO staff, and Nurse Recruiters participated in numerous job fairs and implemented the following targeted outreach efforts:
 - Established affiliation agreements with educational institutions in fields of dental hygiene, pharmacy, social work, dietetics, speech pathology, audiology, forensic science and physical therapy;
 - Published vacancy announcements in national journals and newspapers in large metropolitan areas; and
 - Utilized community outreach programs, such as Groundhog Job Shadow Day (America's Promise), DC Summer Works Program, Passport to Work, School at Work Program, and Take Sons/Daughters to Work Day to introduce students to medical related careers available at VA.

Career Development Opportunities

VA continues to promote and encourage participation in upward mobility, training, employee development, and career planning programs to assist the current workforce, at all grade levels, in completing educational goals and acquiring the necessary skills to be competitively marketable for promotional opportunities. These programs include the Introduction to Leadership Training; Division Leadership Management Training; Assistant Director Development; Leadership, Effectiveness (LEAD), Accountability, Development; Leadership VA (LVA); Leadership Development Institute; Senior Executive Service Candidacy; Executive Career Field (ECF); Technical Career Field; Learning Management System; and Leadership Coaching.

- LVA sponsored 78 employees which included a total of 48 women, 17 Blacks and 4 Asian/Pacific Islanders. This four-week program is for employees (GS-13 and above) who demonstrate leadership qualities.
- The Office of Diversity and Inclusion (ODI) hosted pre-conference employee-development training programs for over 200 employees at the FAPAC, BIG and FEW National Training Conferences. Training topics included presentations on Leadership, Cultural Competency—Suspending Judgment, Performance-Based Interviews, Developing Knowledge, Skills, and Ability (KSA) statements, and Mentorship.
- NCA and VHA developed a number of resources devoted to career development, including individual development plans and training on resume writing and high-impact KSAs, along with classes preparing employees for performance-based interviews.
- NCA continued its Cemetery Directors Intern Program which introduces interns to all aspects of cemetery operations and the administrative and leadership/management skills required to be successful in the director's role. NCA also developed a supervisory training that is conducted quarterly to help develop core supervisory skills.
- VHA identified and utilized upward mobility and career-ladder positions as internal recruitment tools for lower-graded employees. These positions allowed the employees to have a first opportunity to compete for positions with higher-graded potential. The positions included Pharmacy Technicians, Patient Services Assistants, Accounting Technicians, and Human Resources Assistants.
- VHA utilized the Employee Incentive Scholarship program to award scholarships to VA employees pursuing degrees or training in Title 38 and Hybrid Title 38 health care disciplines in which recruitment or retention is difficult.
- VHA continued the School at Work (SAW) initiative, which began in 2002 and was introduced VA-wide in FY 2007. SAW is a career-ladder program designed to help entry-level employees develop and refine the skills that make them marketable for higher-level vacancies within the facility. It brings education and career counseling directly to the worksite using television, on-line instruction, and traditional classroom materials with assistance from an on-site coach.

Mentoring

- VACO's Leadership Development Mentoring Program (LDMP), which is a career development tool, sponsored 15 minority participants who gained skills in leadership, conflict resolution, communications, problem solving, and diversity. The program fosters mentoring as a key aspect of VA's continuous learning culture and develops a leadership cadre that is competent, dedicated, and has a broader perspective of VA.
- VHA utilized the ECF and TCF programs, which are two-year programs with personal development planning, mentor and preceptor components, as well as a wide variety of educational and experiential learning opportunities. Candidates attend an assessment center and learning goals are tailored to meet the identified needs of the individuals.
- NCA has a mentoring program that provides mentees an opportunity to expand their knowledge of leadership skills and management practices with an experienced individual.
- VA continued its Aspiring Leaders Program where mentors support mentee's developmental process by helping to develop and monitor his/her mentoring action plan, sharing organizational insight, expanding his/her network, acting as a sounding board, and providing developmental feedback.

**FEORP: PARTICIPANTS IN FORMAL VA CAREER DEVELOPMENT PROGRAMS
FY 2009**

RNO & GENDER	GS 1-4		GS 5-8		GS 9-12		GS 13-15		SENIOR PAY	
	#	%	#	%	#	%	#	%	#	%
Overall Total	690	100%	1794	100	2291	100%	815	100%	10	100%
Total Men	270	39%	517	29%	696	30%	325	40%	3	30%
Total Women	410	59%	1277	71%	1595	70%	484	59	7	70%
Total Blacks	280	41%	779	43%	502	22%	166	20%	4	40%
Black Men	119	43%	200	26%	100	20%	72	43%	2	50%
Black Women	161	58%	579	74%	404	80%	100	60%	2	50%
Total Hispanics	22	3%	118	7%	79	3%	56	7%	0	0%
Hispanic Men	8	36%	36	31%	30	38%	15	27%	0	0%
Hispanic Women	14	64%	82	69%	49	62%	41	73%	0	0%
Total Asian/Pacific Islanders	13	2%	30	2%	99	4%	80	10%	0	0%
Asian/Pacific Islander Men	3	23%	15	50%	32	32%	42	53%	0	0%
Asian/Pacific Islander Women	10	77%	15	50%	67	68%	34	43%	0	0%
Total Native Americans	5	1%	21	1%	14	0%	1	1%	0	0%
Native American Men	2	40%	7	33%	4	0%	1	0%	0	0%
Native American Women	3	60%	14	67%	10	0%	0	0%	0	0%

**FEORP: PARTICIPANTS IN FORMAL GOVERNMENT-WIDE CAREER DEVELOPMENT PROGRAMS
FY 2009**

RNO & GENDER	GS 1-4		GS 5-8		GS 9-12		GS 13-15		SENIOR PAY	
	#	%	#	%	#	%	#	%	#	%
Overall Total	173	100%	238	100%	279	100%	74	100%	10	100%
Total Men	53	31%	80	34%	80	29%	23	31%	7	70%
Total Women	120	69%	158	66%	199	71%	51	69%	3	30%
Total Blacks	105	61%	65	27%	76	27%	25	34%	3	30%
Black Men	35	33%	23	35%	14	18%	5	20%	1	33%
Black Women	70	67%	42	65%	62	82%	20	80%	2	67%
Total Hispanics	11	6%	37	16%	9	3%	6	8%	1	10%
Hispanic Men	3	27%	13	35%	3	33%	4	67%	1	100%
Hispanic Women	8	73%	24	65%	6	67%	2	33%	0	0%
Total Asian/Pacific Islanders	17	10%	10	4%	13	5%	9	12%	1	10%
Asian/Pacific Islander Men	9	53%	2	20%	5	38%	5	56%	1	100%
Asian/Pacific Islander Women	8	47%	8	80%	8	62%	4	44%	0	0%
Total Native Americans	0	0%	1	0%	1	1%	2	3%	0	0%
Native American Men	0	0%	1	0%	1	100%	1	50%	0	0%
Native American Women	0	0%	0	0%	0	0%	1	50%	0	0%