

DCR News

Office of Diversity and Civil Rights (DCR) Quarterly e-Newsletter

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CBP Launches Headquarters Disability Mentoring Day

October 19, 2011, marks the 12th annual National Disability Mentoring Day (DMD). The theme for the 2011 DMD National Launch is *Transition to Independent Futures*, focusing on the importance of education, employment, and independent living for people with disabilities.

The National DMD Program began in 1999 with just 11 students with disabilities job shadowing in the White House under the Clinton administration. Now, DMD has grown to provide job-shadowing, career fairs and mentoring opportunities to more than 85,000 students and job seekers with disabilities in all 50 states, Puerto Rico, and the U.S. Virgin Islands. DMD is the nation's largest job-shadowing program designed for people with disabilities, which allows career exploration to take place outside of the hiring context so that job seekers can meet and learn about employers committed to hiring from this diverse and untapped workforce.

In October 2011, Commissioner Alan Bersin will sign *The Plan to Increase the Number of Individuals with Disabilities within U.S. Customs and Border Protection (CBP)*. In *The Plan*, Commissioner Bersin identified National DMD as one of his priorities for making CBP a model employer of persons with disabilities.

CBP employees have taken to heart Commissioner Bersin's call to come forward and participate in DMD as evidenced by the fact that 14 offices within CBP have agreed to host a mentee on DMD. The Offices of Diversity and Civil Rights (DCR), Public Affairs, Technology, Innovation & Acquisition, International Affairs, International Trade, Policy and Planning, Intelligence and Investigative Liaison, Information Technology, Border Patrol, Field Operations, and Air and Marine will all participate in the half-day event. During the half-day event, mentees will attend a presentation to educate them about the specific work that CBP does. Then, each participating office will spend two hours with their mentee. At noon, mentees will meet with DCR for a debriefing about the event.

To compliment *The Plan*, this year's DMD will be a mentoring/interviewing day. All participating offices have identified positions in their offices that will be open after October 19, 2011. Using databases such as the [Workforce Recruitment Program](#), OPM's Shared List of People with Disabilities, the SharePoint Registry for individuals with Disabilities, and outreach to local universities, each office has found potential mentees who have the skills and experience to fill those open position. Participating offices could appoint their mentee to a permanent position through Schedule A, saving both time and money.

DMD is a great way for CBP to demonstrate that it is a model employer for individuals with disabilities. CBP mentors will gain access to a pool of new emerging talent and the opportunity to learn more about the experience of disability. Mentees are exposed to future career opportunities with CBP, which further supports CBP's efforts to promote diversity in the workplace reflective of the nation and inclusive of people with disabilities.

If you have any questions or suggestions regarding Disability Mentoring Day please contact Ann Kaufmann, Disability Program Manager at (202) 344-2727 or ann.kaufmann@dhs.gov.

INSIDE THIS ISSUE

- 1 **CBP Launches HQ Disability Mentoring Day**
- 2 **DCR Annual Training Conference**
- 2 **CBP Diversity and Inclusion Committees Evolve CBP Culture**
- 3 **Office of Air and Marine Expands Diversity and Inclusion Programs**
- 4 **Enhancing Diversity Through Partnerships with Minority Serving Institutions (MSIs)**
- 5 **DCR Creates New Policy on Roles and Responsibilities of CBP Employees Regarding Civil Rights and Civil Liberties Matters**
- 7 **Limited English Proficiency Programs in a Global Environment**
- 7 **Giving Back to the Community**

DCR Annual Training Conference

DCR held an annual training conference at the Advance Training Center in Harpers Ferry, WV during the period August 16-18, 2011. The theme of the conference was *The Path Forward* and provided myriad opportunities for DCR staff to receive cost effective refresher equal employment opportunity training as well as to focus on new concepts like getting the most out of interpersonal interactions and what it means to be customer focused and forward thinking. DCR was also honored with a visit from Deputy Commissioner David V. Aguilar during which he told DCR “the work that you do and your role in CBP is not only essential but it will also continue to evolve as CBP’s mission and our global responsibilities evolve.” He further went on to comment in response to a question from a DCR staff member that it was acceptable, even encouraged, that DCR be “professionally aggressive” in it’s efforts to constantly build, develop and grow relationships—incrementally, to evolve the culture of CBP.

DCR is committed to the success of CBP which requires that its staff increase its ability to manage its areas of responsibility, develop and implement measures to achieve a high level of employee engagement, and focus on a high level of customer service in order to create and sustain a diverse and inclusive CBP workforce. In sum, DCR strives to provide learning and knowledge management opportunities to its staff members in order to develop and sustain the skills required to motivate the workforce to become more diverse and inclusive. The DCR Annual Training Conference is just one method DCR uses to meet the learning and knowledge management needs of all DCR employees and advance our mission to sustain and advance a high performing organization in the present and future.



The Office of Diversity and Civil Rights Staff with Deputy Commissioner David V. Aguilar at the 2011 DCR Training Conference.

CBP Diversity and Inclusion Program Committees Evolve CBP Culture

As our workforce continues to grow, our efforts to understand, value, and incorporate differences become increasingly important—not only because it helps CBP attract and retain qualified employees, but also because it enhances our ability to better meet the needs of the diverse public we serve and protect. CBP must rely on the collateral duty staff members, local supervisors, managers and employees to provide leadership, coordination, and direction as members of Diversity and Inclusion Program Committees (DIPCs) to establish and maintain a diverse, inclusive and highly engaged workforce throughout CBP.

Employees from local offices and sectors serve as DIPC members to promote awareness and understanding of how diversity and inclusion help CBP’s employees achieve the highest level of individual performance and engagement in our homeland security mission. They propel and sustain our efforts to continue to build an organizational culture of integrity, in which all individuals are valued and treated with dignity and respect.

Through cultural awareness education/appreciation and outreach, DIPCs promote a fuller appreciation of diversity and inclusion to provide better service within CBP and to all of our customers.

Vitality, by working in conjunction with DCR, DIPCs help achieve the many goals and objectives of CBP’s Diversity and Inclusion Management Plan to increase diversity within the workforce. The DIPCs are a tremendous help as they assist in the development and recommendations of strategies, policies, and programs that advance hiring, training, career development, retention and promotion opportunities for all employees.

All employees are encouraged to volunteer for their local DIPC. To find out how, please contact your [local DCR staff member](#).

Diversity and Inclusion Committees by the Numbers



- In 2011, a total of 63 new committees were established.
- Throughout CBP, there are approximately 681 active committee members.

Office of Air and Marine Expands DIPCs

CBP has made consistent progress during fiscal year 2011 in expanding the number of DIPCs and events sponsored throughout the nation. The progress made in the Office of Air and Marine (OAM) is particularly noteworthy as the number of OAM DIPCs has grown 350% in one year, increasing from four committees in 2010 to 18 in 2011. The increase in OAM DIPCs is compared to a very respectable increase in the overall number of DIPCs CBP-wide which grew approximately 35% in one year, increasing from 113 in 2010 to 153 in 2011.

OAM Directors, Mission Support Staff, and DCR Officers continue to find ways to encourage the expansion of events and activities that promote diversity awareness and education within the OAM. Director Lothar Eckardt, of the National Air Security Operations Center (NASOC) in Corpus Christi, Texas, is featured as a DCR success story. Director Eckardt emphasizes the importance of sharing resources, especially for small OAM locations. The results of which speak for themselves. This small DIPC at the NASOC in Corpus Christi has just two members; however, they have a very active program. So far this year they have sponsored many activities including National Black History Month, Irish American Heritage Month, Bring Your Child to Work Day, Asian Pacific American Heritage Month, Caribbean American History Month and Family Heritage and Diversity Month. It is clear that they are doing their part in supporting CBP in the areas of diversity and inclusion through cultural awareness, education and appreciation.

NASOC Corpus Christi Supervisory Mission Support Specialist Bernice Berry, and Mission Support Specialist Dilly Stewart, combine forces with the Corpus Christi Naval Air Station (NAS) DIPC. The result is that both NASOC and NAS employees are exposed to information that enhances cross-cultural and cross-gender awareness and promotes equal opportunity for all. For example, on May 19, 2011, they celebrated Asian Pacific American Heritage month. The event included a guest speaker, opening and closing remarks from the NAS and NASOC personnel, an Asian dance performance, and ethnic food sampling. Approximately 50 NAS and NASOC personnel were in attendance.

Another strategy employed by Director Eckardt involves the DCR commemorative PowerPoint presentations. Since he has limited time to communicate to his pilots, he often presents information from one slide each morning when the daily shift briefs are provided. Director Eckardt has found that a small amount of DIPC information shared on a frequent basis has the result of greater retention and impact by the NASOC staff.

Another expansion success story took place at the newly formed DIPC committee at the Caribbean Air and Marine Branch in Aguadilla, Puerto Rico. They recently celebrated Woman's History Month, in a combined event with the Ramey Sector and San Juan Field Office.

Yet another success story took place at the newly formed DIPC at the New Orleans Air and Marine Branch. Mission Support Specialist Christina Edwards had very positive remarks to share about her experiences as a DIPC chairperson. She indicated that serving on a DIPC and attending gallery events has helped her connect with her diverse Air and Marine group as a whole. She felt that everyone was able to get together and learn about each other's various background and cultures. During their Family Heritage and Diversity Month celebration their OAM branch shared about their various cultures and nationalities. Attendees were able to bring in ethnic food samplings from family recipes. This helped to foster childhood memories and story telling about their cultural heritage. Ms. Edwards also felt that quizzes related to commemorative events helps to foster education about the various nationalities and cultures that make up our diverse OAM and CBP workforce. The New Orleans' Air and Marine Branch and the Gulfport Marine Unit held a combined event in celebration of Family Heritage and Diversity Month.

One final success story from a more seasoned DIPC, incorporating OAM, comes out of El Paso, Texas. On August 25, 2011, the rich and varied makeup of the CBP workforce was celebrated during Family Heritage and Diversity Month. The local DIPC organized the event to include CBP leaders representing four different components of CBP. The leaders consisted of Hector Maese, Patrol Agent in Charge, Truth or Consequences Station, U.S. Border Patrol, Patricia Aveitia, Assistant Director – Trade, Office of Field Operations, El Paso Field Office; Clayton Thomas, Training Operations supervisor Canine Center, Office of Training and Development- El Paso; and Rodolfo Maldonado, Deputy Director of Air Operations, Office of Air and Marine – El Paso. Assistant Chief Counsel Chris Ryan moderated the free flowing discussion during which the four panelists discussed a wide variety of topics to include their family histories, heritage and personal background. Panel members discussed how their family histories help shape them as individualist and impacted their career choices. Representing OAM, Deputy Director Maldonado had this to say about the event, "This event was a valuable forum which exemplified the importance of preserving and celebrating our individual identity and heritage while balancing and promoting awareness and respect for other diverse cultures of the integrated workforce here in the El Paso DHS/CBP Area of Operations." The group also discussed how important it is to recognize the individual strengths and talents that each diverse CBP family member brings to the team.

OAM DIP Photo Gallery



Lothar Eckardt, Bernice Berry, and Dilly Stewart's support has been critical to the success of the Corpus Christi DIPC.



Corpus Christi NASOC and NAS for Asian Pacific American Heritage Month.



L-R: Ileana V. Acosta, Marilyn Estrada, Yesenia Gonzalez, Marisol Pineda, and Ruth M. Deliz



L-R: Tracy Muskey, Earl Primo, Mathew Kilpatrick, Les Jones, Jeff Maher, Don Bueneman, Scott Bergeron, and Robert Grapp



L-R: Patricia Aveitia, Rodolfo Maldonado, Chris Ryan, Clayton Thomas, and Hector Maese

Enhancing Diversity through Partnerships with Minority Serving Institutions (MSIs)

Minority Serving Institutions (MSIs) are valuable resources to the nation and serve as an important catalyst in the delivery of education to our nation's minorities. These colleges and universities have either a historic tradition or mandate to serve students in a specific demographic group. These schools focus on satisfying the needs of minority persons who are underrepresented in the national workforce to include social, economic and cultural identities.

MSIs that fit into this category are:

- Historically Black Colleges and Universities (HBCUs),
- Hispanic Serving Institutions (HSIs),
- Tribal Colleges and Universities (TCUs),
- Women's Colleges and Universities (WCUs) and
- Educational institutions serving Individuals with Disabilities.

MSI Goals are as follows:

- I. Building partnerships with MSIs to create a diverse pool of candidates by ensuring students receive experience through internships and career experience programs.
- II. Implement speaker exchange programs to address the needs of MSI students in criminal justice, chemistry, agricultural and biological sciences, aviation and other fields critical to CBP's mission.

CBP employees have participated in a number of successful outreach initiatives this year, many of which built upon the achievements made during the 2009-2010 school year. Below are two noteworthy examples of initiatives to MSIs that have yielded tangible and substantive results.

Jackson State University

On Thursday, March 24, 2011, Betty Davis, Port Director, Vicksburg, MS, along with Michael Wilson, Senior Border Patrol Agent, Gulfport, MS, represented CBP as guest speakers at Jackson State University, Jackson, MS. They provided valuable career information to ROTC students. Jennifer K. Hicks-McGowan, LTC, AG Commander, Professor of Military Science, Jackson State University remarked, "Our students were anxiously anticipating this visit about the career opportunities that existed within CBP. Your agency did an excellent job of providing valuable information about CBP's MSI initiative prior to the actual visit which I was able to relay to my students."



Betty Davis provided valuable career information to ROTC students at Jackson State University, Jackson, MS.

Port Director Davis commented, "I was very proud to be a part of this venture and look forward to every opportunity to share my personal career path with these students as they came prepared with questions about the careers and positions that CBP offered and the qualifications needed to fulfill those positions from full time to Internships. I was very impressed with these students and believe CBP would benefit greatly if they decided to make our agency their career choice."

Border Patrol Agent Wilson fielded questions from the students ranging from whether or not the responsibilities of the job would allow an individual to have a personal life and if the agent's jobs are as dangerous as they seem. The students were able to fully examine the range of opportunities CBP has to offer.

Morgan State University

CBP also implemented a speaker exchange program with Morgan State University, Baltimore, MD. On Monday, November 29, 2010, Augustine Moore, Assistant Port Director - Trade, Port of Baltimore, and Mark Smith, Operations Specialist, Baltimore Field Office, represented CBP as guest speakers at Morgan State University. Assistant Port Director Moore provided valuable career information to Business Leadership students whose class was designed to develop and strengthen the competencies necessary to prepare students for leadership positions within their chosen fields. Additionally, Operations Specialist Smith spoke to Organizational Behavior students studying the functions of management and application of relevant social and behavioral science disciplines. Both speakers provided information on employment with CBP, shared their personal experiences, and spoke about leadership and professional development. The students were eager to learn and posed many thoughtful questions.

Susan Baker, Assistant Professor of Management, Graves School of Business and Management, Morgan State University, remarked, "Both speakers were very well received by the students, and both delivered very inspirational messages. Our students are hungry to meet and hear from successful business people and role models...I am grateful of the support given to our students by U.S. Customs and Border Protection."

On Tuesday, February 22, 2011, Assistant Port Director Moore returned to Morgan State University and provided valuable leadership experiences, lessons learned, and advice to achieve career success. Forty-one students were present, which included international undergraduates within the MBA program and six seniors expected to graduate in May 2011.

On Tuesday, May 3, 2011, Ricardo Scheller, Port Director, Port of Baltimore, spoke to thirty students enrolled in a Business Leadership class at Morgan State University. Port Director Scheller explained CBP's mission of securing the borders of our Nation while facilitating lawful trade and travel, and served as a real-world role model using his professional and organizational experiences and expertise to provide examples and insight into the diversity of careers available in the CBP workforce.

DCR Creates New Policy on Roles and Responsibilities of CBP Employees Regarding Civil Rights and Civil Liberties Matters

DCR is pleased to announce the creation of a new directive, [*Roles and Responsibilities of U.S. Customs and Border Protection Component Offices and Employees Regarding Civil Rights and Civil Liberties Matters*](#). (CBP DIRECTIVE NO. 2130-021)

The Office of Diversity and Civil Rights (DCR) is responsible for the establishment and implementation of internal policies and programs designed to ensure compliance with the applicable Federal civil rights laws and executive orders. Civil rights and civil liberties are enumerated in the U.S. Constitution, Federal statutes, and regulations, and include freedom from discrimination on the grounds of race, sex, religion, national origin, age, disability, or genetic information, freedom of speech, free exercise of religion, due process of law, appropriate conditions of confinement, and protection from excessive force, unreasonable searches and seizures, and unlawful intrusions into personal privacy.

The Roles and Responsibilities directive outlines CBP's formal process for receiving, documenting, tracking, and referring alleged abuses of civil rights, civil liberties, and racial, ethnic, and/or religious profiling received from or on behalf of the traveling public. More, in line with its namesake, the directive also illustrates the responsibilities of each CBP employee within the complaint process.

Under the new process, the outcome of a fully processed complaint provides notice of receipt to the Complainant; provides the DHS Office for Civil Rights and Civil Liberties (CRCL) a detailed review of CBP's internal process and policies pertaining to the relevant complaint; and gives CBP offices an opportunity to comment and suggest changes to any recommended policy and/or process adjustment proposed by CRCL. Moreover, complainants are informed within their receipt notification letter that they will not be privileged to any further information about the processing and/or action taken in line with the complaint due to the Privacy Act.

Under the directive, DCR is responsible for:

- Arranging briefings with CBP senior level staff, when necessary, to respond to CRCL's requests for information.
- Leading CBP's efforts to gather all information necessary, ensuring a free flow of information between CBP and CRCL to facilitate the timely and thorough completion of CRCL investigations. In particular, DCR will ensure that reports of investigation are returned to CRCL within 180 days.
- Ensuring the implementation, when appropriate, of recommendations made in memoranda issued by CRCL to senior CBP leadership.
- Providing notification to CRCL of actions taken or reason(s) for non-implementation of CRCL recommendations.

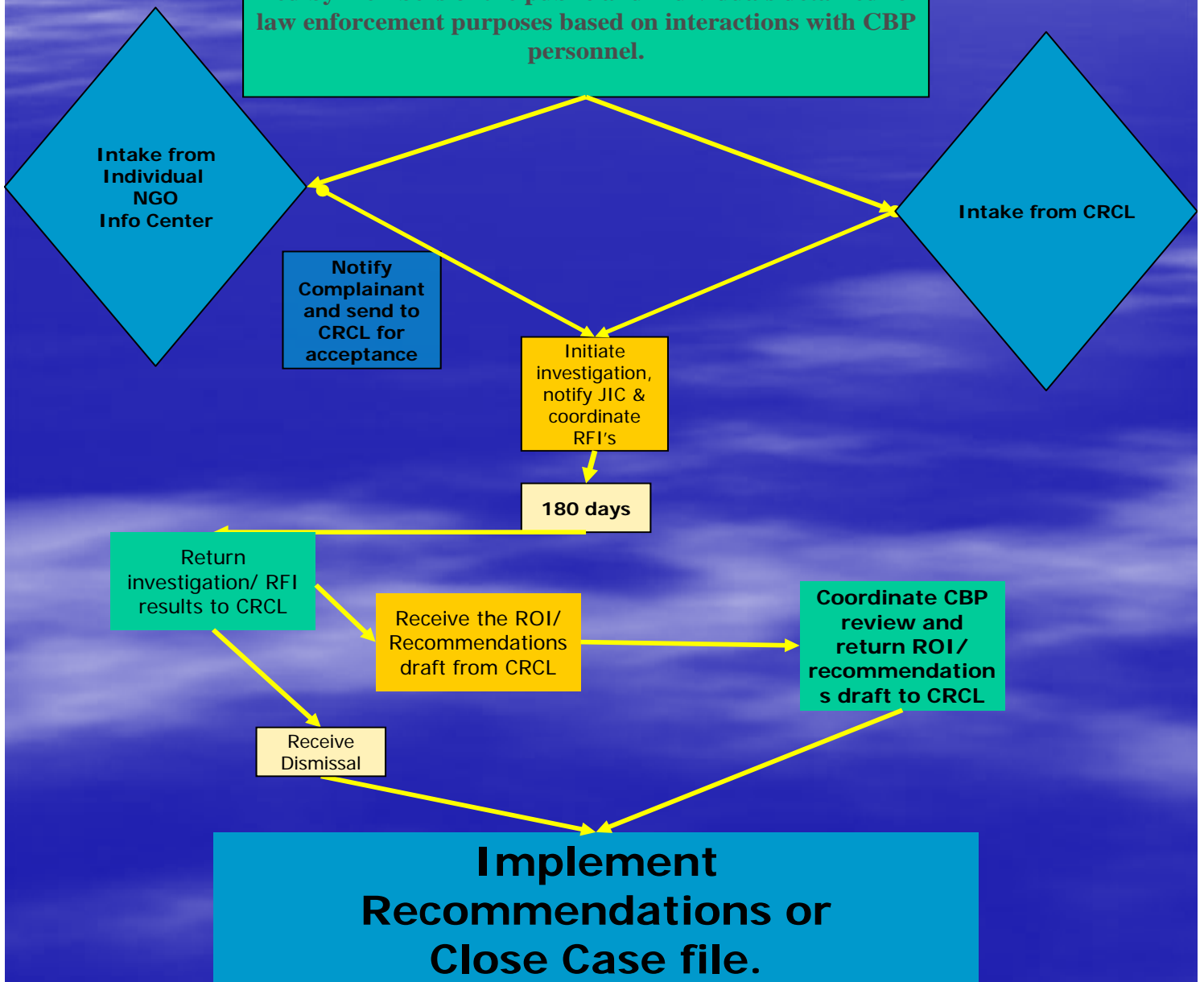
It is important to remember that ALL CBP employees are required to:

- Abide by CBP's policy to treat all individuals in a non-discriminatory manner, without regard to their protected status under federal law, regulation, Executive Order, or policy, and to respect individuals' rights to freedom of speech, free exercise of religion, due process of law, and protection from excessive force, unreasonable searches and seizures, and unlawful intrusions into personal privacy;
- Cooperate with CRCL investigators and CBP fact-finders during the investigative process to facilitate review and resolution of civil liberties/civil rights matters; and
- Promptly report alleged employee misconduct, including abuse of civil rights/civil liberties, or racial, ethnic, or religious profiling to the appropriate entities.



Roles and Responsibilities of U.S. Customs and Border Protection Component Offices and Employees Regarding Civil Rights and Civil Liberties Matters

PURPOSE. This directive defines the roles and responsibilities of U.S. Customs and Border Protection's (CBP) personnel with regard to civil liberties allegations filed by members of the public and individuals detained for law enforcement purposes based on interactions with CBP personnel.



Limited English Proficiency Programs in a Global Environment

Today's federal managers are required to be more vigilant of laws and regulations than ever before. Executive Order 13166 specifically requires that all federal agencies ensure accessibility of government benefits and services information to accommodate persons with Limited English Proficiency (LEP).

There are over 10 million LEP individuals in the United States according to the 2010 Census data. Does this mean CBP must translate all written materials into every language spoken in the U.S.? No. In order to meet the language needs of the LEP populations, CBP has the challenge of making language accommodations without creating an undue hardship on the mission of the agency. Managers must make prudent decisions based on the needs of a particular geographic location or region.

CBP's mission places it in the front-line with LEP communities in all of the nation's airports, ports of entry, and the apprehensions of illegal entrants across the U.S. border. The capability of gathering information in different languages through interpreters and document translations is a business necessity for CBP. Most importantly, timeliness and accuracy of information is critical while gathering intelligence to prevent potential acts of terrorism.

The following are a few tips managers can use to ensure we have an efficient and effective LEP program:

Tips

- **Translate documents into other languages that are distributed to the general public.**
- **Develop familiarity with the demographics of local communities and languages spoken**
- **Have competent translators readily available and avoid translators who are family members of interviewees.**
- **Develop cultural competence through education and training at local universities.**
- **Develop a system to track, monitor and assess the translation and/or interpreting services provided.**
- **Develop a system to assess the effectiveness and efficiency of service provided.**
- **Seek advice from community stakeholders to ensure all translated materials reflects the message communicated to the target population.**
- **Periodically announce to the workforce the availability of on-call translation and interpreting services to CBP front-line employees.**

CBP personnel also engage LEP communities through community outreach efforts in public venues such as town hall meetings and the broadcast media. Our managers also meet with external stakeholders to develop a network of civil rights, immigrant rights organizations who provide valuable insight on accommodating persons of varying nationalities. Lastly, CBP personnel work tirelessly in duty stations throughout the world developing cultural and linguistic competency to meet our mission.

The following website http://www.lep.gov/demog_data.html provides additional information regarding the federal government's commitment to the nation's LEP population.

Giving Back to the Community

We are already one. But we imagine that we are not. And what we have to recover is our original unity. What we have to be is what we are.

– Thomas Merton, poet, social activist and student of religion (1915-1968).



Oftentimes, descriptions of a neighborhood or community create division and narrow its breadth to a common location or group of individuals with common histories, status and interests. However, for the sake of this reading, imagine a community without municipal boundaries and where your neighbor is different from you in many ways. Further, let's visualize the community simply described in the Merriam-Webster Dictionary as *society at large*.

Life experience, familial influence and varying ranges of social interaction sometimes create a comfort zone regarding our response to tolerating or accepting the diversity of society at large. Mahatma Gandhi, a legendary Indian political and spiritual leader (1869– 1948) is largely quoted as having said “you must be the change you want to see in the world.” When we embrace a new definition of community as *a unified body of individuals with both commonalities and differences*, the concept of being a catalyst for change can be more easily digested. So, if someone's response to diversity is blocking his or her investment in community, then here's a suggestion to encourage outreach and service that could help that individual prevail in that situation and more fully embrace their neighbor.

One way to spark such change is to explore and commit to one or more volunteer opportunities in your *community*. Numerous organizations are dedicated to matching your interests with community organizations who depend on volunteerism. For instance, if your interest is in preserving America's parks, campgrounds, certain museums and resource centers, you may review volunteer opportunities throughout the United States by using the search engine found at www.volunteer.gov. Related websites promoted by the federal government that assist your volunteer search also include www.serve.gov and www.allforgood.org. Others may “pledge to live united” by registering to support volunteer projects at www.liveunited.org. Its name couldn't be any clearer; www.VolunteerMatch.org is proud to report that it has matched over 5.5 million users with volunteer opportunities since 1998. And did you know that there is a federal agency dedicated to leading the national call to service? The website for the Corporation for National and Community Service, www.nationalservice.gov, announced that Americans devoted 8.1 billion hours to volunteering in 2010. We can improve and make the 2011 and 2012 statistics incredibly higher. If the leader in you would prefer to organize a volunteer effort, the representatives at www.mlkday.gov seem eager to assist those wanting to create their own service project such as starting a book/school supply drive; beautifying a neighborhood (doesn't have to be your own); teaching a child or adult to read and write; or training your neighbor for disaster preparedness, to name a few.

Photo Gallery



Folklorico dancers presented a colorful and energetic performance.



San Diego Folk dancers presented a cultural dance during the event.



L-R: Patricia Aveitia, Rodolfo Maldonado, Chris Ryan, Clayton Thomas, and Hector Maese



L-R: Esther Esparza, Clayton Thomas, Hector Maese, Patricia Aveitia, Rodolfo Maldonado, and Kristy Montes



Chief Carlos R. Maldonado, Laredo Police Department



L-R: Gene Garza, Jr., Carlos R. Maldonado, Troy Meridith, and John C. Esquivel



Attendees at the CBP San Diego celebration for National Hispanic Heritage Month.

Diversity Events Calendar

September-2011

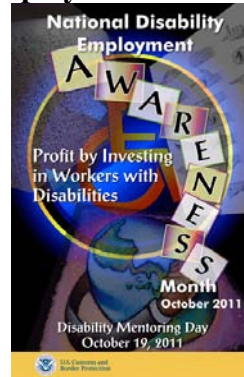
National Hispanic Heritage Month (Sept. 15-Oct. 15)



October-2011

Disability Mentoring Day (Oct. 19)

National Disability Employment Awareness Month (Oct. 1-31)



German American Day (Oct. 6)

Italian American Heritage Month (Oct. 1-31)

Polish American Heritage Month (Oct. 1-31)

October is...



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For suggestions, ideas and questions about the e-Newsletter please send a message to EEOSuggestionBox@cbp.dhs.gov.

