



## U.S. Customs and Border Protection

### OFFICE OF DIVERSITY AND CIVIL RIGHTS SUMMARY OF ROLES AND RESPONSIBILITIES

The Office of Diversity and Civil Rights (DCR), located within the Office of the Commissioner, is responsible for developing, establishing, and administering all CBP policies, implementation guidelines, standards, and programs necessary to ensure compliance with the federal civil rights and civil liberties laws, executive orders, and relevant Federal policies.

#### DCR MISSION STATEMENT

Promote and ensure compliance with the applicable federal civil rights and civil liberties laws, regulations, and Executive Orders by providing a policy framework for diversity, inclusion, and employee engagement.

#### DCR VISION STATEMENT

Foster and maintain a diverse, inclusive, and engaged workforce where CBP treats all employees equitably and empowers them to achieve their full potential in support of the Homeland security mission.

#### DCR VALUES STATEMENT

DCR core values reflect the dedication and professionalism of its workforce.

1. Diversity, Inclusion, and Engagement - At its core, DCR is a community of employees from a multitude of backgrounds, serving CBP together and valuing the rich intellectual, cultural environment, which they share. DCR reflects, through its employees—both at headquarters and in the field offices—a diverse multicultural and multinational cohort of individuals that serve as a model for the entire agency.
2. High Performance - Central to DCR's mission is the provision of high-quality programs carried out by employees of diverse backgrounds and interests.
3. Forward Thinking - Given the mission of DCR and its overall impact on agency stakeholders, it is essential for DCR employees to correctly interpret and apply civil rights laws across CBP.

#### ROLES AND RESPONSIBILITIES

DCR reviews and approves any and all CBP policies, regulations, procedures, pre-complaint external correspondence, training curricula and materials, and pre-complaint external communications and publications related to civil rights and civil liberties issues/matters prior to internal or external dissemination and use or release within or outside CBP. These issues may include, but are not limited to:

- complaints/issues regarding alleged discriminatory treatment of former or current employees, applicants for employment, and members of the traveling public or trade community;
- workforce diversity and public outreach;
- allegations of racial profiling;
- treatment of adult detainees and unaccompanied minors;
- requests to provide reasonable accommodations to employees, applicants, and members of the public with disabilities;
- federally funded programs or activities sponsored or conducted by CBP; and
- accessibility to electronic and information technology systems.



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#### DCR STRATEGIC IMPLEMENTATION GOALS (2010 - 2015)

DCR has created and implemented a strategic plan, which will enable it over the next five years to address the challenges CBP faces in executing its ever-expanding mission while not only adhering to civil rights and civil liberties laws, regulations, and policies, but also promoting a culture that is diverse and inclusive.

DCR Strategic Goal 1: Cultivate and nurture a DCR workforce that exhibits the full spectrum of civil rights and civil liberties knowledge, skills, and abilities.

DCR Strategic Goal 2: Facilitate efforts to create a more diverse, inclusive, and engaged CBP workforce through increased employment and advancement opportunities.

DCR Strategic Goal 3: Maintain an efficient and effective civil rights and civil liberties complaint processing program focused on resolution at the lowest possible level.

DCR Strategic Goal 4: Expand CBP's diversity management and accountability to ensure compliance with all civil rights and civil liberties requirements.

DCR Strategic Goal 5: Create and foster a CBP environment wherein persons with disabilities can thrive.

#### EEO SUGGESTION E-MAIL BOX

DCR established an EEO Suggestion e-mail box to obtain employee feedback on ideas for improving the CBP EEO Program. Employees with submissions for the EEO Suggestion e-mail box can send them internally via Microsoft Outlook by typing "[EEO Suggestion Box](#)" or externally to [EEOSuggestionBox@cbp.dhs.gov](mailto:EEOSuggestionBox@cbp.dhs.gov).