



STATE OF NORTH CAROLINA

EQUAL EMPLOYMENT OPPORTUNITY INSTITUTE



SEMI-ANNUAL REPORT

January – June 2012

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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 2012.

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's Learning and Development Division (OSP-L&D) and ten (10) adjunct agencies (Transportation, North Carolina State University, Health & Human Services, Public Safety, Labor, NC A&T State University, UNC-Greensboro, UNC-Asheville, Revenue and Commerce) utilized thirty-four (34) instructors to conduct fifty-seven (57) sessions in eighteen (18) cities across the state. OSP and participating adjunct agencies trained one thousand and five (1005) managers and supervisors from ten (10) universities and nineteen (19) agencies (including Durham County & Halifax Community College). 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 41 of the 57 sessions and trained 696 or 69% of the total participants. OSP hosted sixteen (16) of 57 sessions and trained three hundred and nine (309) or 31% of the total attendees. 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: UNCW (21%), UNCP (18.3%), and NCA&T (12.5%). The following agencies are also commended for having the highest participation rates: Commerce (18.3%), Revenue (11%), Public Safety (9.9%), Labor (9.6%) and Education Lottery (8.9%). DPS (337 participants) HHS (107) and DOT (123) continue to hold previous patterns of enrolling the greatest number of participants. NCSU and NCA&T have consistently enrolled high numbers of participants since signing on with the adjunct trainer program. NCSU (74) followed by NCA&T (47) and UNC-CH (39) enrolled the highest number of participants from the University system.

White males accounted for 40% of the enrollees, White females 26.17%, Black females 18.6%, and Black males 10.35%. "Others," Asians, American Indians and Hispanic/Latinos, made up the balance (4.88%) of the enrollees respectively. Whites enrolled at a rate commensurate to their representation in state government (66.15% as compared to 64.83%); Blacks participated at a lower rate (28.95% as compared to 31.04%); and other minorities (Other, Asian, Hispanic & American Indian) participated at a rate commensurate to their population in state government (4.9% as compared to 4.13%).

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 which certifies individual employees from various agencies and universities across the state to assist in delivering the Institute's curriculum. Adjunct trainers from the Department of Public Safety (DPS), 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), the Department of Labor (DOL), the Department of Commerce (Commerce), North Carolina Agricultural & Technical State University (NC A&T) and North Carolina State University (NCSU) currently host exclusive training sessions for their respective agencies. Adjunct trainers from OSP, DPS-Enterprises, Health and Human Services, North Carolina State University, North Carolina A&T State University, Labor, Revenue, UNC Asheville, Commerce and Agriculture also assist OSP in delivering statewide all inclusive or "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 a report to the agencies and universities denoting managers and supervisors hired or promoted for each month. 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. The new Learning Management System (LMS) will provide a method for tracking new managers and supervisors and remedy the problems associated with the BEACON transition. 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 one thousand and five (**1005**) employees in EEOIs sponsored by OSP or an adjunct agency. (See **Table 1**)

TABLE 1
Monthly Participation

MONTH	ENROLLED
January	106
February	190
March	187
April	147
May	151
June	224
Total	1005

Attendance

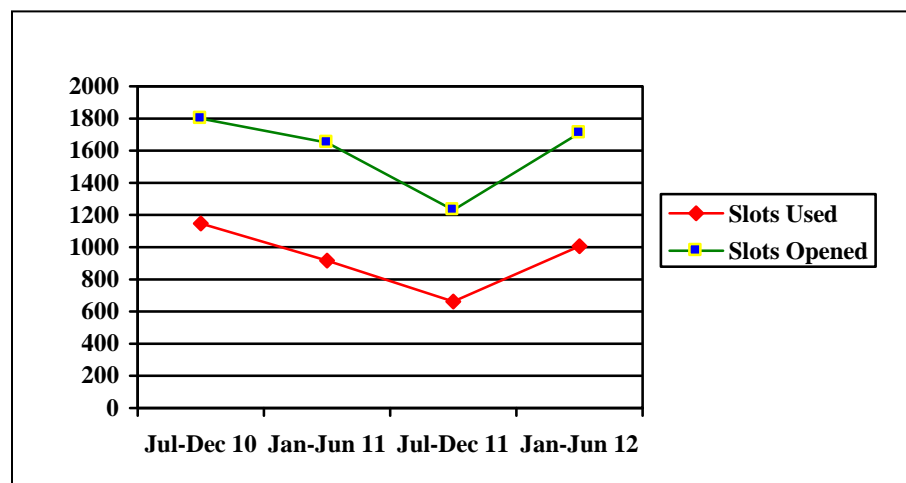
Number of Participants

The Office of State Personnel and participating adjunct agencies scheduled fifty-six (**56**) Level I sessions and one (**1**) Level II session during this reporting period. One thousand and five (**1005**) managers and supervisors attended classes scheduled for the January through June 2012 period. This period's schedule opened one thousand seven hundred and ten (**1710**) 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 [fifty-seven (57)], i.e. $30 \times 57 = 1719$. This reporting period's attendance count represents a utilization rate of fifty-nine percent (**59%**) of the available slots. Overall enrollment increased **34%** as compared to the last reporting and the usage rate increased by **5%** as compared to the last 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 10	60	1800	1148	64%	652	36%
Jan-Jun 11	55	1650	917	56%	733	44%
Jul-Dec 11	41	1230	662	54%	568	46%
Jan-Jun 12	57	1710	1005	59%	705	41%
Totals	213	6390	3732	58%	2658	42%

Chart 1
Utilization of Slots Opened



Adjunct Agency Participation

Adjunct agencies are agencies, departments and institutions that have entered into an agreement with OSP to conduct the EEOI for their respective organizations. Adjunct agencies manage enrollment, scheduling, material reproduction and instructor selection for their agencies' EEOIs. Adjunct arrangements foster a higher degree of involvement in the EEOI and permit agencies to train more staff over a shorter period of time. In order to be eligible to enter into an agreement with OSP-L&D and before hosting sessions, Adjunct Agencies must send at least one candidate through OSP's certification training program. OSP-L&D began the Adjunct Agency process in 2002, signing its first agreement with the Department of Correction (currently, the Department of Public Safety or DPS). Since 2002, OSP has signed a total of (seventeen) **17** adjunct agreements with various state agencies, departments, and institutions.

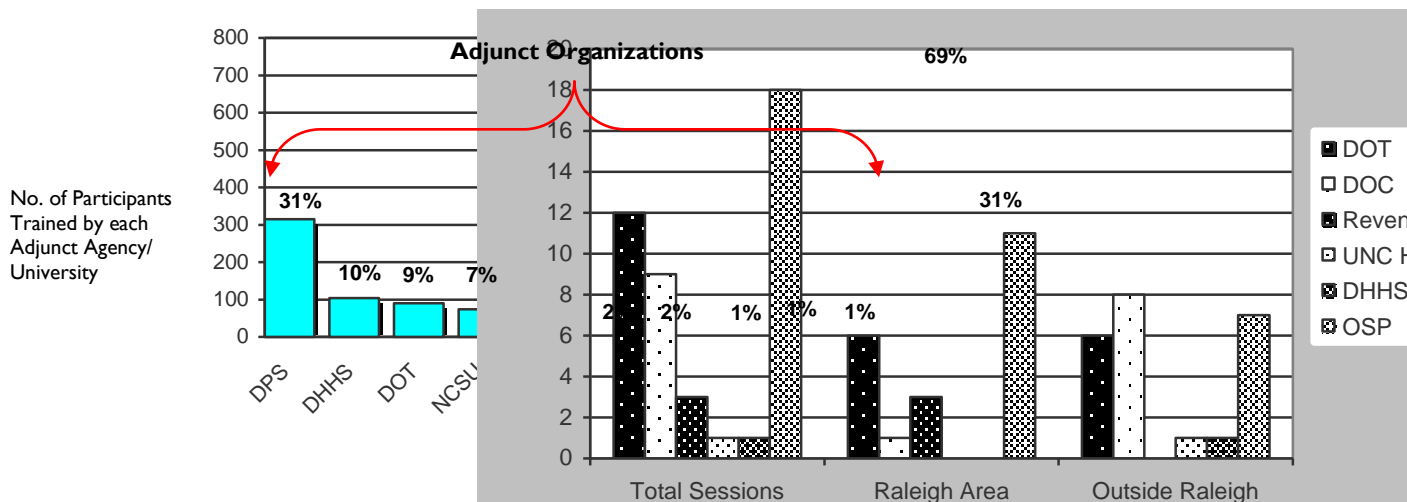
Fifty-seven (**57**) sessions of the EEOI were held during this reporting period. **10** adjunct agencies sponsored **41** of the **57** sessions. OSP sponsored **16** of the **57** sessions. A total of **34** instructors, which includes **11** OSP trainers (2 core instructors, 4 collateral duty instructors and 4 instructors-in-training) and **23** trainers from the adjunct agencies were enlisted to conduct the training. **Adjunct instructors** trained an average of **17** participants per session and **OSP** instructors trained an average of **19** participants per session. Overall, adjunct instructors trained **696** enrollees or **69%** of this reporting period's total participants and OSP trained **309** enrollees or **31%**.

Chart 2 (below) displays the percentage of sessions conducted by each participating adjunct agency as well as the aggregate percentage of the sessions conducted by adjunct agencies. The percentage conducted by OSP is also included in this chart.

Table 3 (p. 10) shows the breakdown of sessions by adjunct agency i.e. sponsor, dates, host city, instructor, total enrolled in each session, and the percentage of the total enrollees (**1005**) each adjunct agency trained.

Chart 2

Participation by Adjunct Agency



Training Schedule

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

	Sponsor	Date	End Date	City	Instructor	Attendees
1	DPS	1/24/12	1/25/12	Raleigh	Cannon	20
2	DPS	2/2/12	2/3/12	Raleigh	Sledge	9
3	DPS	2/9/12	2/10/12	Greenville	Chase	21
4	DPS	2/27/12	2/28/12	Lenoir	Wheeler	17
5	DPS	3/1/12	3/2/12	Raleigh	Sledge	10
6	DPS	3/13/12	3/14/12	Asheboro	Cannon	21
7	DPS	3/29/12	3/30/12	McCain	Cannon	17
8	DPS	4/2/12	4/3/12	Raleigh	Sledge	20
9	DPS	4/12/12	4/13/12	Greenville	Chase	24
10	DPS	4/26/12	4/27/12	McCain	Duncan	20
11	DPS	5/8/12	5/9/12	Asheboro	Morgan*/Dula*/Laws*	21
12	DPS	5/9/12	5/10/12	Lenoir	Wheeler	14
13	DPS	5/10/12	5/11/12	Raleigh	Sledge	17
14	DPS	6/4/12	6/5/12	Raleigh	Sledge	9
15	DPS	6/7/12	6/8/12	Lenoir	Dula	14
16	DPS	6/14/12	6/15/12	Greenville	Chase	22
17	DPS	6/19/12	6/20/12	Asheboro	Morgan	19
18	DPS	6/26/12	6/27/12	McCain	Cannon	20
18	DPS	Classes		5 Host Cities	8 Instructors	315
1	DHHS	1/11/12	1/12/12	Raleigh	Stuckey	6
2	DHHS	2/6/12	2/7/12	Morganton	Myers	11
3	DHHS	2/15/12	2/16/12	Black Mountain	Allison	23
4	DHHS	2/20/12	2/22/12	Wilson	Stuckey	12
5	DHHS	3/22/12	3/23/12	Wilson	Stuckey	13
6	DHHS	5/17/12	5/18/12	Butner	Stuckey	11
7	DHHS	6/28/12	6/29/12	Butner	Nida	28
7	DHHS	Classes		5 Host Cities	4 Instructors	104
1	DOT	1/24/12	1/25/12	Albemarle	Murphy/Peavey	23
2	DOT	2/22/12	2/23/12	Raleigh	Murphy/Peavey	15
3	DOT	4/11/12	4/12/12	Sylva	Murphy	20
4	DOT	4/25/12	4/26/12	Raleigh	Murphy/Peavey	14
5	DOT	5/2/12	5/3/12	Fayetteville	Murphy/Peavey	18
5	DOT	Classes		4 Host Cities	2 Instructors	90

	Sponsor	Date	End Date	City	Instructor	Attendees
1	NCSU	1/30/12	1/31/12	Raleigh	Cook	27
2	NCSU	3/22/12	3/23/12	Raleigh	Hairston*/Zuvich*	20
3	NCSU	6/4/12	6/5/12	Raleigh	Cook	27
3	NCSU	Classes		1 Host City	3 Instructors	74
1	NCA&T	2/8/12	2/9/12	Greensboro	Anderson	17
2	NCA&T	4/18/12	4/19/12	Greensboro	Anderson	17
3	NCA&T	6/20/12	6/21/12	Greensboro	Mangum	13
3	NCA&T	Classes		1 Host City	2 Instructors	47
1	Revenue	3/7/12	3/8/12	Raleigh	Coleman-Alexander	22
1	Revenue	Class		1 Host City	1 Instructor	22
	Sponsor	Date	End Date	City	Instructor	Attendees
1	UNC_G	5/23/12	5/24/12	Greensboro	Hedgepeth*/Mahoney*	16
1	UNC-G	Class		1 Host City	1 Instructor	16
1	UNC_A	5/24/12	5/25/12	Asheville	Dahlquist	11
1	UNC-A	Class		1 Host City	1 Instructor	11
1	Commerce	5/15/12	5/16/12	Raleigh	Sonya Stafford	10
1	Commerce	Class		1 Host City	1 Instructor	10
1	Labor	3/8/12	3/9/12	Raleigh	Morris-Anderson	7
1	Labor	Class		1 Host City	1 Instructor	7
1	OSP	01/26/12	01/27/12	Chapel Hill	Astrike	30
2	OSP	01/31/12	02/01/12	Raleigh	McIntyre	16
3	OSP	2/2/12	2/3/12	Raleigh	Dixon	13
4	OSP	2/16/12	2/17/12	Greenville	Wardlaw-Brown	22
5	OSP	2/23/12	2/24/12	Fayetteville	Wardlaw-Brown	14
6	OSP	3/15/16	3/16/16	Raleigh	Dixon	17
7	OSP	3/15/12	3/16/12	Pembroke	Wardlaw-Brown/Forte*	22
8	OSP	3/22/12	3/23/12	Raleigh	Dixon	9
9	OSP	3/29/12	3/30/12	Winston-Salem	Coleman-Alexander	29
10	OSP	4/12/12	4/13/12	Wilmington	Eiland*/Starling*	32
11	OSP	5/10/12	5/11/12	Morganton	Wardlaw-Brown	23
12	OSP	5/17/12	5/18/12	Raleigh	Mangum*/Reed*	10
13	OSP	6/14/12	6/15/12	Raleigh	Stuckey	14
14	OSP	6/14/12	6/15/12	Greenville	Wardlaw-Brown	29
15	OSP	6/21/12	6/22/12	Raleigh	Stafford	11
16	OSP	6/28/12	6/28/12	Raleigh**	Wardlaw-Brown	18

16	OSP	Classes		1 Host City	12 Instructors	309

57 Classes 11 Host Agencies 18 Cities 34 Instructors 1005

* Adjunct Instructors in Training

** Level II Session

Host Training Sites

The adjunct host process allows and encourages agencies to host sessions in areas where there may be a high concentration of employees, e.g. Raleigh, or in areas that are frequently underserved. This process allows the program to serve the greatest number of participants in the most expedient manner. In this reporting period, adjunct agencies conducted **27** out of their **41** total sessions (**66%**) outside of Raleigh and **14** of the **41** (**34%**) inside the Raleigh area. OSP conducted **8** out of **16** sessions or **50%** of their total sessions inside the Raleigh area and **8** or **50%** outside the Raleigh area. Overall, **39%** of the total sessions (OSP & adjunct agencies) were held inside the Raleigh area and **61%** were held outside the Raleigh area. OSP strives to ensure that EEOs are offered at a variety of locations. This process facilitates that end. (Table 4 & Chart 3)

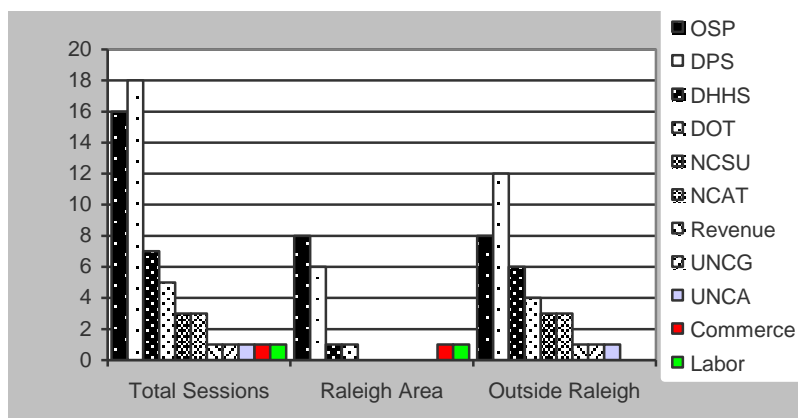
Table 4

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

AGENCY	TOTAL SESSIONS	% OF TOTAL CONDUCTED	RALEIGH AREA	PERCENT FOR AGENCY	OUTSIDE RALEIGH	PERCENT FOR AGENCY
DPS	18	32%	6	33%	12	67%
DHHS	7	13%	1	14%	6	86%
DOT	5	9%	1	20%	4	80%
NCSU	3	5%	3	100%	0	0%
NC A&T	3	3%	0	0%	3	100%
Revenue	1	2%	1	100%	0	0%
UNCG	1	2%	0	0%	1	100%
UNCA	1	2%	0	0%	1	100%
Commerce	1	2%	1	100%	0	0%
Labor	1	1%	1	100%	0	0%
<i>Adjunct Totals</i>	41	71%	14	34%	27	66%
<i>OSP Total</i>	16	29%	8	50%	8	50%
TOTALS	57	100%	22	39%	35	61%

Chart 3

Total No. of Sessions Held Inside and Outside Raleigh Area



Participation by Region

Scheduling EEOs by region enables agencies and universities to participate in the EEOI in a cost-effective manner by reducing travel costs. One thousand and five (**1005**) 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 eighty (**180**) of the participants were from Region I; one hundred and twenty-five (**125**) were from Region II; one hundred and ten (**110**) were from Region III; one hundred and four (**104**) were from Region IV; one hundred and three (**103**) were from Region V; one hundred and thirty-nine (**139**) were from Region VI; and two hundred and forty-four (**244**) were from Region VII. **Table 5** shows the number of participants attending training by region and **Chart 4** identifies regions where sessions were held. **Table 6** highlights the percentage of sessions held by region. Because Raleigh (Region VII) has the highest population of State Employees, it consistently yields the highest number of participants and hosts the greatest number of sessions.

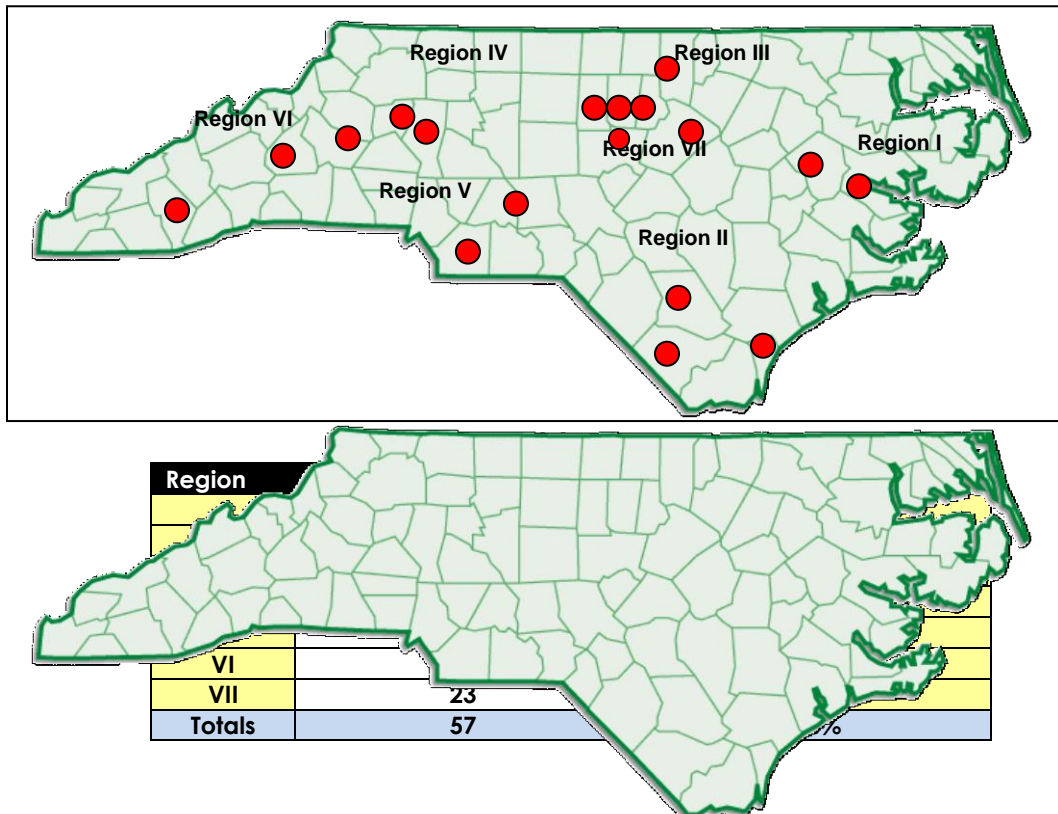
Table 5

Number of participants attending training by region

I	II	III	IV	V	VI	VII
East/Northeast 180	Southeast 125	Central 110	West 104	Southwest 103	West/Northwest 139	Raleigh Area 244

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 ten (10) universities and nineteen (19) agencies participated in the EEOI this reporting period. The three universities with the highest participation rates include UNCW (21%); UNCP (18.3%) and; NCA&T (12.5%). The three universities with the highest number of participants include NCSU (75), NCA&T (47), and UNC-CH (39). The five agencies with the highest participation rates include: Commerce (18.3%); Revenue (11%); Public Safety (9.9%); Labor (9.6%); and Education Lottery (8.9%). The five agencies with the highest number of participants enrolled include Public Safety (337), Transportation (123), Health & Human Services (107); Commerce (34), and Revenue (31). (Tables 7 & 8)

Table 7
Participation by University
 (January-June 2012)

UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL # SPA MGRS/SUPVS*	PARTICIPATION RATE
Appalachian State	**	0	434	0%
East Carolina	**	39	390	10%
Elizabeth City	**	0	98	0%
Fayetteville State	**	14	140	10%
NC A&T State	**	47	375	12.5%
NC Central	**	0	207	0%
NC School of Arts	**	0	72	0%
NC State	**	75	1000	7.5%
UNC-Asheville	**	10	122	8.2%
UNC-Chapel Hill	**	39	1126	3.5%
UNC-Charlotte	**	0	194	0%
UNC-Greensboro	**	16	532	3%
UNC Pembroke	**	22	120	18.3%
UNC-Wilmington	**	33	157	21%
Western Carolina	**	0	205	0%
Winston-Salem	**	12	123	9.8%
NC School of Science & Math	**	0	33	0%
UNC-General Administration	**	0	35	0%
TOTALS		307	5184	5.9%

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

** - PM 669 report totals are not available due to the transition of agencies to the BEACON reporting system. The new Learning Management System will remedy this problem and provide current information regarding eligible candidates.

Table 8
Participation by Agency/Department
 (January-June 2012)

AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL # SPA SUPVS/MGRS*	PARTICIPATION RATE
Administration	**	4	127	3.2%
Admin Hearings	**	0	13	0%
Admin Ofc of Courts (Judicial)	**	0	792	0%
Agriculture & Csmr Svcs	**	3	266	1.1%
Boards & Commissions	**	0	16	0%
Community Colleges@	**	1	50	2.0%
Public Safety	**	337	3400	9.9%
Crime Control (DPS)	**	0	139	2.9%
Cultural Resources	**	8	223	3.6%
Commerce	**	34	186	18.3%
Education Lottery	**	5	56	8.9%
Environ and Natural Rsrcs	**	12	721	1.7%
Employment Security (Commerce)	**	0	347	8.1%
Health & Human Services	**	107	2287	4.7%
General Assembly	**	0	***	***
Governor's Office	**	0	19	0%
Housing Finance	**	0	***	***
Insurance	**	0	99	0%
Juvenile Justice	**	0	262	0%
Justice	**	16	210	7.6%
Labor	**	7	71	9.6%
Lieutenant Governor	**	0	2	0%
Public Instruction	**	0	144	0%
Revenue	**	31	281	11%
Secretary of State	**	1	39	2.6%
Information Technology Svcs	**	0	74	0%
State Auditor	**	1	51	2.0%
State Budget	**	0	16	0%
State Controller	**	3	36	7.7%
State Health Plan	**	0	12	0%
State Personnel	**	1	14	7.1%
State Ports Authority	**	0	0	0%
Transportation	**	123	2184	5.6%
Treasurer	**	3	69	4.3%
UNC Healthcare Systems	**	0	263	0%
Wildlife	**	0	174	0%
Local Government#	**	1	***	***
TOTALS	**	698	12643	3.3%

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

** - PM 669 report totals are not available due to the transition of agencies to the BEACON reporting system. The new Learning Management System will remedy this problem and provide current information regarding eligible candidates.

***-Not included in HB 959 Mandate

@ - Halifax Community College # - Durham County

Employment Security is now counted in Commerce and Crime Control is now counted in Public Safety

Participation by Race, Gender, and Salary Grade

Chart 5

Participants by Race & Gender

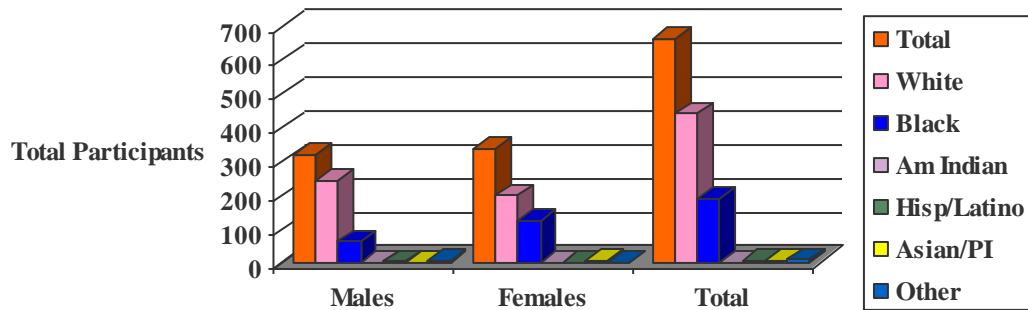


Table 9

Total Percentages by Race and Gender

RACE	TOTAL MALES	TOTAL FEMALES	TOTAL PARTICIPANTS	% MALES	% FEMALES	% TOTALS
White	402	263	665	40.0%	26.17%	66.15%
Black	104	187	291	10.25%	18.6%	28.95%
American Indian	9	10	19	0.90%	1.0%	1.90%
Hispanic/Latino	9	3	12	0.90%	0.30%	1.20%
Asian	6	5	11	0.60%	.50%	1.10%
Other	2	5	7	.20%	0.50%	.70%
TOTAL	532	473	1005	52.9%	47.1%	100.0%

Table 10

Participants by Salary Grade

PAY GRADES	1-49	50-59	60-69	70-79	80-89	90-99	CB	EPA	MG	NG
NUMBER OF PARTICIPANTS	4	20	348	194	28	1	198	5	2	205

FR – Flat Rate/CB – Career Banded/NG – No Grade/No Grade Specified/EPA – Exempt from Personnel Act

Table 11

Participants by Age

AGE	20-29	30-39	40-49	50-59	60-69	70-79	Undisclosed
NUMBER OF PARTICIPANTS	55	241	324	303	71	1	10

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 tenth (10th) reporting period utilizing the revised training curriculum and is completing its 24th year of existence.

Instructors and training sessions are evaluated together using 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 2012 was 4.76. Participants continue believe time spent in the training is justified. The class assists participants in understanding legally defensible employment practices as well as best practices for working in a diverse workforce. The video "A Class Divided" (which has been shown since the program's inception) also continues to be impactful and garners a tremendous amount of positive feedback.

Adjunct Trainer Certification Program Update

OSP created the Adjunct Trainer Certification program to offer more training opportunities to the increasing number of managers and supervisors in State government in need of enhanced skills to effectively manage a diverse workforce. Another 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.

In this reporting period adjunct certified agencies (DPS, DOT, DHHS, Commerce, Labor, NC A&T, NCSU, Revenue, UNC-A and UNC-G) conducted forty-one (41) sessions and trained six hundred and ninety six (696) or 69% of the one thousand and five (1005) managers and supervisors attending the EEOI. OSP-L&D monitors the adjunct trainer programs through collection of class schedules, rosters and classroom evaluations. Full-time core trainers also monitor adjunct programs' EEOIs via on-site classroom visits to ensure training is delivery properly and consistently throughout the state.

An adjunct trainer classroom session was held in December 2011. Fifteen candidates completed that portion of the training. After the classroom training, candidates have on-line assignments, exams, and trial training sessions to complete. Thirteen of the fifteen completed the remaining requirements for certification in the January-June 2012 reporting period. One candidate withdrew and one candidate took an extended sick leave and was, therefore, unable to complete certification requirements during this period. That candidate is expected to complete certification in the July-December

2012 period. The 15 candidates are from DPS, NCCU, NCSU, NCA&T, Cumberland County Human Resources, and UNC Healthcare. NCSU, DPS and UNC Healthcare currently have agreements with OSP to conduct the EEOI. Cumberland County and UNC-CH elected not to sign an agreement at this time. NCCU intends to sign an agreement at a later date. To date, twenty-six (26) agencies have individuals who have participated in the Adjunct Trainer Certification program. One hundred and fifteen (115) candidates have completed all certification requirements including six (6) OSP employees from the Equal Employment Opportunity division. Sixty-four (64) 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 or LMS 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 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 all 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

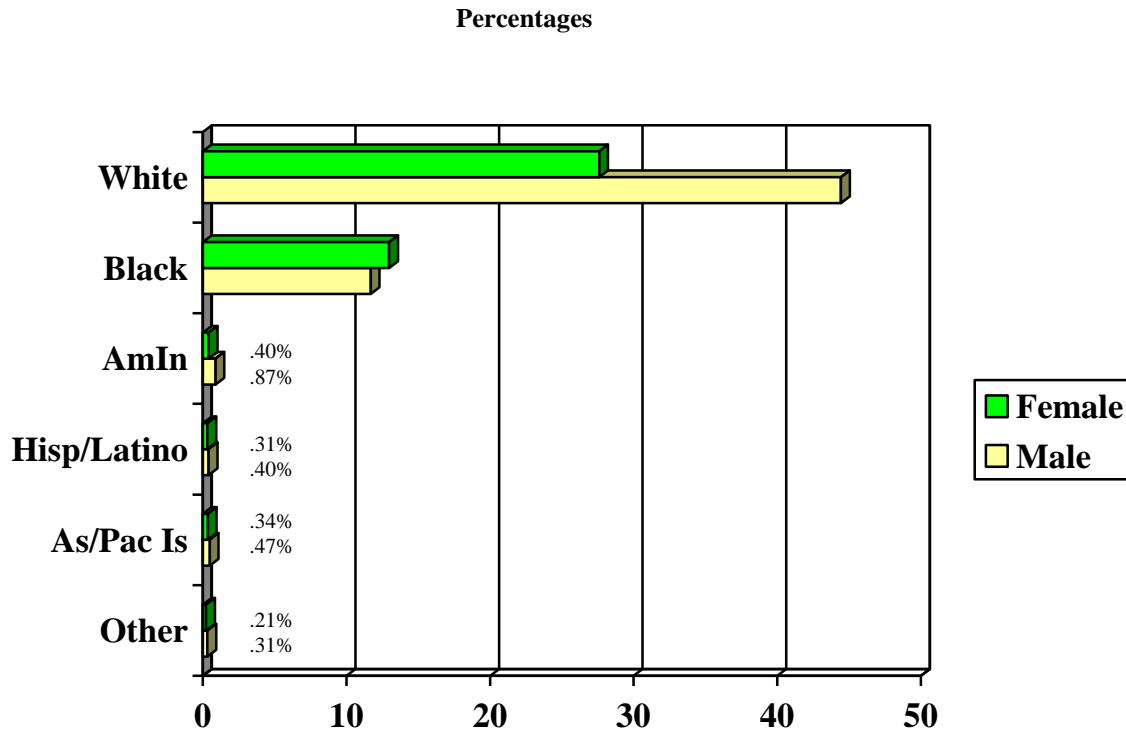
The Learning & Development Group recommends:

- continued development and expansion of the adjunct trainer certification program; and
- incorporation of 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 2012)



Totals & Percentages

RACE	MALES	%	FEMALES	%	TOTAL	%
White	10954	44.44%	6803	27.6%	17757	72.0%
Black	2879	11.68%	3197	12.97%	6076	24.7%
American Indians	214	.87%	99	.40%	313	1.27%
Hispanic/Latino	100	.40%	75	.31%	175	.71%
Asian/Pacific Is.	115	.47%	83	.34%	198	.80%
Other	76	.31%	53	.21%	129	.52%
TOTAL	14338	58.17%	10310	41.83%	24648	100.00%

APPENDIX B

**Cumulative Totals of University Candidates
By Eligibility and Attendance***

(July 1991-June 2012)

UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Appalachian State	152	73
East Carolina	366	286
Elizabeth City State	64	94
Fayetteville State	80	64
NC A&T State	165	239
NC Central	223	122
NC School of the Arts	34	10
NC State University	195	1081
UNC-Asheville	41	203
UNC-Chapel Hill	512	745
UNC-Charlotte	153	50
UNC-Greensboro	206	257
UNC-Pembroke	44	97
UNC-Wilmington	114	187
Western Carolina	126	109
Winston-Salem State	103	78
School of Science & Math	48	15
UNC-General Administration	60	76
TOTALS	2686	3786

* - 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. The new Learning Management System(LMS) will provide a method for reporting eligible candidates.

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

(July 1991-June 2012)

AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Administration	302	223
Admin Hearings, Rules & Review	15	6
Admin Offices of the Courts (Judicial)	5	94
Agriculture	383	442
Boards & Commissions	13	13
Community Colleges	110	81
Public Safety (includes DOC & CCPS)	6633	6012
Crime Control (Public Safety)	879	819
Cultural Resources	284	368
Commerce	273	203
Education Lottery	8	94
Environmental & Natural Resources	1060	908
Employment Security Commission	516	743
Health & Human Services	3690	3412
General Assembly	1	1
Governor's Office	47	19
Housing Finance	20	38
Insurance	102	196
Juvenile Justice	196	411
Justice	301	488
Labor	126	215
Lieutenant Governor	7	1
Public Instruction	226	149
Revenue	364	602
Secretary of State	71	72
ITS (Information Technology Services)	69	94
State Auditor	97	95
State Budget	5	17
State Controller	73	58
State Health Plan	3	17
State Personnel	5	27
State Ports Authority	0	83
Transportation	2674	3973
Treasurer	83	118
UNC Healthcare Systems	304	494
Wildlife	171	266
Local Government	0	10
TOTALS	19116	20862

* - See Note from Appendix B

APPENDIX D
Equal Employment Opportunity Institute
Regional Groupings

<p>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</p> <p>Region II Southeast Bladen Brunswick Carteret Columbus Cumberland Duplin Hoke New Hanover Onslow Pender Robeson Sampson Scotland</p>	<p>Region III Central Alamance Chatham Durham Franklin Granville Lee Orange Person Vance Warren</p> <p>Region IV West Caswell Davidson Davie Forsyth Guilford Randolph Rockingham Stokes Surry Yadkin</p> <p>Region V Southwest Anson Cabarrus Catawba Cleveland Gaston Iredell Lincoln Mecklenburg Moore Montgomery Richmond Rowan Stanly Union</p>	<p>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</p> <p>Region VII Raleigh Area Harnett Johnston Wake</p>
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