

<b>DIVERSITY MANAGEMENT</b>	
<b>KEY ELEMENTS</b>	<b>SUGGESTED PERFORMANCE INDICATORS</b>
<p><i>The agency has a diversity management system that:</i></p> <ul style="list-style-type: none"> <li>• Tracks and analyzes workforce diversity trends</li> <li>• Develops and implements diversity outreach plans as part of the agency's overall outreach efforts.</li> </ul>	<p><b><u>Effectiveness Indicators</u></b></p> <ul style="list-style-type: none"> <li>• The agency's diversity program intent and processes are communicated to all employees.</li> <li>• Surveys and/or interviews show the workforce is aware of, and generally supports, diversity program efforts.</li> <li>• The agency develops and implements diversity programs to improve diversity within the agency including: <ul style="list-style-type: none"> <li>– A recruitment strategy to reach diverse populations at colleges/universities, minority-focused professional organizations, and other organizations representing women, veterans, people with disabilities, and other groups, as part of the agency's overall outreach strategy</li> <li>– Encouragement of the participation of diverse groups in occupation-focused and leadership training and development programs</li> <li>– Family-friendly policies relating to work schedules, telework, and other workplace flexibilities.</li> </ul> </li> <li>• The agency's diversity program is inclusive of all groups and is based on analysis of representation of various groups including people with disabilities, various minority groups, and women.</li> <li>• The diversity program is actively endorsed and supported by agency senior leadership through policy, budget allocation, and personal endorsements.</li> <li>• The agency supports forums and activities for recognized interest groups to provide ways to communicate with the workforce about the importance of diversity.</li> </ul>

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<i>The agency has a diversity management system that:</i>	<ul style="list-style-type: none"> <li>• Managers, supervisors, and employees receive training from an agency-developed, diversity-related training curriculum.</li> <li>• The respect for diversity index score from OPM's Federal Human Capital Survey indicates employees perceive their organization respects and welcomes the diversity that makes up the Federal workforce.</li> <li>• Data on human resources program and system decisions/actions (e.g., complaints; personnel actions such as selections, promotions, and disciplinary actions) are analyzed in the context of empirical information about the agency's employment practices, to verify discrimination is not occurring.</li> <li>• The agency provides resources in accessible formats.</li> </ul> <p><b><u>Compliance Indicators</u></b></p> <ul style="list-style-type: none"> <li>• The Federal Equal Opportunity Recruitment Program (FEORP) [5 CFR 720.205], the Disabled Veterans Affirmative Action Program (DVAAP) [5 CFR 720.304], and other outreach programs are implemented in accordance with 5 U.S.C. 7201 and the following Federal Equal Employment Opportunity (EEO) laws: <ul style="list-style-type: none"> <li>– Title 7 of the Civil Rights Act of 1964 (Title 7)</li> <li>– Equal Pay Act of 1963 (EPA)</li> <li>– Age Discrimination in Employment Act of 1967 (ADEA)</li> <li>– Title 1 and title 5 of the Americans with Disabilities Act of 1990 (ADA)</li> <li>– Sections 501 and 505 of the Rehabilitation Act of 1973</li> <li>– Civil Rights Act of 1991.</li> </ul> </li> </ul> <p>[Note: The Equal Employment Opportunity Commission is the jurisdictional authority for the EEO laws listed immediately above, not</p>

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	<p>OPM. These legal citations are listed for human capital practitioners' reference because agencies are subject to them.]</p> <ul style="list-style-type: none"> <li>• The agency has published up-to-date policies indicating zero tolerance for sexual harassment and discrimination in the workplace in accordance with EEOC guidelines, including 29 CFR 1604. [Note: This indicator is also under the jurisdiction of the EEOC.]</li> </ul>