



STATE OF NORTH CAROLINA

EQUAL EMPLOYMENT OPPORTUNITY INSTITUTE



SEMI-ANNUAL REPORT

January – June 2011

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Executive Summary

The purpose of the Semi-Annual Equal Employment Opportunity Institute Report is to provide the Joint Legislative Commission on Governmental Operations with an overview of the level of participation by all state agencies, departments, and universities in the Institute. This report covers the period January through June 2011.

The data is analyzed by: a) number of attendees; b) number of sessions; c) number of participants; d) number of sessions by adjunct agency; e) number of participants by adjunct EEOI location and instructor; f) participants by region; g) participants by agency, department, or university; h) participants by race and gender; and i) participants by salary grade.

In this reporting period the Office of State Personnel Learning and Development Division (OSP-L&D) and eight (8) adjunct agencies (Transportation, North Carolina State University, Health & Human Services, Correction, Labor, NC A&T State University and UNC Healthcare) utilized thirty (30) instructors to host fifty-five (55) sessions in nineteen (19) cities across the state. OSP and participating adjunct agencies trained nine hundred and seventeen (917) managers and supervisors from eight (8) universities and twenty-six (26) agencies. The EEOI was held in each of the seven established regions and was readily accessible to a wide range of managers and supervisors. Adjunct agencies hosted forty-one (41) of the fifty-five (55) sessions and trained seven hundred and ten (710) or 77% of the total participants. OSP hosted fourteen (14) of 55 sessions and trained two hundred and seven (207) or 23% of the total attendees. We are pleased to report that adjunct agencies have consistently conducted more sessions and trained more participants than OSP. This has been one of the goals of the adjunct trainer program.

The following universities are commended for having the highest participation rates in the EEOI enrollment process: NCSU (12.0%), A&T (8.0%), and ECU (4.4%). The following agencies are also commended for having the highest participation rate include: Labor (40.8%), Crime Control (12.2%), Community Colleges (12.0%), Agriculture (10.5%), and UNC Healthcare (10.5%). DOC (231 participants) HHS (144) and DOT (128) continue to hold previous patterns of enrolling the greatest number of participants. North Carolina State University (NCSU) is highly praised for consistently enrolling large numbers of participants since signing on with the adjunct trainer program. NCSU (120) followed by A&T (30), and ECU (17) enrolled the highest number of participants from the University system. Employment Security Commission is applauded for requiring their supervisors to attend the EEOI on a three-year cycle.

White males accounted for 46.4% of the enrollees, White females 28.0%, Black females 12.9%, and Black males 8.2%. Asians, "Others," American Indians and Hispanic/Latinos, made up the balance (4.42%) of the enrollees respectively. Whites enrolled at a higher rate than their representation in state government (74.5% as compared to 66.24%); Blacks participated at lower rate (21.0% as compared to 29.34%); and other minorities participated at a rate commensurate to their population in state government (4.42% as compared to 4.43%).

Introduction

Background

Ensuring a high quality, diverse, and motivated workforce should be one of the key objectives in any organization's strategic action plan. It is a pivotal component of achieving the critical mission of providing leadership and support to agencies and universities in creating and sustaining a dynamic human resource system which attracts, retains, develops, and motivates a diverse and competent workforce. A prerequisite for achieving this objective is supporting the principles of equity and diversity in the workforce. The Office of State Personnel leads the effort in developing policies and programs that ensure equal employment opportunity (EEO), promote inclusiveness, and foster a culture that values diversity and empowers individuals in the workforce. Hosting the Equal Employment Opportunity Institute (EEOI) is one of the vehicles OSP uses to develop a high quality workforce. The Institute instructs managers and supervisors on laws, policy and best practices for creating and a fair and equitable workplace.

The EEOI was created to ensure that North Carolina's state government managers and supervisors understand the components of successful diversity management and EEO compliance and act to elicit high productivity from all its employees. The Institute began as a pilot program in 1988 and became a legal mandate for state government managers and supervisors in 1991. The Institute has undergone several changes/improvements since its inception in 1988.

EEO refers to the set of laws that mandate all individuals' rights to equal opportunity in the workplace, irrespective of race, color, sex, religion, national origin, age, disability or genetic information. EEO compliance is the adherence to those laws and the implementation of policies and programs to enforce them. In contrast, diversity management is the proactive response to the changing profile of the workforce and the steps management takes to solidify its employees into a highly functioning, productive team. The EEOI seeks to encourage managers and supervisors to view the two initiatives as complementary functions essential to the success of the State of North Carolina as a high performing organization.

The Learning and Development Division of the Office of State Personnel manages and conducts the EEOI to help state managers and supervisors deal with the challenges, issues, and opportunities of a diverse workforce.

Mandate

House Bill 959 amended Chapter 126 of the General Statutes. The amendment added a section to this Chapter, i.e. 126-16.1. The section requires agencies and departments to enroll newly appointed supervisors and managers in the Equal Employment Opportunity Institute (EEOI) within the first year of hire, appointment or promotion. The amendment also requires the Office of State Personnel to administer the EEOI and to track the progress of enrollment and participation. OSP works in concert with agency EEOI training coordinators to complete the enrollment process. EEOI Coordinators at

each agency have the responsibility for confirming candidate eligibility and subsequently enrolling candidates in the Institute. The procedure is monitored through the compilation and evaluation of data collected during the enrollment and delivery. The process includes:

- reviewing new hire and promotion occurrences;
- enrolling eligible candidates in the EEOI on the basis of the review process;
- hosting the EEOI; and
- evaluating the effectiveness of the training.

Objectives

The objectives of the Equal Employment Opportunity Institute (EEOI) are to help managers and supervisors:

- identify and understand federal and state EEO laws, executive orders, regulations and general statutes;
- handle situations involving potential discrimination on the basis of age, race, sex, ethnic origin, religion, disability, etc. effectively
- understand the need to hire, retain, motivate, and promote culturally and socially diverse employees
- recognize the benefits of utilizing the skills of all individuals without regarding their ethnicity or cultural background;
- understand the pride others show in their ethnic and cultural backgrounds and how to respond effectively in encounters with individuals who are culturally different;
- understand the effects of stereotyping and prejudice in employee-related management decisions; and
- enhance communications among individuals from different backgrounds.

Methodology

The EEOI is a one and one-half day course. The course is divided into two sections. Section I primarily focuses on federal and state laws and Section II covers best practices for valuing and managing a socially and culturally diverse workforce.

The course is designed to address how equal employment opportunity laws impact the work environment and the responsibilities managers and supervisors have in regard to those laws. It is also designed to stimulate and encourage managers to value the uniqueness, skills, abilities, creativity and knowledge each individual brings to the workplace. The learning occurs through lecture, group exercises, role-play, videos, writing activities and group discussions.

There are two versions of the EEOI. Level I is the standard one and one-half days course designed for the majority of candidates and Level II is a one-day course designed to accommodate cabinet level secretaries, deputy secretaries, chancellors and their deputies.

Staffing

The EEOI utilizes full-time core trainers and collateral duty trainers from the Office of State Personnel (OSP) to staff the Institute. OSP also has an adjunct trainer certification program to certify individual employees from various agencies and universities across the state to assist in delivering the Institute's curriculum. Adjunct trainers from the Department of Correction (DOC), the Department of Health and Human Services (DHHS), the Department of Transportation (DOT), UNC Asheville (UNCA), UNC Healthcare Systems (UNC HCS), Department of Cultural Resources (DCR), Elizabeth City State University (ECSU), Department of Revenue (DOR), UNC Greensboro (UNCG), the Department of Justice (DOJ) and North Carolina State University (NCSU) currently host training sessions exclusively for their respective agencies. Adjunct trainers from OSP, DOC-Enterprises, Health and Human Services, North Carolina State University, Labor, Revenue, Employment Security and Agriculture also assist OSP in delivering statewide "open enrollment" sessions.

Candidate Selection and Enrollment

Eligibility for the EEOI has traditionally been determined through use of the PM 669 report, a monthly new hire and promotion report of permanent SPA (State Personnel Act) employees at each state agency, department and university. OSP-HRIS was responsible for generating the PM 669 report. OSP-L&D distributed the report to the agencies and universities. Each agency or university EEOI coordinator reviewed the report to confirm candidate eligibility and added backlogged employees to determine their total list of eligible candidates. However, the introduction of the BEACON accounting system has rendered the PM 669 useless as a tool for assessing EEOI candidate eligibility. We currently rely on agencies to determine eligibility. We are hopeful the new Learning Management System (LMS) will provide a method for tracking new managers and supervisors. L&D occasionally requests updates from HRIS on the number of supervisors by agency. We use this information to determine the percentage of supervisors attending the training each reporting period (i.e. Jan-Jun or Jul-Dec). Supervisors are required to attend the Institute within their first year of employment. Some agencies have not consistently complied with the mandate and, have, subsequently, developed a backlog of supervisors in need of training. Backlogs accumulate when: 1) the EEOI is not currently offered in an area convenient to a candidate; or 2) a candidate is enrolled but does not attend his/her scheduled session; or 3) the agency EEOI coordinator is not actively enrolling candidates in available sessions.

During this reporting period agencies, departments and universities enrolled a total of nine hundred and seventeen (**917**) employees in EEOIs sponsored by OSP or an adjunct agency. (See **Table 1**)

TABLE 1
Monthly Participation

MONTH	ENROLLED
January	103
February	203
March	122
April	188
May	100
June	201
Total	917

Attendance

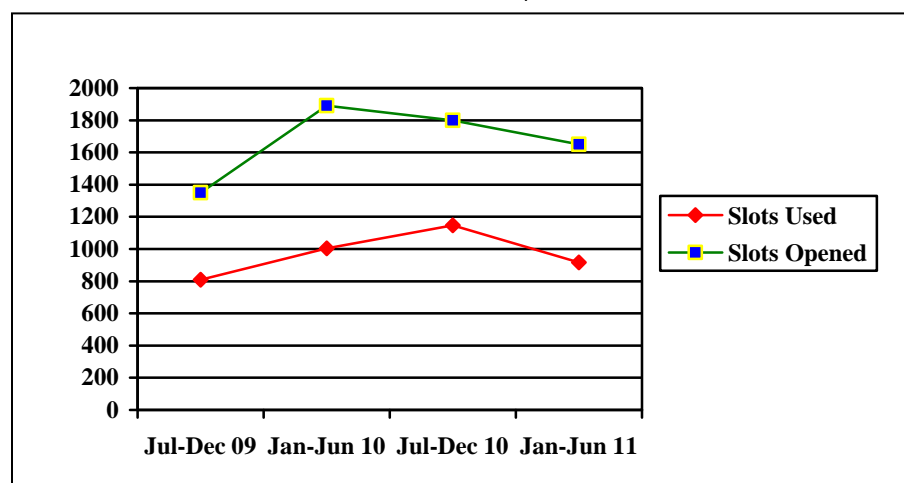
Number of Participants

The Office of State Personnel and participating adjunct agencies scheduled fifty-four **(54)** Level I sessions and one **(1)** Level II session during this reporting period. Nine hundred and seventeen **(917)** managers and supervisors attended classes scheduled for the January through June 2011 period. This period's schedule opened sixteen hundred and fifty **(1650)** slots for enrollment. This total is derived from multiplying the maximum number of participants allotted per class [thirty (30)] by the number of classes held (60), i.e. $30 \times 55 = 1650$. This reporting period's attendance count represents a utilization rate of fifty-six **(56%)** of the available slots. Overall enrollment decreased **20%** under the last reporting and the usage rate decreased by **8%** as compared to the July-December 2010 reporting period. **(Table 2 & Chart 1)**

Table 2
Utilization Rate Trends
(Current & Previous 3 Reporting Periods)

Period	Classes Offered	Slots Opened	Attendees	Rate of Usage	Slots Unused	Percent Unused
Jul-Dec 09	45	1350	810	60%	540	40%
Jan-Jun 10	63	1890	1003	53%	887	47%
Jul-Dec 10	60	1800	1148	64%	652	36%
Jan-Jun 11	55	1650	917	56%	733	44%
Totals	223	6690	3878	58%	2812	42%

Chart 1
Utilization of Slots Opened



Adjunct organizations are agencies, departments and universities that have entered into an agreement with OSP to conduct the EEOI for their respective organizations. Adjunct arrangements foster a higher degree of involvement in the EEOI; allow agencies to set their own training schedules; arrange the most cost effective logistics; and permit agencies to train more staff over a shorter period of time. Adjunct agencies manage enrollment, scheduling, material production and instructor selection for their organizations' EEOIs. Adjunct instructors must complete OSP's certification-training program before instructing the EEOI. OSP-L&D has worked with adjunct agencies since 2002, signing its first agreement with the Department of Correction. Since 2002, OSP has signed a total of **17** adjunct agreements with various state agencies and universities.

Chart 2

No. of Participants Trained by each Adjunct Agency/University

Adjunct Agency/University	No. of Participants	Percentage
DOC	230	17%
DHHS	150	15%
DOT	130	13%

Adjunct Organizations

77% (Total Sessions)

13% (Raleigh Area)

23% (Outside Raleigh)

Session Type	DOT	DOC	Reverend	UNC Chapel Hill	DHHS	OSP
Total Sessions	12	9	3	1	8	3
Raleigh Area	6	1	3	0	0	0
Outside Raleigh	6	8	1	1	7	0

Training Schedule

Table 3
Sessions by Sponsor, Date, Region and Instructor
 Total Participants by Sponsor, Date, Location and Instructors

	Sponsor	Start Date	End Date	Host City	Instructor(s)	# Enrollees
1	DCR	1/19/11	1/20/10	Raleigh	Kubich	7
1	Total	DCR Sessions		1 City	1 Instructor	7
1	DHHS	6/8/2011	6/9/2011	Kinston	Allison	25
2	DHHS	6/14/2011	6/15/2011	Morganton	Lewis	19
3	DHHS	06/22/11	06/23/11	Butner	Harris/Mbani	30
4	DHHS	6/22/2011	6/23/2011	Butner	Nida/Sewell	34
5	DHHS	6/29/2011	6/30/2011	Raleigh	Harris	34
5	Total	DHHS Sessions		4 Cities	6 Instructors	142
1	DOC	1/19/11	1/20/11	McCain	Cannon	20
2	DOC	1/19/11	1/20/11	Greenville	Chase	21
3	DOC	1/20/11	1/21/11	Lenoir	Wheeler	22
4	DOC	2/8/11	2/9/11	McCain	Ross	24
5	DOC	2/9/11	2/10/11	Morganton	Wheeler	21
6	DOC	2/16/11	2/17/11	Greenville	Chase	16
7	DOC	2/22/11	2/23/11	Apex	Cannon	18
8	DOC	2/22/11	2/23/11	Asheboro	T. Brown	14
9	DOC	3/7/11	3/8/11	Raleigh	Sledge	7
10	DOC	4/4/11	4/5/11	Raleigh	Sledge	10
11	DOC	4/11/11	4/12/11	Lenoir	Wheeler	26
12	DOC	5/2/11	5/3/11	Asheboro	Cannon	27
13	DOC	6/7/11	6/7/11	Cary	Sledge	4
13	Total	DOC Sessions		9 Cities	6 Instructors	230
1	DOT	2/9/11	2/10/11	Raleigh	Murphy/Peavey	14
2	DOT	2/23/11	2/24/11	Greenville	G. Dean	16
3	DOT	3/9/11	3/10/11	Raleigh	Peavey	17
4	DOT	3/16/11	3/17/11	Fayetteville	G. Dean	12
5	DOT	3/23/11	3/24/11	Winston-Salem	G. Dean	7
6	DOT	4/13/11	4/14/11	Raleigh	Murphy/Peavey	12
7	DOT	4/27/11	4/28/11	Greensboro	G. Dean	24
8	DOT	5/18/11	5/19/11	Carthage	G. Dean	5
9	DOT	5/25/11	5/26/11	Raleigh	Murphy/Peavey	5
10	DOT	6/8/11	6/9/11	Raleigh	Murphy/Peavey	4
11	DOT	6/22/11	6/23/11	Manns Harbor	G. Dean	12
11	Total	DOT Sessions		4 Cities	3 Instructors	128

	Sponsor	Start Date	End Date	Host City	Instructor(s)	# Enrollees
1	Labor	4/7/11	4/8/11	Raleigh	Morris-Anderson	13
2	Labor	4/26/11	4/27/11	Raleigh	Morris-Anderson	16
2	Total	Labor Sessions		1 City	1 Instructor	29
1	NCA&T	4/13/11	4/14/11	Greensboro	Anderson/Lowry	30
1	Total	NC A&T Sessions		1 City	2 Instructors	30
1	NCSU	2/8/11	2/10/11	Raleigh	Circosta/Williams	22
2	NCSU	2/24/11	2/25/11	Raleigh	Circosta	17
3	NCSU	3/10/11	3/11/11	Raleigh	Cook	18
4	NCSU	3/24/11	3/25/11	Raleigh	Cook	15
5	NCSU	4/14/11	4/15/11	Raleigh	Circosta/Williams	15
6	NCSU	4/1/11	4/27/11	Raleigh	Williams	12
7	NCSU	5/10/11	5/11/11	Raleigh	Cook	18
7	Total	NCSU Sessions		1 City	3 Instructors	117
1	UNC HC	3/28/11	3/29/11	Chapel Hill	Pryor-Pankey	27
1	Total	UNC HC Sessions		1 City	1 Instructor	27
1	OSP	1/20/11	1/21/11	Raleigh	Jones/W-Brown	14
2	OSP	1/27/11	1/28/11	Chapel Hill	Astrike	19
3	OSP	2/10/11	2/11/11	Greensboro	W-Brown	20
4	OSP	2/24/11	2/25/11	Raleigh	Stafford	21
5	OSP	3/24/11	3/25/11	Raleigh	Stafford	19
6	OSP	3/31/11	4/1/11	Raleigh	Jones	12
7	OSP*	4/25/11	4/25/11	Raleigh	McIntyre	5
8	OSP	4/28/11	4/29/11	Wilmington	McIntyre	13
9	OSP	5/5/2011	5/6/11	Raleigh	Astrike	13
10	OSP	5/9/11	5/10/11	Raleigh	McIntyre	10
11	OSP	5/12/11	5/13/11	Morganton	Stafford	12
12	OSP	5/19/11	5/20/11	Raleigh	Dixon	10
13	OSP	6/2/11	6/3/11	Raleigh	Dixon	18
14	OSP	6/23/11	6/24/11	Raleigh	C. Dean	21
14	Total	OSP Sessions		1 City	7 Instructors	207
55	Total Sessions	9 Host Agencies		19 Host Cities	30 Instructors	917

- Level II EEOI **

Host Training Sites

Raleigh has the highest concentration of State employees. Because of this fact, OSP has chosen to hosts most of its sessions inside the Raleigh area. However, State employees are also physically located in every county throughout the state. The adjunct host process allows and encourages agencies to schedule sessions in areas where they may have a high concentration of employees or in areas that are often underserved. This process allows the program to serve the greatest number of participants. In this reporting period adjunct agencies conducted twenty-one (21) out of forty-one (41) sessions or **51%** outside the Raleigh area and twenty (20) of the forty-one or (**49%**) inside the Raleigh area. OSP conducted ten (10) out of fourteen or **71%** of their total sessions inside the Raleigh area and four (4) or **29%** outside the Raleigh area. Overall, **55%** of the total sessions (OSP & adjunct agencies) were held inside the Raleigh area and **45%** were held outside of Raleigh. (**Table 4 & Chart 3**)

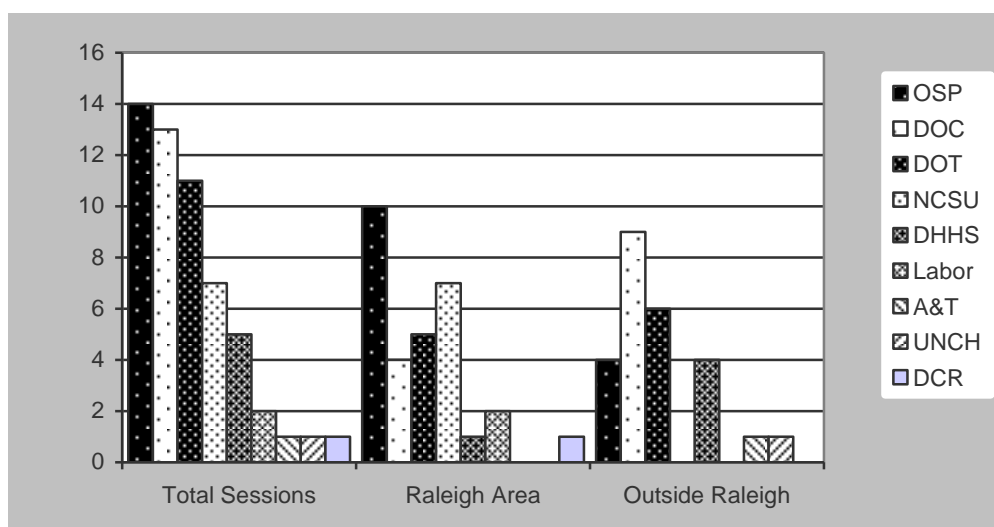
Table 4

No. of Sessions by Agency/University Held Inside and Outside the Raleigh Area

AGENCY	TOTAL SESSIONS	% OF TOTAL CONDUCTED	RALEIGH AREA	%	OUTSIDE RALEIGH	%
DOC	13	24%	4	31%	9	69%
DOT	11	20%	5	45%	6	54%
NCSU	7	12%	7	100%	0	0%
DHHS	5	9%	1	20%	4	80%
Labor	2	4%	2	100%	0	0%
NC A&T	1	2%	0	0%	1	100%
UNC Health	1	2%	0	0%	1	100%
DCR	1	2%	1	100%	0	0%
<i>Adjunct Totals</i>	41	75%	20	49%	21	51%
OSP	14	25%	10	71%	4	29%
TOTALS	55	100%	30	55%	25	45%

Chart 3

Total No. of Sessions Held Inside and Outside Raleigh Area



Participation by Region

Scheduling EEOIs by region enables agencies and universities to participate in the EEOI in a cost-effective manner by reducing travel costs. Fifty-five (**55**) EEOI sessions (Levels I & II) were held across seven (**7**) of the seven (**7**) established regions. Participants attended sessions inside and outside of their respective regions. The majority of participants attended sessions within the region of their duty station. One hundred and five (**105**) of the participants were from Region I; seventy (**70**) were from Region II; one hundred and thirty-nine (**139**) were from Region III; eighty-one (**81**) were from Region IV; fifty-three (**53**) were from Region V; seventy-nine (**79**) were from Region VI; and three hundred and ninety (**390**) were from Region VII. **Table 5** shows the number of participants attending training by region and **Chart 4** lists the number of sessions held in each region of the state. **Table 6** highlights the percentage of sessions held by region. Region VII (the Raleigh area), as expected, consistently hosts the greatest number of sessions.

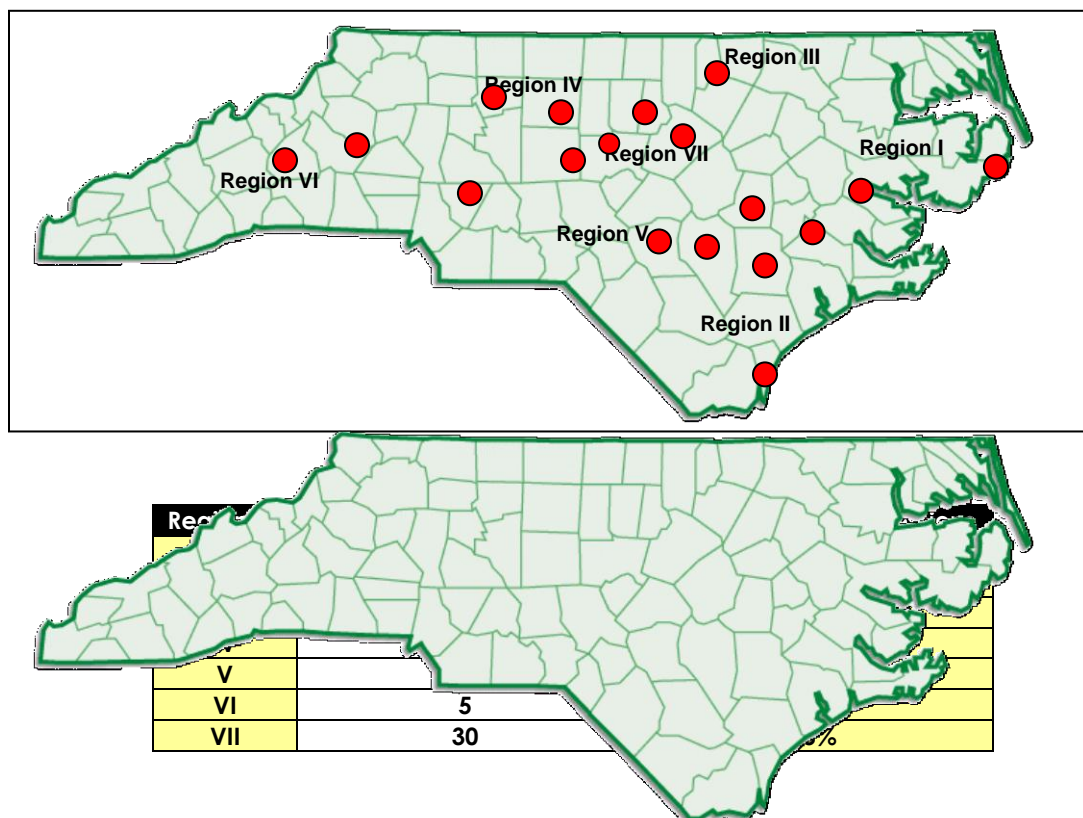
Table 5

Number of participants attending training by region

I	II	III	IV	V	VI	VII
East/Northeast	Southeast	Central	West	Southwest	West/Northwest	Raleigh Area
105	70	139	81	53	79	390

Chart 4

Depicts counties and regions where training sessions were held
See **Appendix D** for Regional Groupings (listed by county)



Participation by University & Agency/Department

A review of University and Agency/Department enrollment shows eight (8) universities and twenty-six (26) agencies participated in the EEOI this reporting period. The three universities with the highest participation rates include NCSU (12.0%); NC A&T (8.0%) and; ECU (4.4%). The three universities with the highest number of participants include NCSU (120), A&T (30), and ECU (17). The five agencies with the highest participation rates include: Labor (40.8%); Crime Control (12.2%); Community Colleges (12.0%); Agriculture (10.5%); and UNC Healthcare (10.3%). The five agencies with the highest number of participants enrolled include Correction (231), Health & Human Services (144), Transportation (128); Employment Security (32), and Labor (29). (**Tables 7 & 8**)

Table 7
Participation by University
(January-June 2011)

UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL # SPA MGRS/SUPVS*	PARTICIPATION RATE
Appalachian State^	**	0	434	0%
East Carolina	**	17	390	4.4%
Elizabeth City	**	0	98	0%
Fayetteville State	**	0	140	0%
NC A&T State^	**	30	375	8.0%
NC Central	**	1	207	.48%
NC School of Arts^	**	0	72	0%
NC State^	**	120	1000	12.0%
UNC-Asheville	**	0	122	0%
UNC-Chapel Hill	**	20	1126	1.8%
UNC-Charlotte	**	0	194	0%
UNC-Greensboro^	**	2	532	.38%
UNC Pembroke	**	0	120	0%
UNC-Wilmington	**	6	157	3.8%
Western Carolina	**	0	205	0%
Winston-Salem	**	0	123	0%
NC School of Science & Math^	**	0	33	0%
UNC-General Administration	**	1	35	2.8%
TOTALS		197	5184	3.8%

* - Total Sups/Mgrs may not include EPA employees. EPA employees are included in the "Actual Participants" column.

** - PM 669 report totals not available due to the transition of agencies to the BEACON reporting system

^ - Updated Figures

Table 8
Participation by Agency/Department
(January-June 2011)

AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL # SPA SUPVS/MGRS*	PARTICIPATION RATE
Administration	**	12	127	9.4%
Admin Hearings	**	0	13	0%
Admin Ofc of Courts (Judicial)	**	2	792	.25%
Agriculture & Csmr Svcs	**	28	266	10.5%
Boards & Commissions@	**	2	16	12.5%
Community Colleges	**	6	50	12.0%
Correction	**	231	3400	6.8%
Crime Control	**	17	139	12.2%
Cultural Resources	**	7	223	3.1%
Commerce	**	3	186	1.6%
Education Lottery	**	1	56	1.8%
Environ and Natural Rsrcs	**	4	721	.55%
Employment Security Comm	**	32	347	9.2%
Health & Human Services	**	144	2287	6.3%
General Assembly	**	0	***	0%
Governor's Office	**	0	19	0%
Housing Finance	**	2	***	0%
Insurance	**	0	99	0%
Juvenile Justice	**	10	262	3.8%
Justice	**	16	210	7.6%
Labor	**	29	71	40.8%
Lieutenant Governor	**	0	2	0%
Public Instruction	**	0	144	0%
Revenue	**	7	281	2.5%
Secretary of State	**	2	39	5.1%
Information Technology Svcs	**	1	74	1.4%
State Auditor	**	3	51	5.9%
State Budget	**	1	16	6.25%
State Controller	**	0	36	0%
State Health Plan	**	0	12	0%
State Personnel	**	0	14	0%
State Ports Authority	**	0	0	0%
Transportation	**	128	2184	5.9%
Treasurer	**	4	69	5.8%
UNC Healthcare Systems	**	27	263	10.3%
Wildlife	**	1	174	.57%
Local Government	**	0	***	0%
TOTALS	**	720	12643	5.7%

* - Total Sups/Mgrs does not include EPA employees. EPA employees are included in the "Actual Participants" column.

** - PM 669 report totals not available due to the transition of agencies to the BEACON reporting system

***-Not included in HB 959 Mandate

@-Auctioneer; Barber Exam; Cosmetic Arts; Elections; Opticians; Psychology; Ethics; Banks

Note: Total # Supvs/Mgrs column has been updated

Participation by Race, Gender, and Salary Grade

Chart 5

Participants by Race & Gender

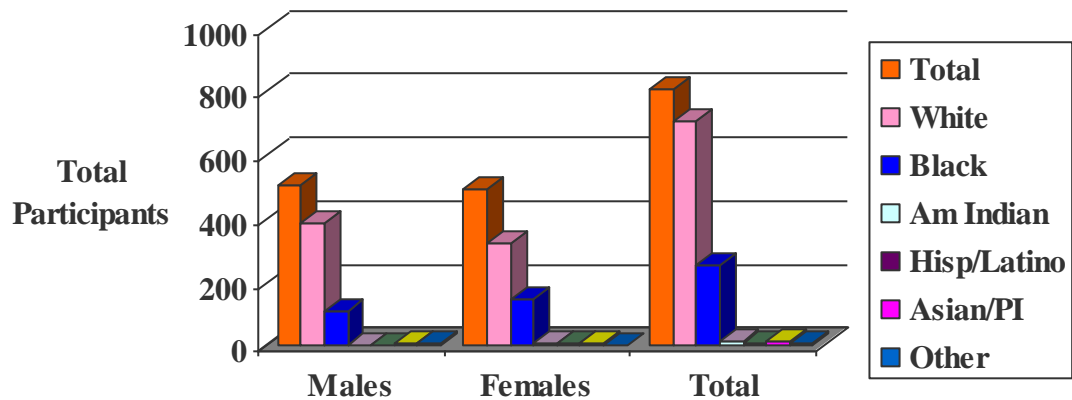


Table 9

Total Percentages by Race and Gender

RACE	TOTAL MALES	TOTAL FEMALES	TOTAL PARTICIPANTS	% MALES	% FEMALES	% TOTALS
White	365	271	636	39.8%	29.5%	69.4%
Black	115	119	234	12.5%	13.0%	25.5%
American Indians	4	1	5	0.45%	0.13%	0.55%
Hispanic/Latino	9	5	14	1.0%	0.55%	1.53%
Asian	5	5	10	0.55%	0.55%	1.09%
Other	11	7	18	1.2 %	0.77%	1.96%
TOTAL	509	408	917	55.50%	44.50%	100.0%

Table 10

Participants by Salary Grade

PAY GRADES	1-49	50-59	60-69	70-79	80-89	CB	EPA/NG	FR
NUMBER OF PARTICIPANTS	4	17	282	236	29	181	165	3

FR – Flat Rate

CB – Career Banded

NG – No Grade/No Grade Specified

EPA – Exempt from State Personnel Act

Additional Comments

Evaluation

At the conclusion of each Institute, each participant is given an opportunity to rate the training. The EEOI is now beginning its ninth (9th) reporting period utilizing the revised training curriculum. The revised process uses a rating scale of (1) to five (5), one being the lowest rating and five being the highest. The results of the evaluations are compiled and used as a tool to reinforce proven practices and improve the Institute's course materials.

The average rating received for the period January through June 2011 was 4.7. Participants continue believe time spent in the training was justified. Frequently mentioned comments were very similar to comments made in previous reporting periods. Other frequent comments include: 1) pleased to learn about changes in the laws, particularly the Genetic Information Nondiscrimination Act (GINA) and the Americans with Disabilities Amendments Act (ADAAA); and 2) understanding the importance of keeping interview questions job-related. The viewing of the video "A Class Divided" (which has been shown since the program's inception) also continues to remain a valued tradition.

Adjunct Trainer Certification Program Update

OSP created an Adjunct Trainer Certification program to provide training to the increasing number of managers and supervisors in State government who need enhanced skills to effectively manage a diverse workforce. An additional program objective is to have adjunct agencies' enrollment exceed OSP's enrollment. Adjunct agencies combined consistently enroll more managers and supervisors in the EEOI than OSP. OSP's arrangements with the participating adjunct agencies has met program objectives and exceeded many expectations.

Adjunct certified agencies (DCR, DHHS, DOC, DOT, DOL, NC A&T, NCSU, and UNC Healthcare) conducted forty-one (41) sessions and trained seven hundred and ten (710) or 77% of the nine hundred and seventeen (917) managers and supervisors trained this reporting period. OSP-HRD monitors the adjunct trainer programs through collection of class schedules, class rosters and classroom evaluations. Full-time core trainers also monitor adjunct programs' EEOIs via on-site classroom visits to ensure training is delivery consistently throughout the state.

An adjunct trainer session was held in December 2010. This class began with ten (10) candidates. One candidate was militarily deployed during the certification process and four (4) candidates decided not to continue with the process. However, two additional candidates from UNC Greensboro were added to the roster at a later date. At the conclusion of the January through June 2011 training period, six (6) candidates remain. Four have completed the process. The remaining three are expected to

complete the process in the July-December 2011 timeframe. The seven candidates are from HHS, UNC-CH, CCPS, NCCU, DOT and UNC-G. HHS and UNC-G currently have agreements with OSP to conduct the EEOI. Discussions are in progress to sign an agreement with NCCU, CCPS and UNC-CH. To date, twenty-five (25) agencies have individuals who have participated in the Adjunct Trainer Certification program. One hundred and six (106) candidates have completed all certification requirements including six (6) OSP employees from the Equal Employment Opportunity division. Sixty-five (65) adjunct trainers from nineteen (19) agencies and universities are currently available to conduct the training. The program will continue to host additional certification sessions as the need arises or as requested.

Conclusion

The Learning and Development Division of the Office of State Personnel is currently implementing the EEOI per the requirements of H.B. 959 and G.S. 126-16.1. EEOI materials are reviewed periodically to ensure that they are accurate and reflect current information and data. Implementation procedures and policies are in place for administrative efficiency.

EEOI Coordinators at each agency have the responsibility for identifying and enrolling candidates in the Institute. The enrollment process can be improved by developing a BEACON report that identifies newly hired and recently promoted managers and supervisors. This report will assist agencies in identifying managers and supervisors who need to attend this training.

The EEOI is currently being re-evaluated to update materials to include the most recent changes in employment law and to focus on skill-building to change behavior in dealing with diversity management. Plans include adding materials that reflect new laws, specifically, the Americans with Disabilities Amendments Act (ADAAA) and the Genetic Information Nondiscrimination Act (GINA).

The EEO Institute continues to be a valuable resource for state government. In the 21st Century, we must be competitive and strong, and, we must be able to continue to deliver high quality services to the citizens of North Carolina. With the awareness and skills attained from this course, managers are better able to: (a) effectively manage diversity in the workforce, (b) create and maintain an atmosphere of equity and fairness, (c) increase employee participation, and (d) utilize the skills and talents in the work force. Improved management skills will positively affect the State's ability to continue to attract and retain well-qualified individuals.

Recommendations

The Human Resource Development Group recommends:

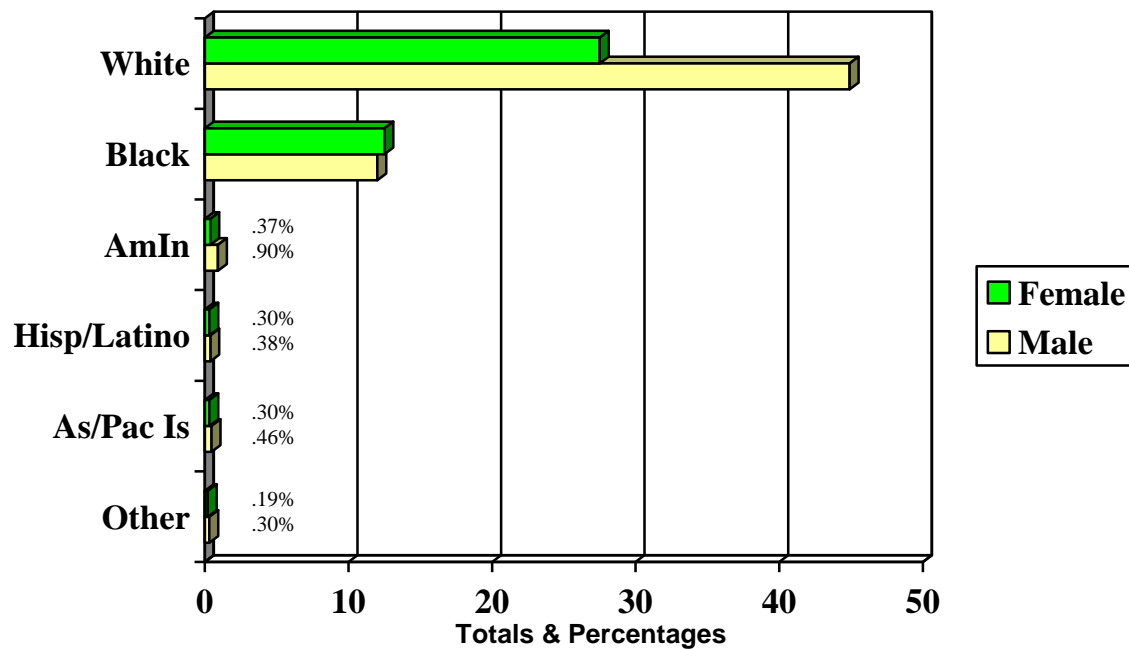
- continued development and expansion of the adjunct trainer certification program; and
- incorporate EEOI enrollment data into the new Learning Management System.

APPENDIX

APPENDIX A **OVERALL SUMMARY OF EEOI PARTICIPANTS** **Participation by Ethnicity and Gender**

(July 1991-June 2011)

Percentages



RACE	MALES	%	FEMALES	%	TOTAL	%
White	10310	44.9%	6341	27.5%	16651	72.4%
Black	2711	12.0%	2885	12.5%	5596	24.4%
American Indians	203	.90%	87	.37%	290	1.3%
Hispanic/Latino	86	.38%	70	.30%	156	.68%
Asian/Pacific Is.	107	.46%	70	.30%	177	.77%
Other	67	.30%	44	.19%	111	.48%
TOTAL	13484	58.94%	9497	41.16%	22981	100.0%

APPENDIX B

Cumulative Totals of University Candidates By Eligibility and Attendance*

(July 1991-June 2011)

UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Appalachian State	152	73
East Carolina	366	247
Elizabeth City State	64	94
Fayetteville State	80	50
NC A&T State	165	109
NC Central	223	122
NC School of the Arts	34	10
NC State University	195	926
UNC-Asheville	41	170
UNC-Chapel Hill	512	683
UNC-Charlotte	153	49
UNC-Greensboro	206	213
UNC-Pembroke	44	75
UNC-Wilmington	114	142
Western Carolina	126	109
Winston-Salem State	103	66
School of Science & Math	48	15
UNC-General Administration	60	76
TOTALS	2686	3229

* - This table represents utilization as opposed to a backlog of eligible candidates. "Eligible Candidates" totals represent the cumulative number of managers and supervisors (July 1991 to the end of the present reporting period) identified on the PM 669 reports as **eligible** to attend the EEOI. It includes individuals who may have retired, resigned, been dismissed, etc. Since the PM 669 no longer reports accurate counts and BEACON has yet to produce a similar or equivalent report, the "**Eligible Candidate**" count was unavailable during this reporting period. "**Actual Participants**" totals represent the cumulative total of participants **completing** the EEOI from July 1991 to the present.

APPENDIX C
Cumulative Totals of Agency Candidates
By Eligibility and Attendance*

(July 1991-June 2011)

AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Administration	302	212
Admin Hearings, Rules & Review	15	6
Admin Offices of the Courts (Judicial)	5	93
Agriculture	383	422
Boards & Commissions	13	13
Community Colleges	110	80
Correction	6633	5534
Crime Control	879	815
Cultural Resources	284	355
Commerce	273	179
Education Lottery	8	82
Environmental & Natural Resources	1060	893
Employment Security Commission	516	705
Health & Human Services	3690	3228
General Assembly	1	1
Governor's Office	47	19
Housing Finance	20	36
Insurance	102	196
Juvenile Justice	196	408
Justice	301	461
Labor	126	197
Lieutenant Governor	7	1
Public Instruction	226	149
Revenue	364	568
Secretary of State	71	70
ITS (Information Technology Services)	69	93
State Auditor	97	92
State Budget	5	17
State Controller	73	54
State Health Plan	3	2
State Personnel	5	27
State Ports Authority	0	83
Transportation	2674	3804
Treasurer	83	106
UNC Healthcare Systems	304	485
Wildlife	171	264
Local Government	0	2
TOTALS	19116	19752

* - See Note from Appendix B

APPENDIX D

Equal Employment Opportunity Institute

Regional Groupings

Region I East/Northeast Beaufort Bertie Camden Chowan Craven Currituck Dare Edgecombe Gates Greene Halifax Hertford Hyde Jones Lenoir Martin Nash Northhampton Pamlico Pasquotank Perquimans Pitt Tyrell Washington Wayne Wilson Region II Southeast Bladen Brunswick Carteret Columbus Cumberland Duplin Hoke New Hanover Onslow Pender Robeson Sampson Scotland	Region III Central Alamance Chatham Durham Franklin Granville Lee Orange Person Vance Warren Region IV West Caswell Davidson Davie Forsyth Guilford Randolph Rockingham Stokes Surry Yadkin Region V Southwest Anson Cabarrus Catawba Cleveland Gaston Iredell Lincoln Mecklenburg Moore Montgomery Richmond Rowan Stanly Union	Region VI West/Northwest Alexander Alleghany Ashe Avery Buncombe Burke Caldwell Cherokee Clay Graham Haywood Henderson Jackson Macon Madison McDowell Mitchell Polk Swain Transylvania Rutherford Watauga Wilkes Yancey Region VII Raleigh Area Harnett Johnston Wake
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