

UNITED STATES COAST GUARD

Civil Rights Program Accomplishments 2012



The Civil Rights Directorate

7/1/2012

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Overview of the Civil Rights Directorate

Background

The Civil Rights Directorate (CRD) conducts activities based on civil rights and Equal Employment Opportunity (EEO) protections established by Executive Orders, Public Law, Federal regulations, Presidential Proclamations and orders, and Supreme Court decisions. For example, the Civil Rights Act of 1964, Public Law 88-352, outlawed racial segregation in schools, public places, and employment. Specific to employment, the Act delineated that it is the policy of the Government of the United States to provide equal opportunity in employment for all persons; to prohibit discrimination in employment because of race, color, religion, sex, national origin, age, or handicap; and to promote the full realization of equal employment opportunity through a continuing affirmative program in each agency. In ensuing years, additional bases and protections were added, such as those for older workers and people with disabilities. These mandates apply to all Federal employees, and provide the basis for the laws enforced and the programs conducted by the CRD.

CRD's Vision

A discrimination-free workplace where every employee and applicant of the Coast Guard has the opportunity to reach his or her full potential, and believes it is possible to do so without regard to race, color, religion, sex (including pregnancy), national origin, age, disability, genetic information, sexual orientation, marital status, or reprisal for prior participation in Equal Employment Opportunity (EEO)/Equal Opportunity (EO) activity.

CRD's Mission

To maximize Coast Guard's overall mission effectiveness by leading programs and facilitating practices which foster a discrimination-free workplace.

Key: Commanding Officers/Officers in Charge, Management Officials and Supervisors (CO/OIC: singular and plural).

Overview of the Civil Rights Directorate

5 Civil Rights Directorate's Goals and Agents

	Coast Guard will:	Civil Rights Directorate Role	Commanding Officer/Officer In Charge
1)	Lead	CRD conducts activities to assist and support Coast Guard Commanding Officers/Officers in Charge (CO/OIC) to foster civil rights leadership.	Command leadership is ultimately responsible for the Coast Guard's civil rights outcomes.
2)	Adopt Strategies	CRD facilitates CO/OIC in their efforts to integrate civil rights into the Coast Guard's strategic mission.	Command leadership communicates, through words and actions, the importance of civil rights to mission effectiveness.
3)	Hold All Accountable	CRD conducts activities which uphold CO/OIC accountability for civil rights.	All managers and supervisors are responsible for the successful implementation of civil rights programs.
4)	Prevent	CRD conducts activities and develops tools to assist and support Coast Guard's CO/OIC.	CO/OIC proactively prevent unlawful discrimination.
5)	Efficiently, Fairly, and Impartially Enforce Non-discrimination Laws	CRD identifies and implements efficient practices, aimed at promoting equal opportunity for all.	Command leadership embraces opportunities to resolve matters quickly and equitably, at the level closest to the issue or conflict.

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CRD is dedicated to a discrimination-free workplace. In recent years, CRD has reorganized and modernized the civil rights program into a full-time operation performed by a highly competent, trained, and diverse workforce proficient in the laws and other guidance applicable to workplace equity.

This report represents the state of CRD conducted and facilitated activities which ensure non-discrimination in the Coast Guard workforce for all military and civilian employees and applicants. To ensure quality of service and compliance, forty-eight members of the CRD workforce, who provide EEO counseling, are subject to mandatory training requirements. Since CRD centralized in 2009, it has maintained 100% compliance with the mandatory training requirements for this group (EEO Counselors). During FY 2012, Coast Guard established a fourth region to even better serve the workforce.

CRD Administered Activities and Programs:

1. Manage CG EEO/EO discrimination complaint resolution process.
2. Provide counseling and investigate employment discrimination complaints within prescribed (statutory) timeframes.
3. Produce 14 annual compliance reports in a timely manner, primarily for the Department of Homeland Security (DHS), the Equal Employment Opportunity Commission (EEOC), and OPM.
4. Provide technical support to the Commandant on final agency decisions for military complaints.
5. Provide technical support to the Secretary of the Department of Homeland Security (DHS) on the acceptance or dismissal of all employment discrimination complaints.
6. Encourage and facilitate Alternative Dispute Resolution (ADR).
7. Manage the Coast Guard external Civil Rights Program, which under Title IV of the Civil Rights Act, ensures non-discrimination practices among entities which conduct programs for the Service (grant recipients).
8. Administer Anti-Harassment and Hate Incident Procedures: CRD assists CO/OIC in complying with the DHS and the Coast Guard anti-harassment policies, which ensure that harassment complaints are addressed promptly, and that corrective action ensues, when it occurs.
9. Manage Reasonable Accommodation Process: CRD administers the reasonable accommodation program and provides guidance on requesting and responding to requests for reasonable accommodation by members or applicants for employment who have disabilities.

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10. Administer preventive programs such as:

- a. Training: CRD conducts mandatory Civil Rights Awareness (CRA) training for the entire Coast Guard workforce.
- b. EO Reviews: CRD makes itself available to conduct on-site visits, either as a preventive measure in response to a management official's request, in response to a social climate (external community) incident, or other concern.
- c. EEO policy development and promulgation: CRD ensures that new Federal employment discrimination guidance is codified appropriately into policy that is usable by the Coast Guard workforce.

11. Conduct affirmative and constructive programs such as:

- a. Community and educational partnerships: CRD conducts these programs, which boost recruitment efforts and ensure that the Coast Guard is reaching out to its future workforce.
- b. EO climate surveys: CRD assists commands in administering annual EO climate surveys, and in identifying appropriate follow-up actions.

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Complaints of Employment Discrimination

CRD processes 117 informal and 60 (on average) formal complaints of discrimination each year. The complaint process includes many steps, but the primary ones are intake, counseling, investigation, and final decision or hearing.

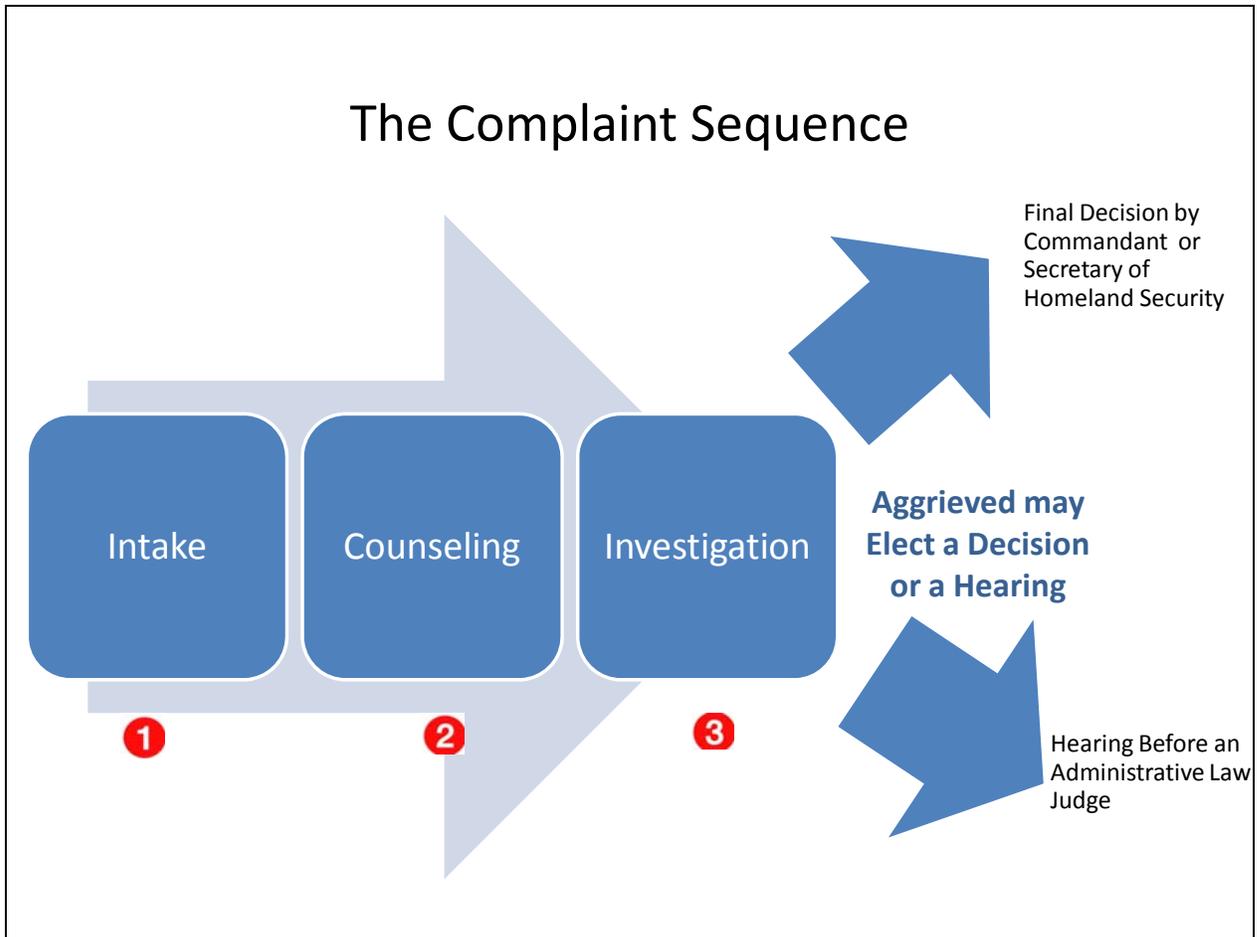


Figure 1: Stages in the Complaint Discrimination Process

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Complaints of Employment Discrimination (continued)

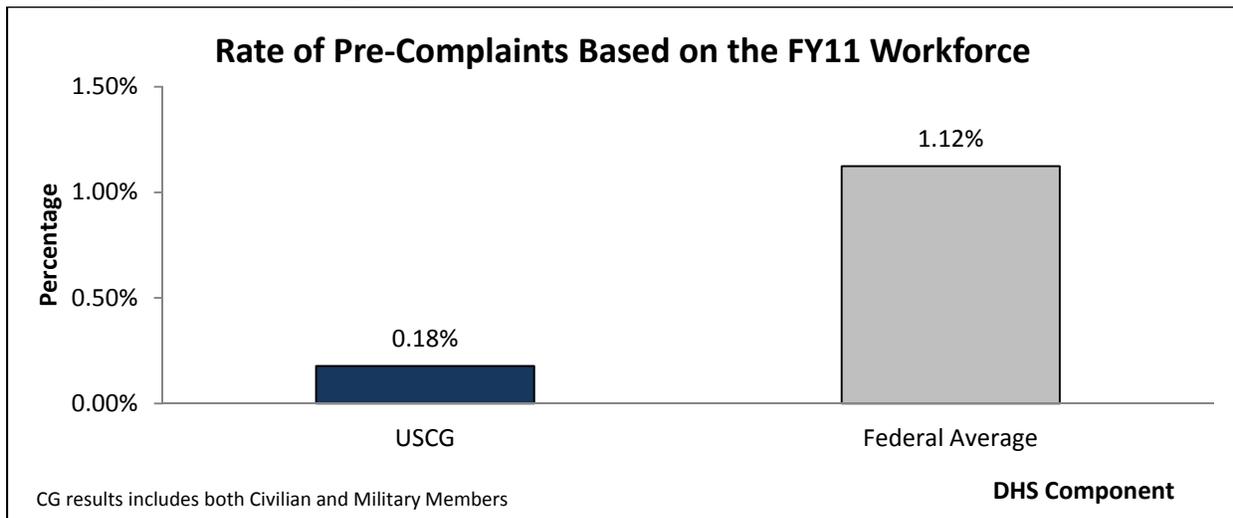


Figure 2: Rate of pre-complaints for USCG versus the Federal average during FY11

The Coast Guard pre-complaint or informal complaint rate for FY2011 is not only below the Federal average (Figure 2), but is also the lowest among all Department of Homeland Security (DHS) agencies. One of the ways Coast Guard maintains this low complaint rate is by ensuring that all CG members receive *in-person* Civil Rights Awareness (CRA) training so that the entire workforce is aware of their rights and responsibilities.

In addition, the Coast Guard's number of pre-complaints that advanced to the formal stage was low compared with other DHS agencies. Coast Guard's rate is also lower than the Federal average rate by 0.39 percent (Figure 3).

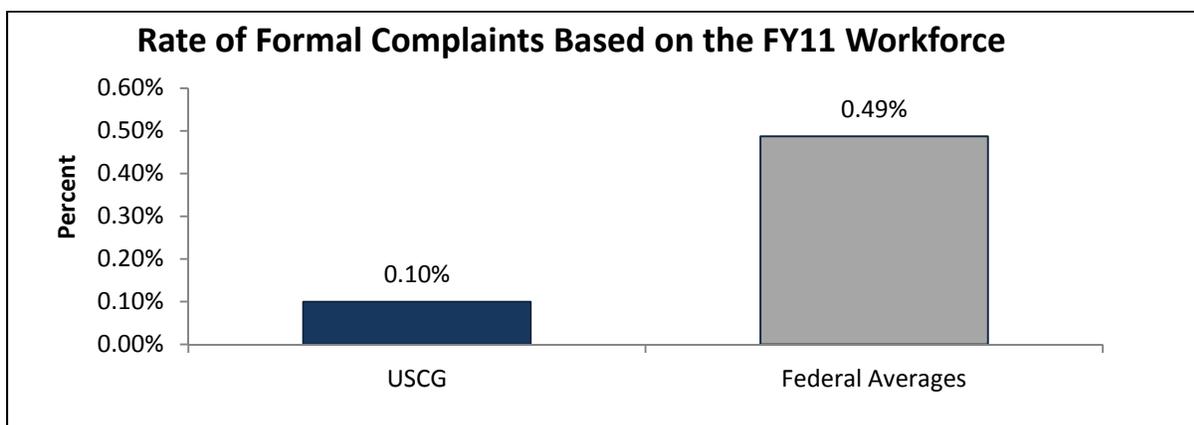


Figure 3: Rate of formal complaints for USCG versus the Federal average during FY11



Takeaway

CO/OIC must continue to ensure that their members receive all required CRA training. CG continues to lead in low complaint rates based on federal averages.

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Complaints of Employment Discrimination (continued)

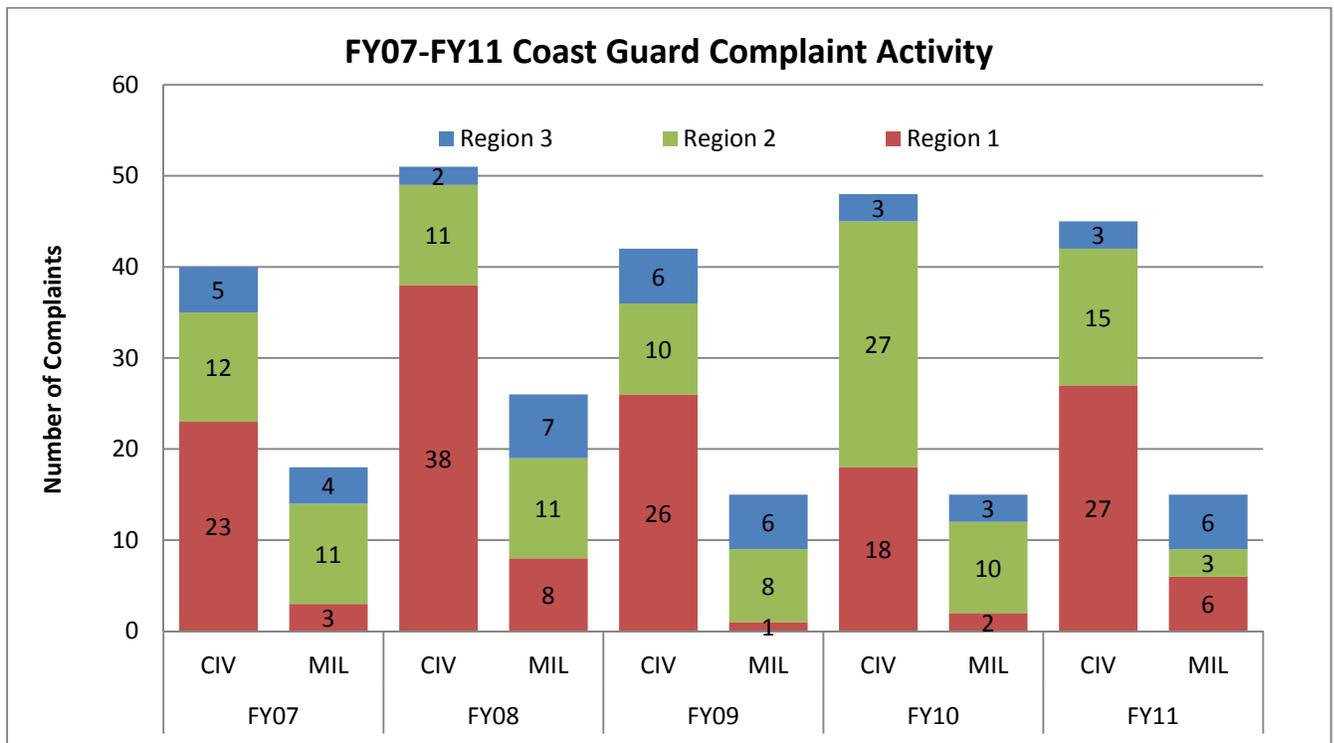


Figure 4: FY07-FY11 Snapshot of complaint activity



Takeaway

CO/OIC are CRD's customers. Claims arose in each region and zone by Civilian and Military members. Civil Rights Service Providers (CRSPs) are available to assist CO/OIC with attaining a model workplace environment. Coast Guard supports proactive over reactive measures to address complaint matters.

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Complaints of Employment Discrimination (continued)

Timeframes for civil rights counseling are prescribed by law. Coast Guard's adherence to time constraints is measured and monitored by both DHS and EEOC. The EEOC's measure of the total investigation timeframe includes both the internal logistics and the actual investigation. In FY2011, Coast Guard's average timeframe for processing formal complaints was 212 days (see Figure 5). For a historical breakdown of Coast Guard's average timeframe performance from FY06-FY11, see Figure 6. Coast Guard experienced a drastic improvement when it centralized and professionalized the civil rights program.

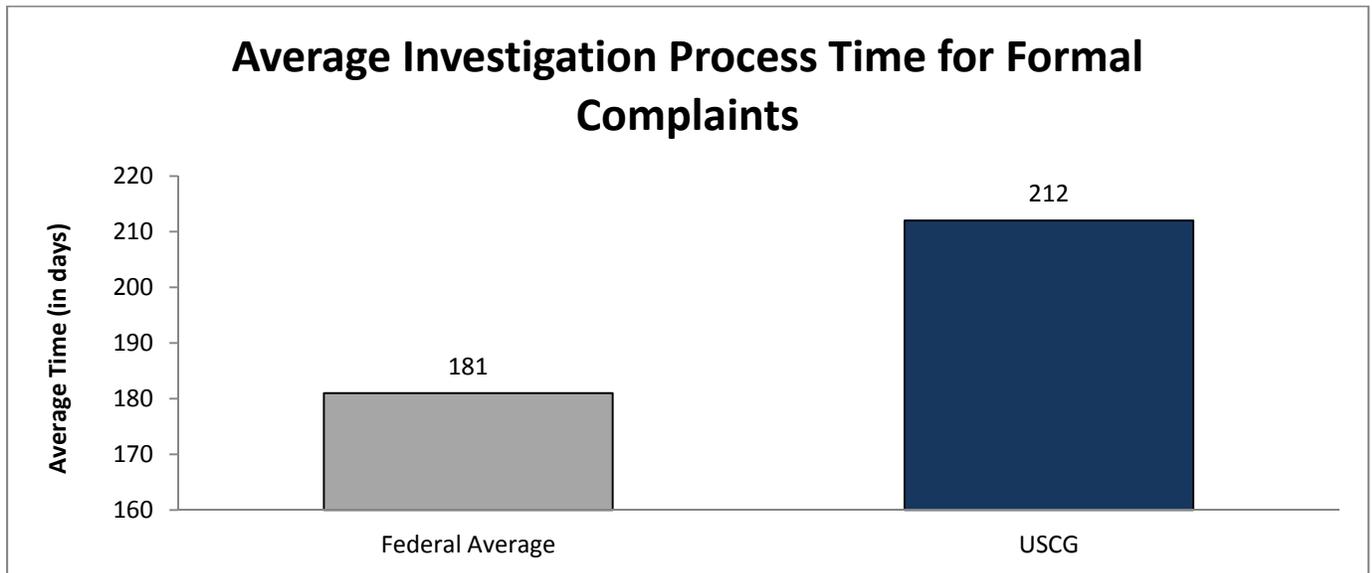


Figure 5: USCG average investigation processing time for formal complaints for FY11

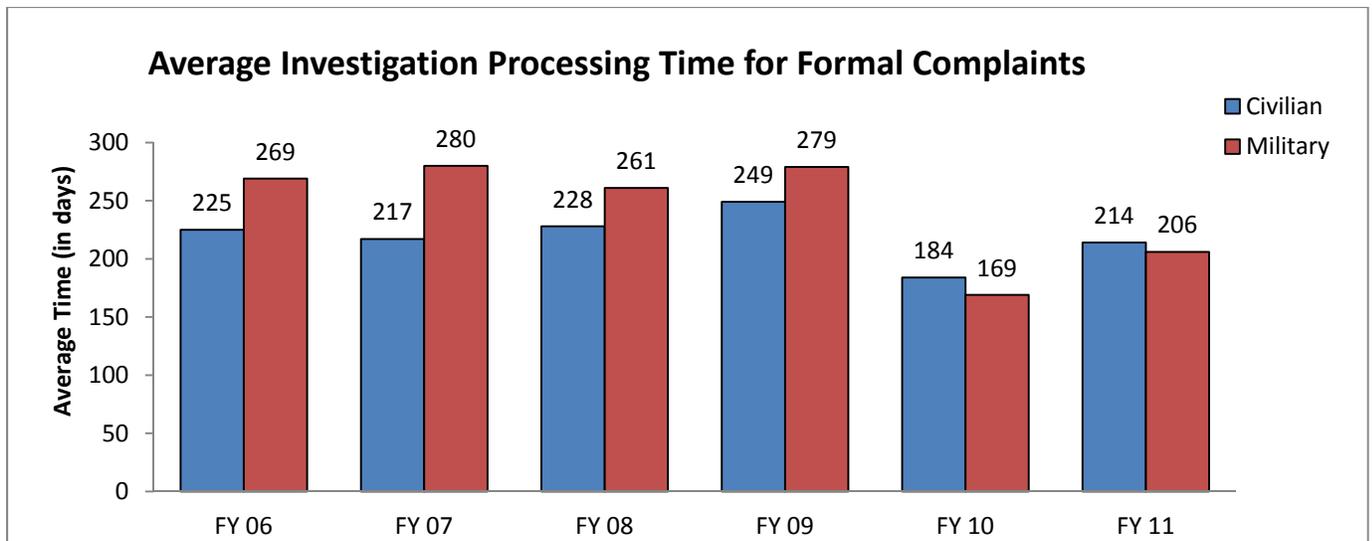


Figure 6: FY07-FY11 Snapshot of Coast Guard's average investigation processing time for formal complaints

In 2009, Coast Guard centralized and professionalized the civil rights program, and re-programmed military decisions to the Commandant rather than DHS.

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Complaints of Employment Discrimination (continued)

Figure 7 (below) compares Coast Guard’s performance in complaints investigations based on timeliness with the Federal average. CRD’s timeframes exceed the Federal benchmark by 16 percent, and are among the highest within DHS.

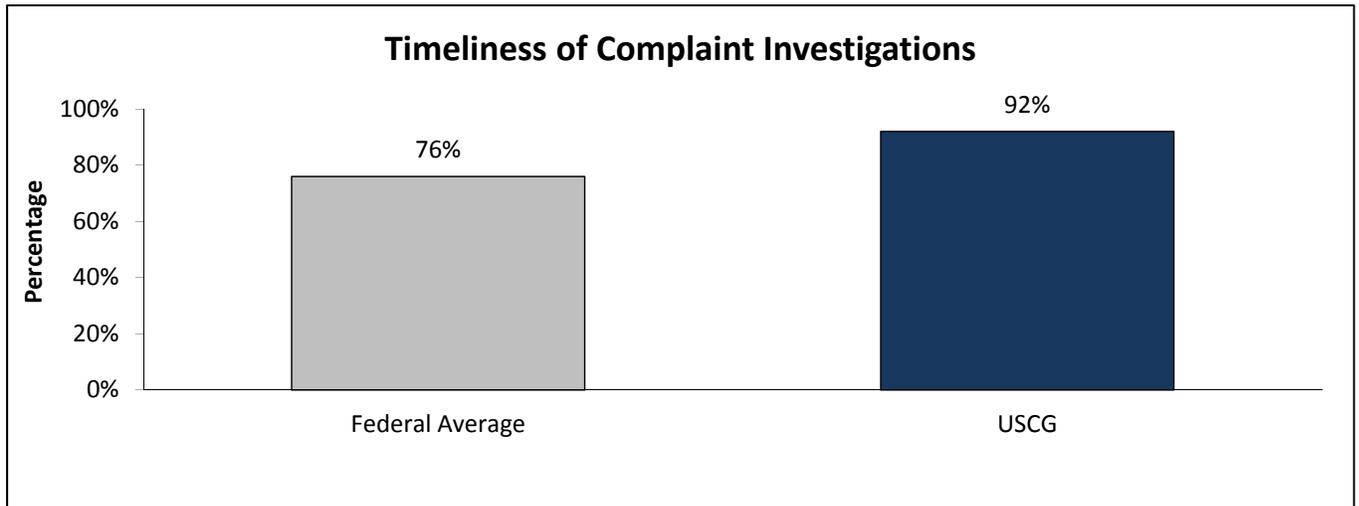


Figure 7: Timeliness of complaint investigations for USCG versus the Federal average during FY11



Takeaway

CO/OIC can help the Coast Guard improve civil rights performance by responding timely to requests from authorized investigators and CRSPs. The Coast Guard strives for first place, among other agencies, in the timely processing complaints of discrimination.

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Complaints of Employment Discrimination (continued)

Issues and Bases Raised in Coast Guard Complaints FY10-FY11

The most commonly cited issue for military complaints in 2011 was harassment based on sex/gender. For civilian complaints, harassment based on disability was the most prevalent. Military member complaints most frequently cited harassment based on sex/gender. Harassment based on disability was the most prevalent in the civilian complaints.

FY 2010			
MILITARY		CIVILIAN	
BASES	ISSUES	BASES	ISSUES
Race	Harassment	Reprisal	Harassment
Sex	Disciplinary Action	Race	Promotion/Non-Selection
Reprisal	Evaluation/Appraisal	Sex	Disciplinary Action
FY 2011			
MILITARY		CIVILIAN	
BASES	ISSUES	BASES	ISSUES
Sex	Harassment	Disability	Harassment
Reprisal	Evaluation/Appraisal	Age	Appointment/Hire
Race	Disciplinary Action	Race	Termination

Figure 8: FY10 and FY11 Most Frequently Cited Issues and Bases

Key

Green – Among the top 3 for 2 consecutive years

Red – Among the top 3 and in the same order for 2 consecutive years



Takeaway

CO/OIC can obtain assistance from their respective servicing CRSPs to analyze recurring issues and bases of complaints raised by their members in order to identify and address root causes.

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Alternative Dispute Resolution (ADR) or Mediation and Adjudication

CRD offers ADR to the aggrieved party throughout the life of the complaint in an attempt to resolve the matter. Figure 9 shows the rate of pre-complaints that were resolved early and did not result in a formal complaint. Pre-complaints that do not result in formal complaints are the result of either 1) a settlement between the parties, or 2) the aggrieved's decision not to pursue a formal complaint after receiving EEO/EO counseling. Coast Guard's informal resolution rate is high among DHS agencies, but still falls below the overall Federal average. This indicates that Coast Guard members are either failing to engage in ADR, or are under-reporting mediation outcomes.

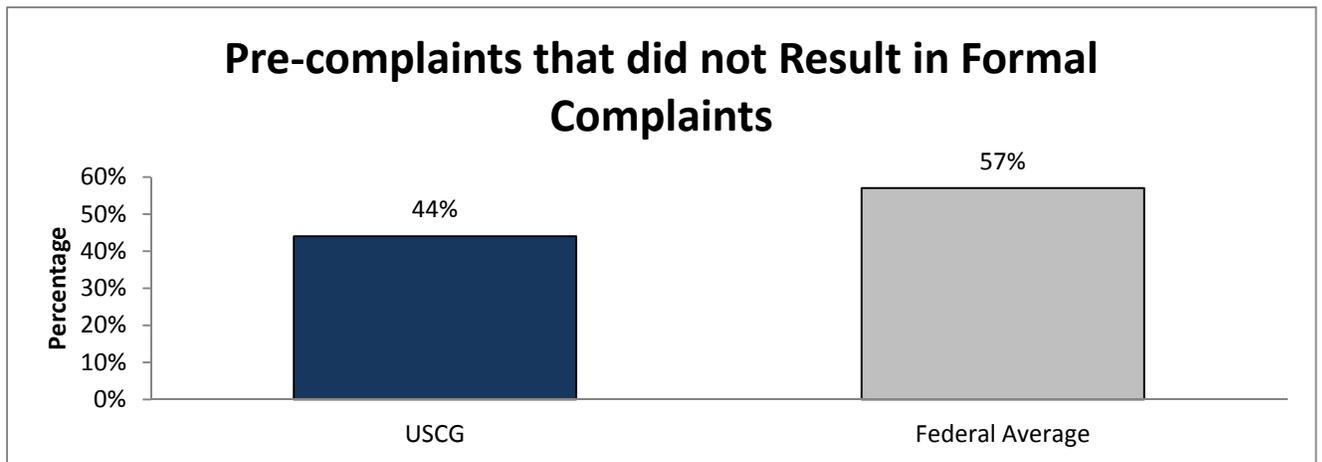


Figure 9: Resolution rates for USCG versus the Federal average during FY11

Coast Guard's pre-complaint resolution rate has fluctuated over the last six fiscal cycles, as illustrated by Figure 10 (below). This fluctuation from a 31 percent low to a 67 percent high suggests an opportunity for more consistent participation in mediation.

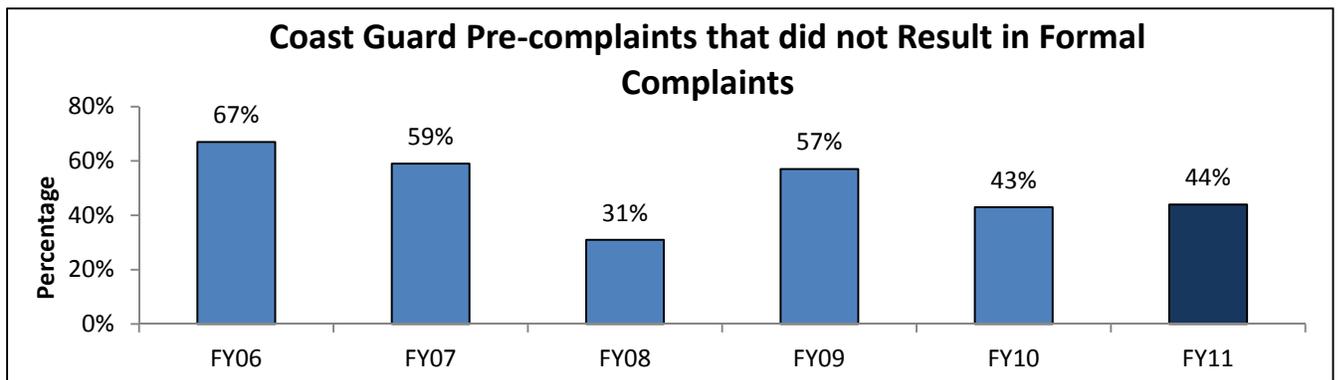


Figure 10: FY07-FY11 Snapshot of Coast Guard's pre-complaint resolution rates



Takeaway

CO/OIC should always consider Alternative Dispute Resolution (ADR) or mediation early in the complaint process and avoid costly litigation, damaged relationships, and years of revisiting the action that gave rise to the complaint.

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Affirmative, Constructive, and Preventive Programs

MD 715 Report - The EEOC MD-715 Report (Equal Employment Opportunity Commission Management Directive 715 Federal Agency Annual EEO Program Status Report) contains 126 separate Performance Measures that, together, gauge agency achievement with six “Essential Elements of Model EEO Programs”. For the third year in a row, the Coast Guard satisfied 100% of the measures necessary to be considered a Model EEO Program (see Figure 11 below).

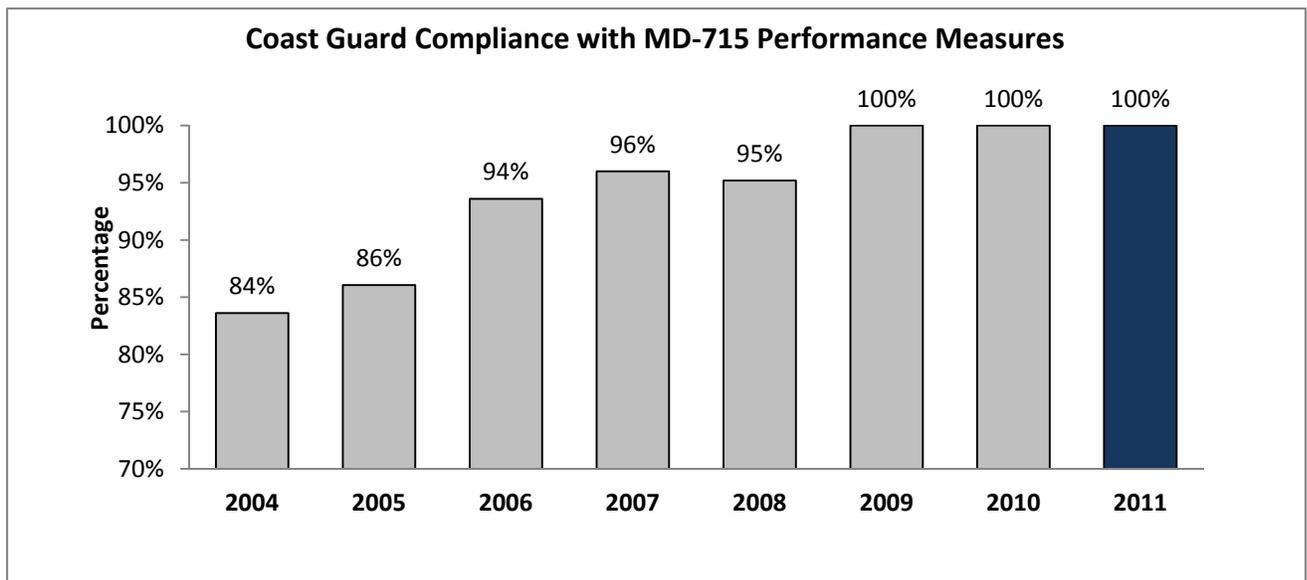


Figure 11: FY04-FY11 Snapshot of Coast Guard Compliance with MD-715 Performance Measures



Takeaway

MD-715: CG has met 100% of the requirements to be considered a “Model EEO Program”.

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Affirmative, Constructive, and Preventive Programs (continued)

MD 715 Report – Hiring, recruitment, and retention programs are under the authority of the Human Resources Directorate. These efforts within USCG are evaluated regularly by CG-1 in partnership with CRD and an inter-agency working group. The Coast Guard civilian workforce is predominantly White and predominantly male. Smaller subgroups such as Native Hawaiian/Other Pacific Islander and American Indian/Alaska Native have relatively low membership, so changes involving just a few individuals can greatly impact their overall percentages.

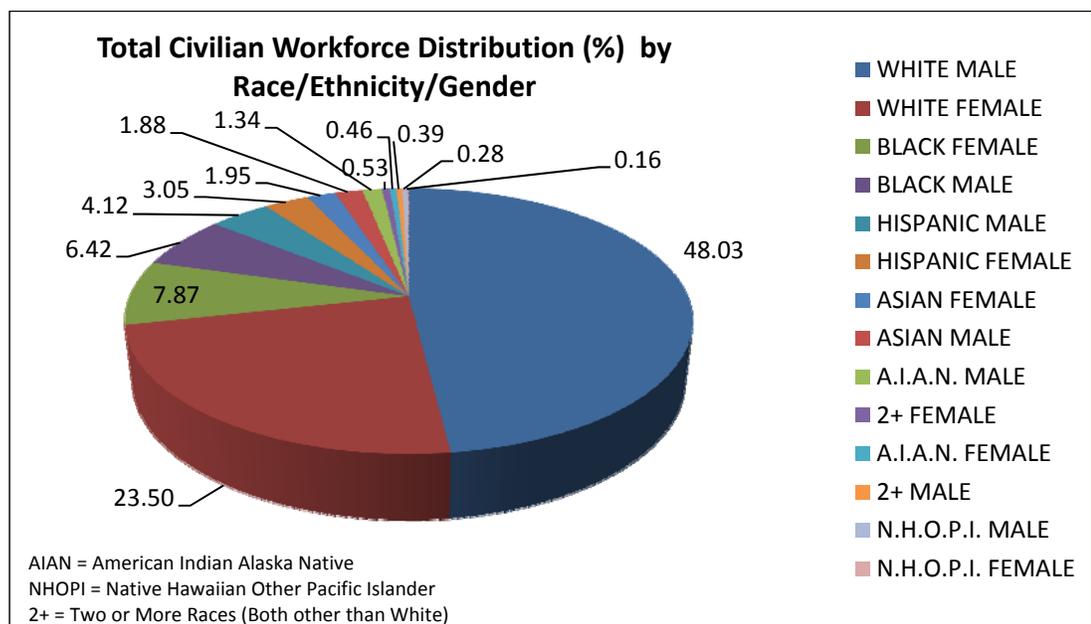


Figure 12: Total civil workforce distribution (%) by race, ethnicity, and gender

The Coast Guard civilian workforce is about 10% more male and 10% less female than the Civilian Labor Force. Trend shows an increasing percentage of males at rate of 0.9% per year, but has tapered off over the past 5 years.

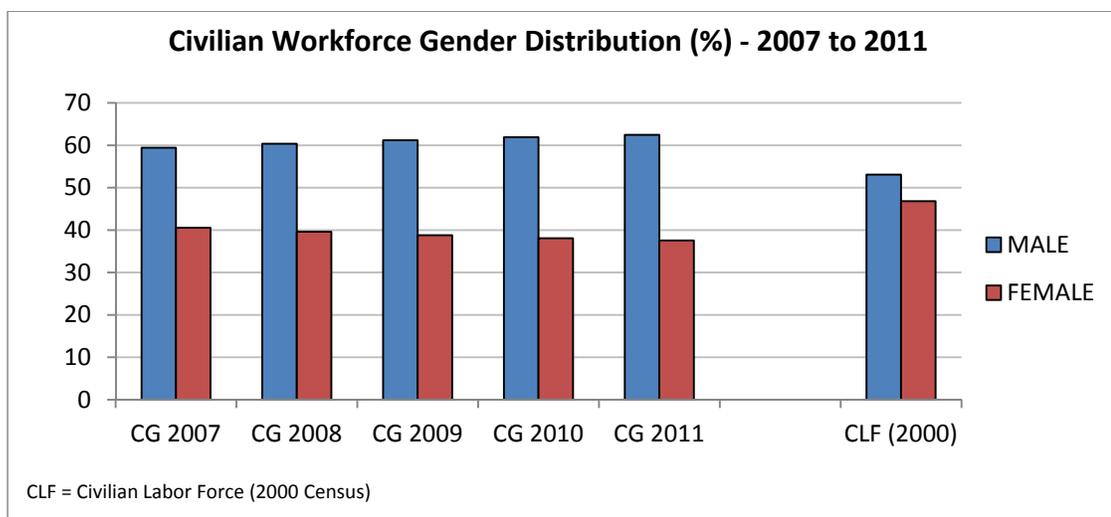


Figure 13: Snapshot of civilian workforce gender distribution (%) from FY07-FY11

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

MD 715 Report - CG civilian workforce has roughly 2% more Black Males and Black Females than the Civilian Labor Force. Three-year trend shows steady increase in percentage of Black Males.

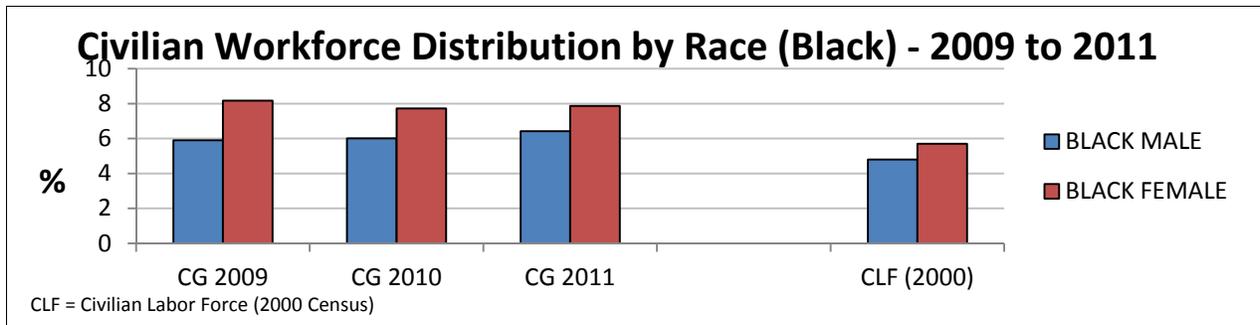


Figure 14: FY09-FY11 Snapshot of the civilian workforce distribution by race (Black)

CG civilian workforce has slightly more Asian Females than the Civilian Labor Force, and the trend is increasing. Percentage of Asian Males is about the same as the Civilian Labor Force.

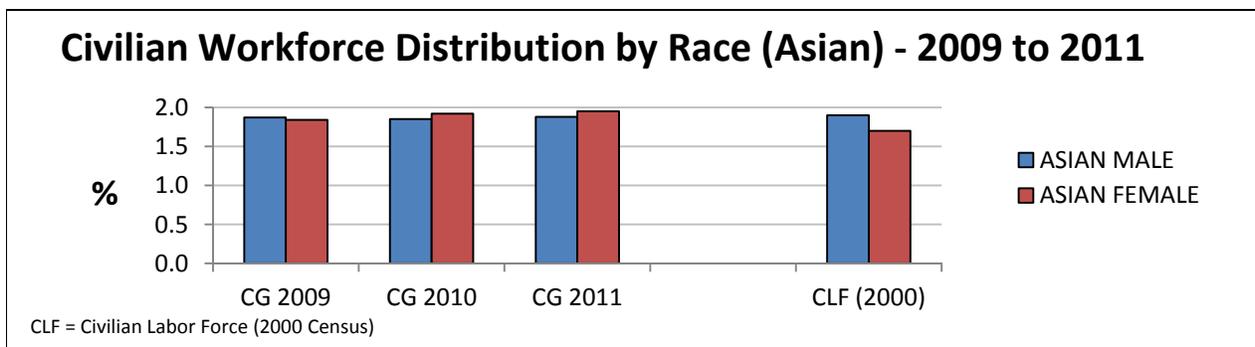


Figure 15a: FY09-FY11 Snapshot of civilian workforce distribution by race (Asian)

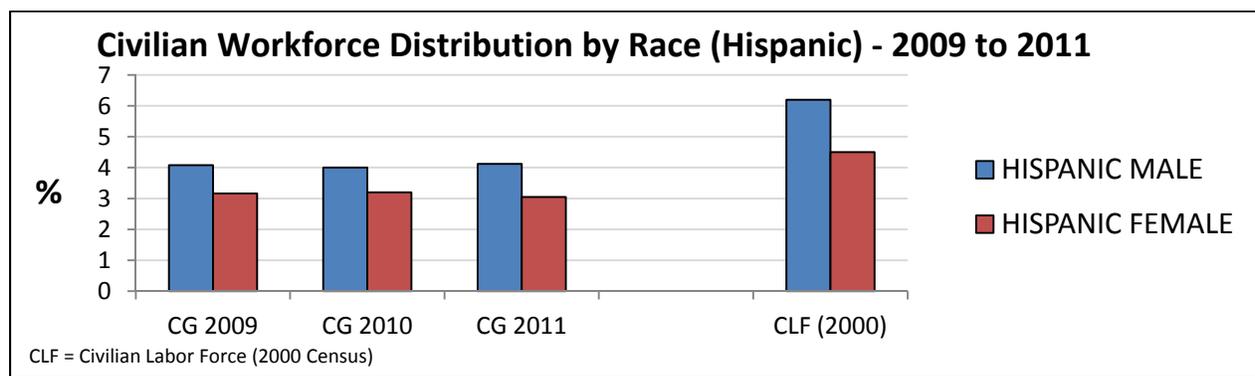


Figure 15b: FY09-FY11 Snapshot of civilian workforce distribution by race (Hispanic)

The Coast Guard civilian workforce has 33% lower representation of both Hispanic Males and Hispanic Females, compared to the Civilian Labor Force. The trends for both have been relatively stable for the past three years.

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

MD 715 Report - Growth in percentage of People with Disabilities (PWD) and Individuals With Targeted Disabilities (IWTD) from 2009 to 2010 was primarily due to efforts by civilian human resources to resurvey the workforce and encourage voluntary self-identification. The Federal goal for IWTD employment is 2% of the workforce. The Federal average is 0.88%.

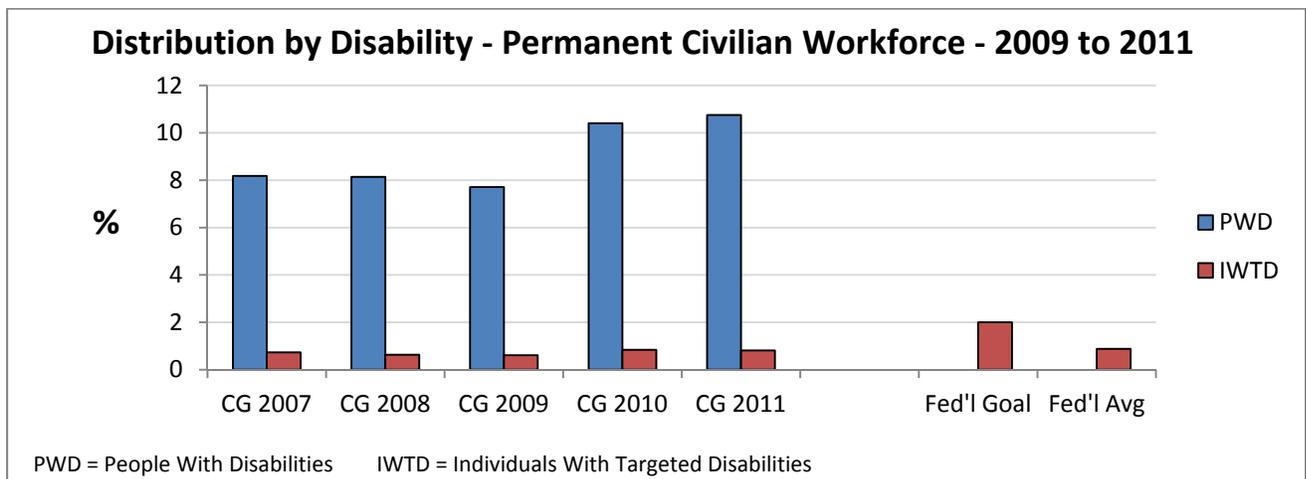


Figure 16: FY09-FY11 Snapshot of distribution by disability for the permanent civilian workforce

Coast Guard employment of Individuals with Targeted Disabilities outpaces other Armed Services, but is short of the Federal average.

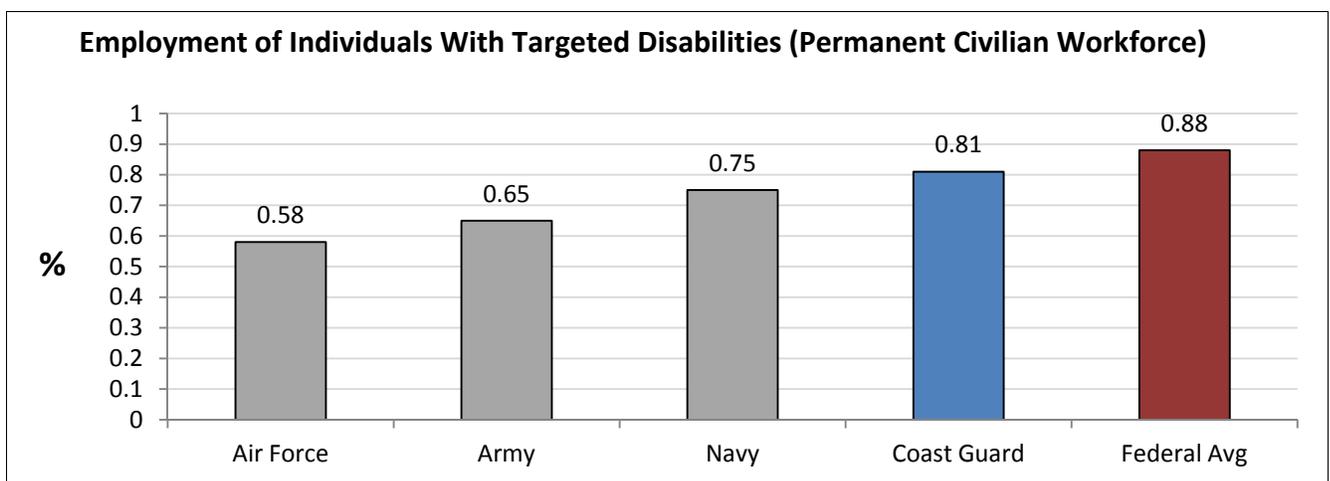


Figure 17: Employment of individuals with targeted disabilities in the permanent civilian workforce

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

MD 715 Report -Coast Guard employment of Individuals with Targeted Disabilities is favorable compared to other DHS components, but is short of the Federal average.

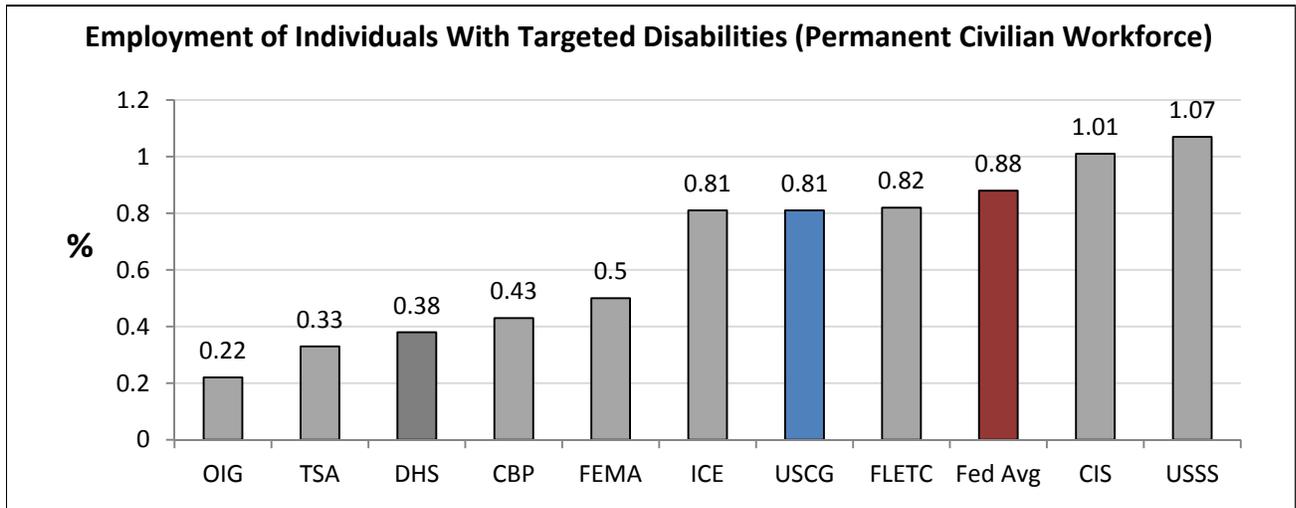


Figure 18: Employment of individuals with targeted disabilities in the permanent civilian workforce

Compared to the Relevant Civilian Labor Force, Coast Guard has a larger percentage of White Males and Black Males in management positions.

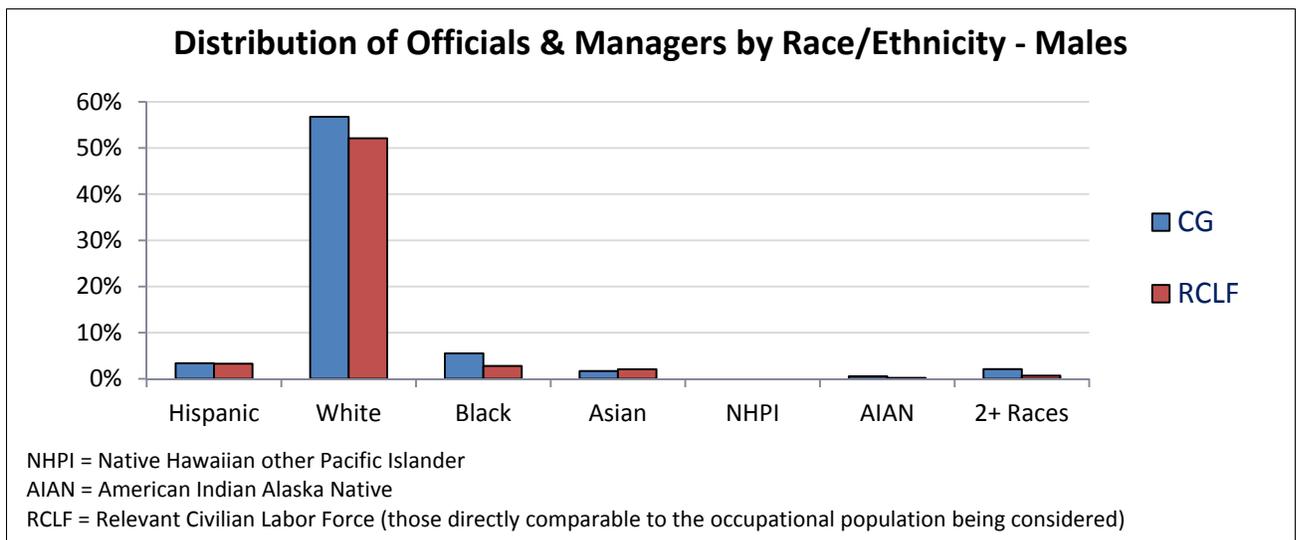


Figure 19: Distribution of officials and managers by race/ethnicity - Males

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Affirmative, Constructive, and Preventive Programs (continued)

MD 715 Report - Compared to the Relevant Civilian Labor Force, the Coast Guard has a larger percentage of Black Females in management positions, but a significantly lower percentage of White Females in management positions.

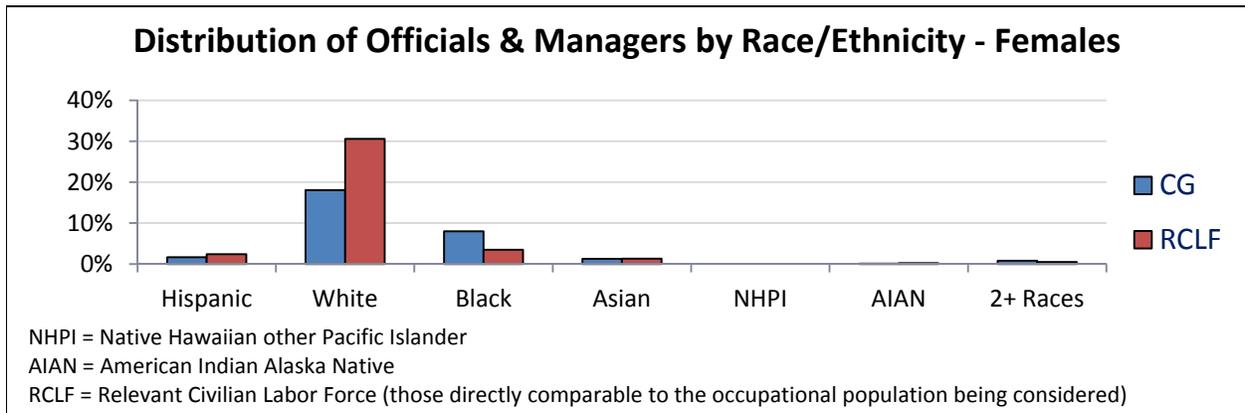


Figure 20: Distribution of officials and managers by race/ethnicity - Females

Participation by civilian Females is lower than the Relevant Civilian Labor Force in every major occupational category, primarily due to the large percentage of Males in the civilian workforce. A disproportionately large percentage of Females are in the occupational category “Administrative Support”.

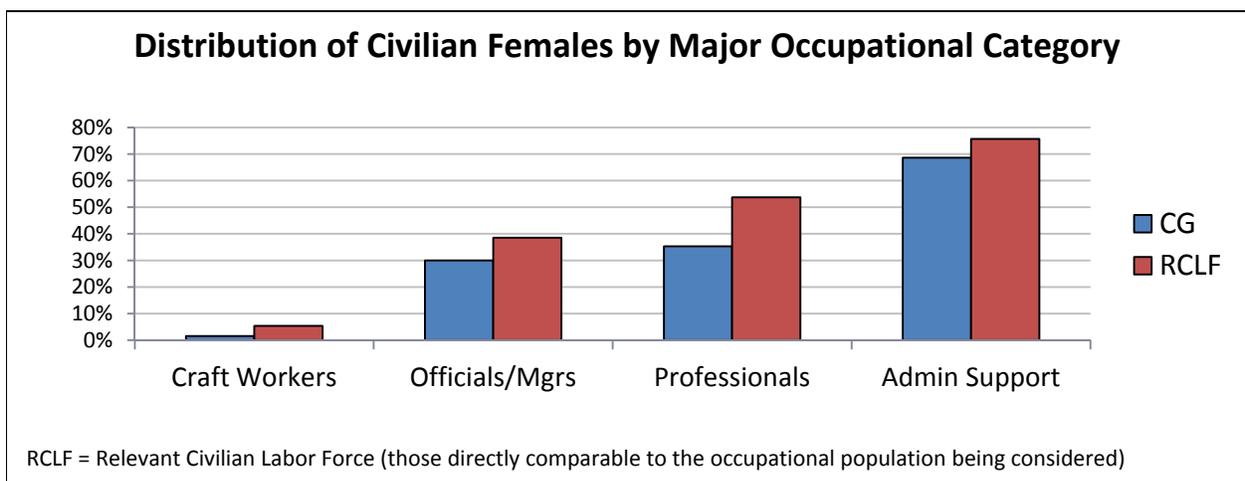


Figure 21: Distribution of civilian females by major occupational category

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

MD 715 Report - Participation by civilian Males is higher than the Relevant Civilian Labor Force in every major occupational category, primarily due to the large percentage of Males in the civilian workforce. A disproportionately large percentage of Males are in the occupational category “Professionals”.

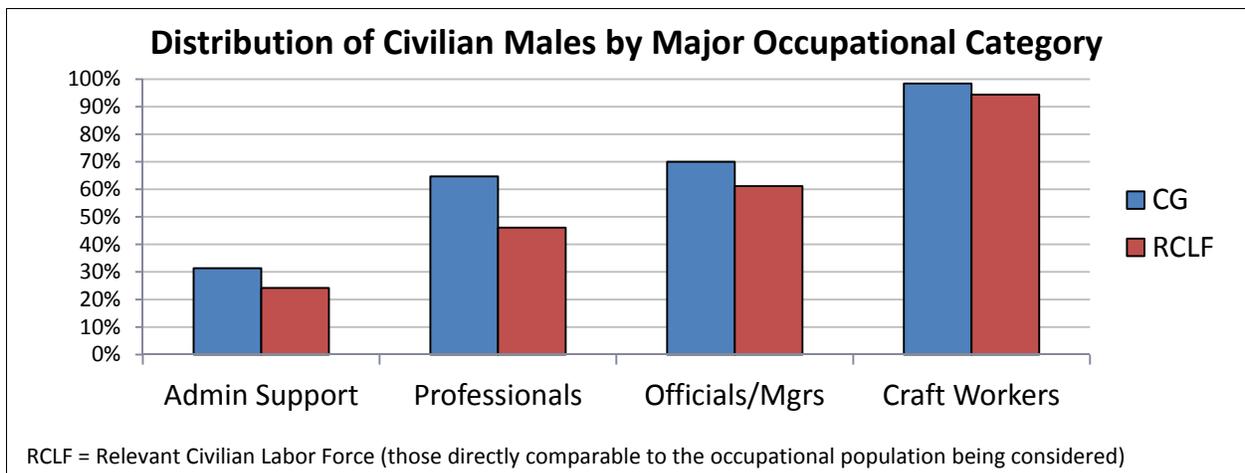


Figure 22: Distribution of civilian males by major occupational category

A distribution of Males and Females illustrates that Females clustered at lower grades (GS-3 thru GS-10), while Males clustered at higher grades (GS-11 thru SES).

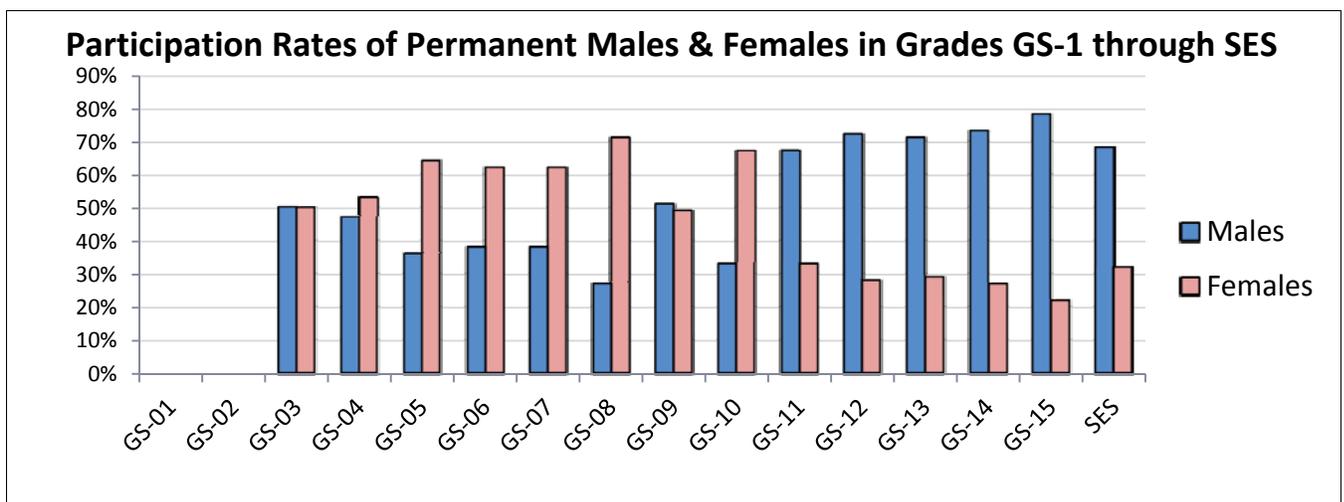


Figure 23: Participation rates of permanent males and females in grades GS-1 through SES



Takeaway

MD 715: CO/OIC are responsible for the MD 715 program and its intended goal and objectives. The CRD staff is available to assist commands with establishing plans and activities that would enable the CG to achieve a model workplace.

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

Coast Guard Partnership in Education (PIE) Program - The CG PIE program initiated a formal registration process in FY11. Prior to that time, unit PIE Coordinators were encouraged to submit quarterly reports and the number of units with PIE programs was determined by these submissions. Anecdotal information reveals that many units with active programs did not submit routine reports, and thus were not captured. CRD has taken steps to address this issue by initiating a formal nationwide registration process, and Coast Guard now counts 125 units with official PIE programs, up from 55 last year (a 127 percent increase).

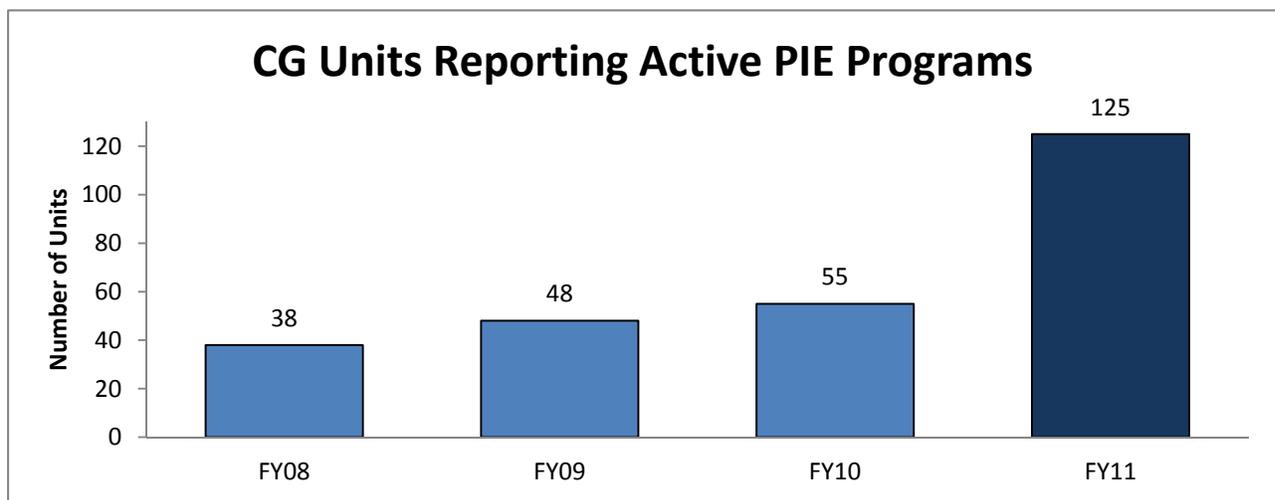


Figure 24: FY08-FY11 Snapshot of Coast Guard units reporting active Partnership in Education (PIE) programs



Takeaway

PIE: Encourage units to formally register their education partnerships with CRD.

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

Defense Equal Opportunity Management Institute (DEOMI) Organizational Climate Survey (DEOCS) - FY11 Coast Guard participation in the DEOCS showed a 6 percent increase over FY10, and included responses from 18,200 military and civilian personnel.

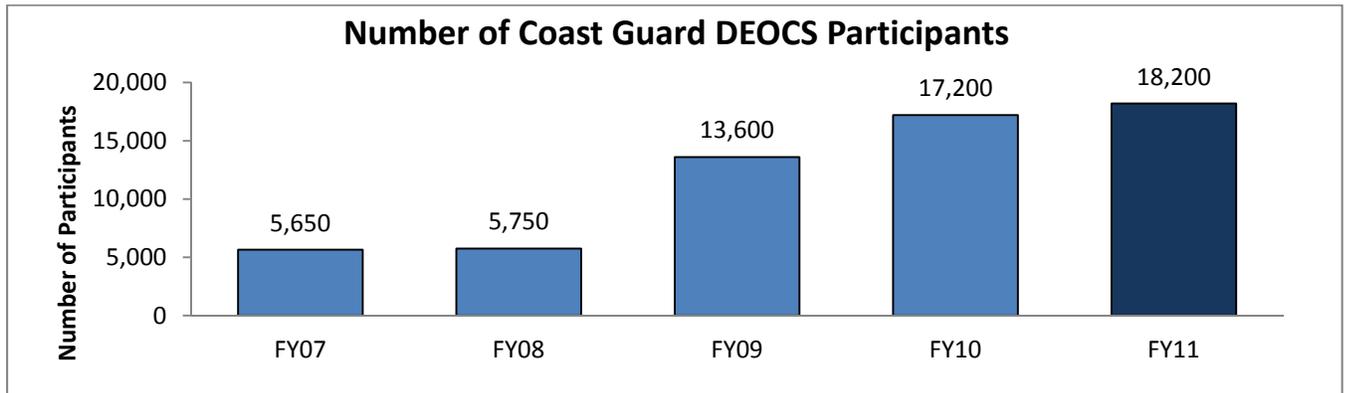


Figure 25a: FY09-FY11 Snapshot of Coast Guard units participating in DEOCS



Takeaway

DEOCS: DEOCS participation continues to improve, but is leveling off. Only 46% of CG units (and 30% of personnel) participated in DEOCS in FY11.

Annual DEOCS participation is mandatory for all CG units, however only 46% of units participated in FY11. Overall, 30.4% of Coast Guard personnel participated in DEOCS in FY11, outpacing per capita participation of both the Air Force and the Army. DOD services are shifting toward requiring DEOCS only from units with 25 or more assigned personnel (USN) or with 50 or more assigned personnel (USAF).

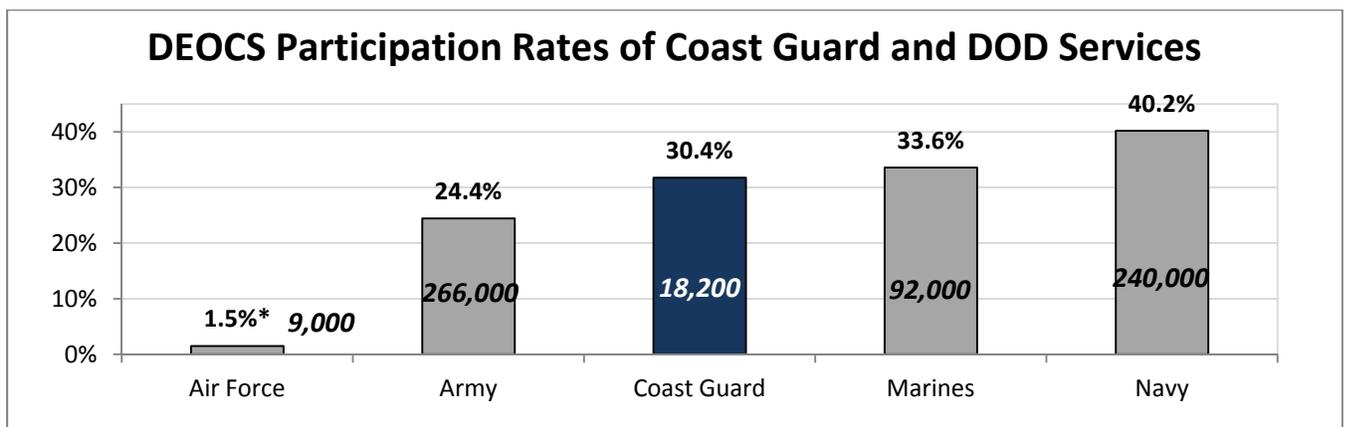


Figure 25b: FY11 DEOCS Participation Rates of Coast Guard and other DOD Services



Takeaway

DEOCS: Every unit should conduct DEOCS every year. Participation by CG personnel is on par with DOD services.

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

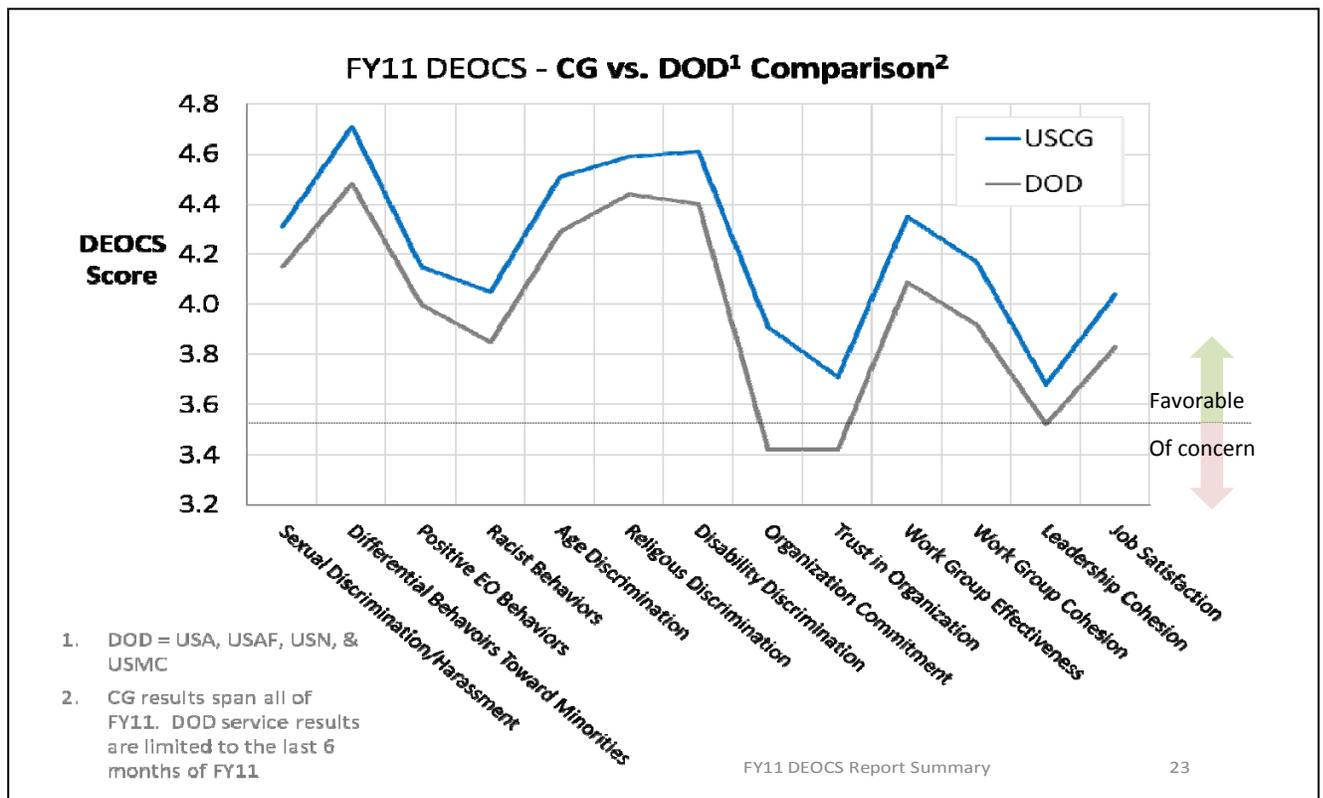


Figure 26: FY11 Coast Guard-wide DEOCS results compared with the past 6 months of DEOCS data of DOD Services

The chart above compares FY11 Coast Guard-wide DEOCS results with the past 6 months of DEOCS data of the DOD services. Coast Guard traditionally scores higher than the aggregate scores of the DOD services (USN, USA, USAF, and USMC). Note that the first 7 climate factors are associated with EEO behaviors and the remaining 6 climate factors are associated with perceptions of organizational effectiveness. Scores below 3.5 are deemed by DEOMI to be “of concern.” Within the DEOCS scoring system, the maximum score is 5.0, and higher scores are more favorable than lower scores.



Takeaway

CG workforce perceptions based on DEOCS results mirror DOD services, but are more positive on all scales, especially Organizational Commitment and Trust in Organization.

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

Grant Programs - In FY11, the CG-54 provided grants to the 50 states and 6 territories totaling roughly \$109M, and 32 grants to non-profit agencies totaling approximately \$6M. Title VI of the Civil Rights Act of 1964 charges agencies to ensure that programs receiving Federal financial assistance do not discriminate based on race, color, or national origin. CRD evaluates and monitors the grant documentation to ensure Title VI compliance.

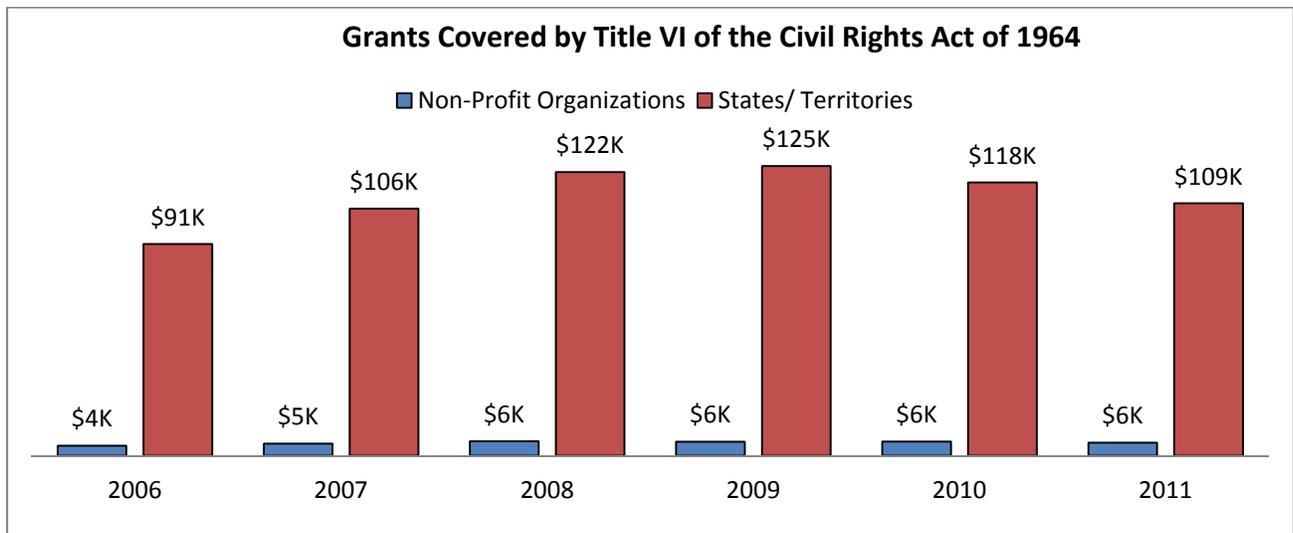


Figure 27: Grants evaluated and monitored by CRD to ensure Title VI compliance



Takeaway

CG has a legal requirement to ensure that recipients of grants managed by Coast Guard, conduct programs that do not discriminate.

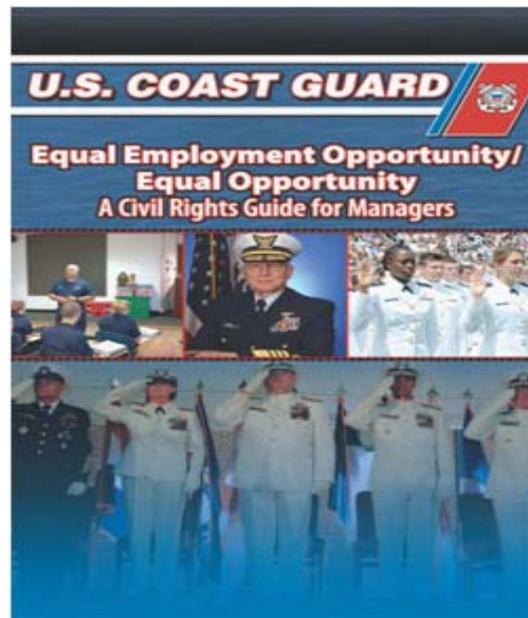
Strategic Planning -CRD updated its Plan of Action 2012 to the year 2016 (POA 2016). CRD also sent its strategic documents and performance measures to the DHS Office of Civil Rights and Civil Liberties for feedback. Among comments, DHS noted that Coast Guard is leading among other sub-component agencies in establishing performance measures for achieving civil rights outcomes. Subsequently, DHS sent each sub-component a draft of the performance measures it is establishing for civil rights, which affirmed that the direction CRD has taken is the right one.

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

Workforce Tools

CRD produced *A Civil Rights Guide for Managers* (pictured to the right), which was cataloged as a Best Practice by the Defense Equal Opportunity Military Institute (DEOMI). Since then, CRD has distributed copies of the publication to 3,485 Coast Guard officials and managers.



CRD also introduces other resource tools to the workforce via its monthly newsletter

(pictured to the left), *Civil Rights On Deck* (12 editions produced in FY11). This newsletter is one means to initiating actions toward creation of a model EEO program as set forth in EEOC's Management Directive 715. The publication does this by: communicating about EEO policies and opportunities to the workforce; issuing notices and reporting progress on mandatory training; offering a forum for exchange of ideas, practices, and events between agencies; honoring individual women and minorities who contributed to USCG, military, government, and world history and

whose examples can inspire others; spotlighting award winners and EEO/civil rights achievers; and providing information about tools, resources, and events that supervisors and the workforce may find useful. The publication also summarizes final agency and EEO decisions so that outcomes are known by the workforce.

The newsletter proves to be an effective tool for leadership to communicate to the workforce. For example, the publication has offered statements by the Commandant (agency head) on the agency's intolerance for discrimination and harassment. In that sense, it also meets model element 1: demonstrate leadership commitment to a discrimination-free workplace.

To make the newsletter widely accessible, it is distributed primarily electronically; paper editions are also produced and available to persons preferring that format. To induce readership and increase

readability and utility, its length is kept to two pages within which are numerous stories, offering contact points (web sites, phone numbers) for obtaining additional information. The newsletter greatly increases visibility of the USCG civil rights effort.

In addition to internal readers, the newsletter is also distributed to other Department of Homeland Security components, other armed services (Army, Navy, Air Force, Marines, and National Guard), the Department of Defense, and others by request. Coast Guard often receives positive verbal and written feedback from CG personnel as well as others within the EEO community. We receive articles from contributors throughout government.

Written feedback has included the following:

“I am the new chief of the EEO Office at NGA... I think it’s a great newsletter.”

“Just a note to say KUDOS for the fine job you do in leading your team and sharing the good news stories!” (EEO Director, Defense Commissary Agency)

“Thank you so very much. Lots of very interesting articles throughout.” (Manager, Air Force Discrimination Complaints Program)

“Thank you kindly - truly appreciate the newsletter and the articles! Great information that we have posted on our bulletin board for the crew and also passed on!” (Human Relations Chair)

“Thank you so much for sharing your wonderful newsletter. I think it’s great.” (EEO Manager, Department of Homeland Security)

“Thanks for sharing. Always a great product!” (Director for Diversity and Equal Opportunity, Department of Defense)

“Been TDY and on leave for the past couple of weeks. Thank you for this interesting edition.” (Air Force EEO Manager)

“I really enjoy your publication. I just hired an EEO Specialist and one of the first goals is to publish a ‘news you can use’ publication, so I may call on you or your staff for ideas. Thank you for sharing.” (EEO Manager, Department of Homeland Security)

“We commend Coast Guard for inaugurating and producing monthly editions of the newsletter ‘Civil Rights On Deck’, a source of policy information for the entire workforce. The newsletter also offers best practices and encourages their adoption nationwide. We are pleased to learn that Coast Guard plans to continue issuing this newsletter.” (Carlton M. Hadden, Director, Office of Federal Operations, Equal Employment Opportunity Commission)



Takeaway

CRD offers tools to help the workforce understand their roles and responsibilities.

Civil Rights Program Accomplishments 2012

Affirmative, Constructive, and Preventive Programs (continued)

Awards & DoD Collaborations –

The following is a list of CRD awards administered in collaboration with the Department of Defense for FY11.



DATE	AWARD	AWARDEE
April 28, 2011	National Hispanic Image, Inc. Meritorious Service Award Winners	Mr. Jose Velazquez, CG Personnel Service Command; LT Yamaris Barril, CG District 9
May 12, 2011	Federal Asian Pacific American Council (FAPAC) Meritorious Service Award	LT Charlene Fogue, USCG Academy; LT Andrew Taylor, CG District 17
July 19, 2011	Federally Employed Women (FEW) Military Recognition Award	Chief Warrant Officer Eneida Bull, CG Sector Miami
July 26, 2011	National Association for the Advancement of Colored People (NAACP) Roy Wilkins Renowned Service Award	LT Deon Scott, CG LANTAREA
August 23, 2011	Blacks In Government Meritorious Service Award (BIG) Meritorious Service Award	Military: LTJG Michael Johnson, CG Air Station Savannah Civilian: Mr. Curt Odom, Director of Personnel Management
August 31, 2011	National Organization for Mexican American Rights (NOMAR) Meritorious Service Award	Military: Chief Carlos Gonzalez, Sector Los Angeles/Long Beach Civilian: Ms. Gloria Potocek, CG Headquarters
September 8, 2011	National Latina Symposium National Latina Distinguished Service Award	LCDR Angelina Hidalgo, Coast Guard Sector Los Angeles/Long Beach; Ms. Nadine Santiago, CG Headquarters
May 13, 2011	Civil Rights Service Provider of the Year	LT Gregory Spruill
November 16, 2011	Partnership In Education (PIE) Individual Unit Award	Marine Safety Unit Baton Rouge Partnership
April 1, 2011	Civil Rights Leadership Award	Admiral Timothy Sullivan
May 27, 2011	Civil Rights Leadership Award	Captain Carl J. Uchytel
May 29, 2011	Civil Rights Leadership Award	Admiral Cynthia Coogan

Takeaways and Conclusions

Summary

During FY2011, CRD continued the work of ensuring civil rights and Equal Employment Opportunity (EEO) protections established by laws, Executive Orders, Public Law, Federal regulations, Presidential Proclamations and orders, and Supreme Court decisions. This report catalogs the progress CRD has made by leading programs and facilitating practices which foster a discrimination-free workplace at the Coast Guard, while revealing areas of opportunity for improvement in FY12 and beyond.

Actions for Coast Guard	Ref Page
<p>CO/OIC must continue to ensure that their members receive all required CRA training. CG continues to lead in low complaint rates based on federal averages. This is attributable to CRD's strategic efforts in providing in-person Civil Rights Awareness training.</p>	6
<p>CO/OIC are CRD's customers. CRSPs are available to assist CO/OIC with attaining a model workplace environment. Coast Guard supports proactive over reactive measures to address complaint matters.</p>	7
<p>CO/OIC can help the Coast Guard improve civil rights performance by responding timely to requests from authorized investigators and CRSPs. The Coast Guard strives for first place, among other agencies, in timely processing complaints of discrimination.</p> <p>Why? It is the right thing to do for members who have employment issues and who expect and deserve to have their matters addressed in a timely manner; the law requires timely processing; and processing timeframes are public information for the world to see. Processing timeframes are posted on the Department of Homeland Security's and CG's websites. The Equal Employment Opportunity Commission collects and analyzes all agencies' processing timeframes and publishes annual reports on the results.</p>	9
<p>CO/OIC can obtain assistance from their respective servicing CRSPs to analyze recurring issues and bases raised by their members in order to identify and address root causes.</p>	10
<p>CO/OIC should always consider Alternative Dispute Resolution (ADR) or mediation early in the complaint process and avoid costly litigation, damaged relationships, and years of revisiting the action that gave rise to the complaint.</p> <p>Each complaint that is not resolved during the pre-complaint stage can take up to three years for adjudication; during this time, CO/OIC and other witnesses are required to respond to inquiries, provide affidavits and testimonies, and attend hearings.</p>	11

Actions for Coast Guard	Ref Page
MD-715: CG has met 100% of requirements to be considered a “Model EEO Program”.	12
MD 715: CO/OIC is responsible for the MD 715 program and its intended goal and objectives. The CRD staff is available to assist commands with establishing plans and activities that would enable the CG to achieve a model workplace.	18
PIE: Encourage units to formally register their education partnerships with CRD.	19
DEOCS: DEOCS participation continues to improve, but is leveling off. Only 46% of CG units (and 30% of personnel) participated in DEOCS in FY11. DEOCS: Every unit should conduct DEOCS every year. Participation by CG personnel is on par with DOD services.	20
CG workforce perceptions based on DEOCS results mirror DOD services, but are more positive on all scales, especially Organizational Commitment and Trust in Organization.	21
CG has a legal requirement to ensure that recipients of grants managed by Coast Guard, conduct programs that do not discriminate!	22
CRD offers tools to help the workforce understand their roles and responsibilities.	24

CRD will continue to pursue its vision of a discrimination-free workplace where every employee of and applicant to the Coast Guard has the opportunity to reach his or her full potential, and believes it is possible to do so without regard to race, color, religion, sex (including pregnancy), national origin, age, disability, genetic information, sexual orientation, marital status, or prior participation in Equal Employment Opportunity (EEO)/Equal Opportunity (EO) activity. The analysis of the data and outcomes of FY11 build upon a baseline established during the prior 6 years, by which the future efforts and initiatives of CRD in FY12 can be measured.