



*Office of Equal Opportunity and
Diversity Management*


*Quarterly Report
Second Quarter FY 2006
January through March*

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Introduction



As part of the Office of Equal Opportunity and Diversity Management's (OEODM) efforts to keep NIH Senior Management informed about recent changes and updates in NIH's EEO policies, programs, activities and complaint statistics, we have initiated Quarterly Reports. These reports highlight the past quarter's significant EEO and Diversity activities and provide current data on NIH's EEO complaints.

Lawrence N. Self, Director, OEODM

OEODM Staff Retreat



During the week of March 13, 2006, the OEODM staff attended a 2-day, off-site retreat designed to focus on maximizing respect in the workplace, improving communication, building effective work groups, and enhancing job performance and customer service. Led by professional facilitators, the retreat featured classroom instruction combined with group discussion and interaction. A formal report has been provided to management from the facilitators and their recommendations which include suggested small group follow-up sessions are under consideration.

OEODM CUSTOMER SERVICE SURVEY

Since its inception on February 14, 2005, users of OEODM services have continued to use the on-line OEODM Customer Service Survey to report their level of customer satisfaction with the treatment and quality of service they have received from OEODM staff members. During the 2nd quarter, responses to the questionnaire from NIH staff as well as from members of the public reflect a high degree of overall satisfaction with the level of OEODM services.

Service Dimension Description

Average Rating

- | | | |
|-------------------------|--|-----|
| • Responsiveness | (1 = poor, 4 = excellent) | 3.0 |
| • Courtesy | (1 = poor, 4 = excellent) | 3.0 |
| • Follow-Up | (1 = poor, 4 = excellent) | 3.0 |
| • Knowledge/Helpfulness | (1 = poor, 4 = excellent) | 3.0 |
| • Overall Satisfaction | 1 = very unsatisfied, 6 = extremely satisfied) | 4.3 |

Complaint Activity

Pre-complaints

	FY 2005 1 st & 2 nd Qtr	FY 2006 1 st & 2 nd Qtr	Difference /Percent Change
As of March 31st			
Total pre-complaints closed	46	43	-3
Election of Counseling	28 (61%)	27 (63%)	-2 (-4%)
Election of ADR	18 (48%)	16 (37%)	-2 (-11%)

Formal Complaints

	FY 2005 1 st & 2 nd Qtr	FY 2006 1 st & 2 nd Qtr	Change
As of March 31st			
Total number of cases filed	25	19	-6
Total inventory of cases at the end of the year.	66	59	-7
Findings of discrimination	3	0	-2

Complaint Activity

Most Frequently Raised Bases *

FY 2005 1 st & 2 nd Qtr	%	FY 2006 1 st & 2 nd Qtr	%
Race	88	Race	100
Reprisal	48	Reprisal	53
Age	28	Sex	48
Sex	20	Age	48

* A basis is the prohibited factor (e.g. race, sex, etc.) alleged in the complaint. Percentages exceed 100% due to the filing on multiple bases.

Complaint Activity

Most Frequently Raised Issues*

FY 2005 1 st & 2 ND Qtr	%	FY 2006 1 st & 2 nd Qtr	%
Harassment (non-sexual)	36	Harassment (non-sexual)	74
Evaluation/Appraisal	20	Assignment of Duties	53
Terms/Conditions of Employment	20	Time and Attendance	37
Promotion	16	Awards	32

* An issue is the employment matter (e.g. non-selection, etc.) alleged in the complaint. Percentages exceed 100% due to the filing on multiple bases.

Complaint Activity

Performance Progress

Measures	FY 05 1 st & 2 nd Qtr	FY 06 1 st & 2 nd Qtr	Difference
Percentage of the number of precomplaints v. the work force	0.3% (46/18,029)	0.2% (43/18,083)	-0.1%
The % of pre-complaints processed beyond 90 time period (#/completed counseling)	15% (7/46 cases)	5% (2/43 cases)	-10%
The election of ADR during the pre-complaint stage	39% (18/46 cases)	37% (16/43 cases)	-2%
The ADR settlement rate (includes settlements and withdrawals) during the precomplaint stage	22% (4/18 cases)	19% (3/16 cases)	-3%
The Counseling resolution rate (including settlements and withdrawal)	50% (14/28 cases)	40% (11/29 cases)	-10%
Average processing days for ADR	80	69	-11
Average processing days for counseling	56	36	-20
Monetary Settlement Cost (including Lump Sum Payment and Attorney fees)	\$65,000 (1 case)	\$577,062 (4 cases)	+\$512,062



Significant Programmatic/Administrative Matters

CONSULTATION AND COORDINATION WITH THE ICS

- OEODM IC EEO Specialists, Branch Chiefs and Division Directors have served on 120 search committees, QRBs, tenure and/or promotion review panels and provided 78 other consultations. These ranged from providing advice during IC program office meetings, attending IC Senior Staff meetings and briefings to addressing IC training needs.
- The IC EEO Specialists addressed 81 employee issues/concerns, of which 52 were resolved without becoming EEO complaints. The issues presented ranged from concerns about training and time/attendance to complaints of hostile work environment and harassment.

OUTREACH AND RECRUITMENT ACTIVITIES

- To further the OEODM's Target of Opportunities Program, OEODM staff members and the Assistant Director for Referral and Liaison, National Institute of General Medical Sciences, gave a presentation to students and faculty at Baltimore Polytechnic Institute on opportunities for conducting research with NIH-funded investigators at laboratories within local colleges/universities. Information was also provided on the Research Supplements to Promote Diversity of the research workforce for the purpose of recruiting students at various levels from underrepresented and disadvantaged backgrounds.



Significant Programmatic/Administrative Matters

- OEODM staff also followed-up with the Science Coordinator for Puerto Rico's Department of Education to discuss ways to generate more interest for NIH-funded investigators at surrounding colleges/universities. To enhance the level of program participation, OEODM staff will continue to build on strategies for promoting diversity in health related research.
- The Hispanic Employment Program Manager conducted outreach and recruitment at the National Hispanic Medical Association by referring persons for 25 NIH vacancies. Additionally the availability of internships offered by the NIH Summer Internship Program, the Hispanic Association of Colleges and Universities, and the Washington Internships for Native American Students were also discussed.
- The Black Employment Program Manager exhibited at the American College of Nurse Practitioners Conference by distributing information on current employment opportunities, as well as talking to candidates about grant and training opportunities, resulting in the referral of 8 candidates for possible NIH employment.



Significant Programmatic/Administrative Matters

SPECIAL EMPHASIS PROGRAM ACTIVITIES

- The NIH annual observances of the Martin Luther King Jr. Commemorative Program, the Black History Month Program, and the Women's History Month Program were successfully conducted during the quarter.
- All Special Emphasis Program Advisory Groups have been briefed on the provisions and requirements of the NIH MD-715 Report.
- The Chief of the OEODM Outreach and Recruitment Branch and the Black Employment Program Manager received a significant recognition award from the International Public Management Association for Human Resources, Montgomery County Maryland Chapter for outstanding commitment and achievement in working closely with the NIH to promote public service.



Significant Programmatic/Administrative Matters

TRAINING FOR MANAGERS, SUPERVISORS AND EMPLOYEES

During the quarter, OEODM provided several training sessions for NIH employees. These included:

- **Section 508 Training**
HHS required training for supervisors regarding accessibility of electronic and information technology for people with disabilities, employees and members of the public alike.
- **Review and Update in EEO Laws and Policies**
EEOC required training for all NIH managers and supervisors that focuses on the laws, policies and regulations governing the EEO Program.
- **Barrier Analysis**
Training in identifying barriers in agency policies, procedures and practices that limit employment opportunities for members of a particular race, gender, ethnic background, or disability status.
- **EEO Counselor Training**
A refresher course for all OEODM staff and designated EEO Counselors.



Significant Programmatic/Administrative Matters

- **Diversity Awareness**

Two separate modules on diversity management principles and practices were provided to all NIBIB staff.

- **Personnel Regulations**

Training for OEODM staff in policy, rules and regulations relating to conduct and leave for NIH employees.



Significant Programmatic/Administrative Matters

DEVELOPMENT OF DRAFT POLICY REGARDING THE CODING OF NEW EMPLOYEES FOR OFFICIAL DATA COLLECTION PURPOSES

Background

Federal employees are requested to voluntarily identify their race, national origin and disability status by selecting a code that best describes them. Their selections are then entered into the agency's database with restrictions governing reliability. Occasionally, new employees may refuse to complete the data collection forms and selection of data codes may be made in their behalf, based on a visual observation. This process raises the question of data accuracy.

Resolution

A policy statement is under development that will allow the Director, OEODM or designee, to meet and discuss the data collection process, its value for affirmative employment planning purposes, etc., directly with the employee to try to obtain his/her selection of data codes rather than continuing to rely solely on visual observation.



NIH Workforce Compared to the CLF
