

STATE OF NORTH CAROLINA

EQUAL EMPLOYMENT OPPORTUNITY INSTITUTE



SEMI-ANNUAL REPORT

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C. Neal Alexander, Jr., Director
North Carolina Office of State Personnel

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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 July through December 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, gender and age; 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, Commerce, NC A&T State University, UNC- Greensboro, UNC-Asheville, Revenue and Cultural Resources) utilized thirty-five (34) instructors to conduct fifty-two (52) sessions in twenty-one (21) cities across the state. OSP and participating adjunct agencies trained eight and forty-one (841) managers and supervisors from twelve (12) universities and seventeen (17) agencies (including the Town of Holden Beach & Gates County). 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 34 of the 52 sessions and trained 483 or 57% of the total participants. OSP hosted eighteen (18) of 52 sessions and trained three hundred and fifty-eight (358) or 43% 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: UNCP (25%), WSSU (14.6%), and ECU (12.6%). The following agencies are also commended for having the highest participation rates: Agriculture (13.2%), Education Lottery (12.5%), Treasurer (11.6%), Commerce (9.7%) and Revenue (8.5%). HHS (178 participants) and DPS (119) continue to hold previous patterns of enrolling the greatest number of participants. NCSU and NCA&T have also consistently enrolled high numbers of participants since signing on with the adjunct trainer program. NCSU (98) followed by ECU (49) and UNC-CH (49) enrolled the highest number of participants from the University system.

White males accounted for 38% of the enrollees, White females 33%, Black females 17%, and Black males 7%. "Others," American Indians, Asians and Hispanic/Latinos, made up the balance (5%) of the enrollees respectively. Whites enrolled at a rate slightly higher than their representation in state government (71% as compared to 65.3%); Blacks participated at a lower rate (24% as compared to 31.04%); and other minorities (Other, Asian, Hispanic & American Indian) participated at a rate slightly higher rate than their population in state government (5% 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 historically 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 twenty-two (**1022**) employees in EEOIs sponsored by OSP or an adjunct agency. (See **Table 1**)

Table 1 Monthly Participation January-June 2013	
MONTH	ENROLLED
July	131
August	107
September	188
October	165
November	244
December	187
TOTAL	1022

Attendance

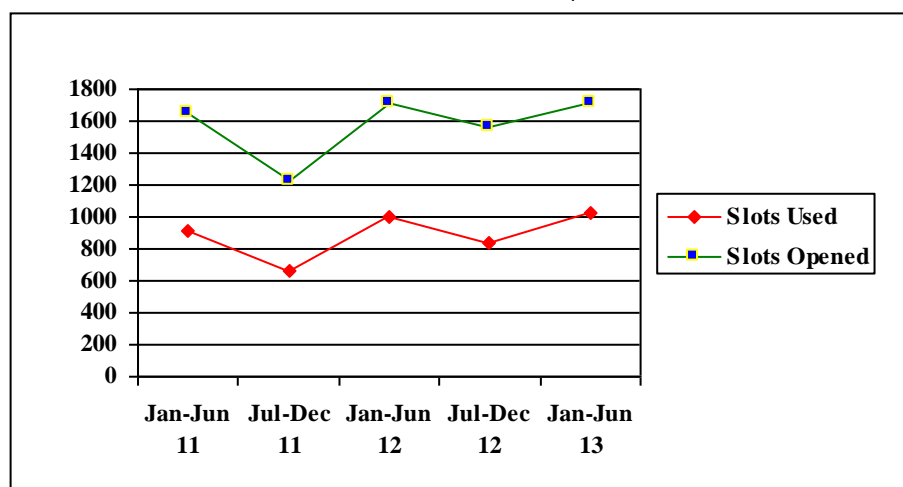
Number of Participants

The Office of State Personnel and participating adjunct agencies scheduled fifty-six **(56)** Level I sessions and two **(1)** Level II session during this reporting period. One thousand and twenty-two **(1022)** managers and supervisors attended classes scheduled for the January through June 2013 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. $30 \times 57 = 1710$. This reporting period's attendance count represents a utilization rate of sixty percent **(60%)** of the available slots. Overall enrollment increased **18%** as compared to the last reporting and the usage rate increased by **6%** as compared to the last reporting period. (Table 2 & Chart 1)

Table 2
Utilization Rate Trends
(Current & Previous 4 Reporting Periods)

Period	Classes Offered	Slots Opened	Attendees	Rate of Usage	Slots Unused	Percent Unused
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%
Jul-Dec 12	52	1560	841	54%	719	46%
Jan-Jun 13	57	1710	1022	60%	688	40%
Totals	262	7860	4447	57%	3413	43%

Chart 1
Utilization of Slots Opened



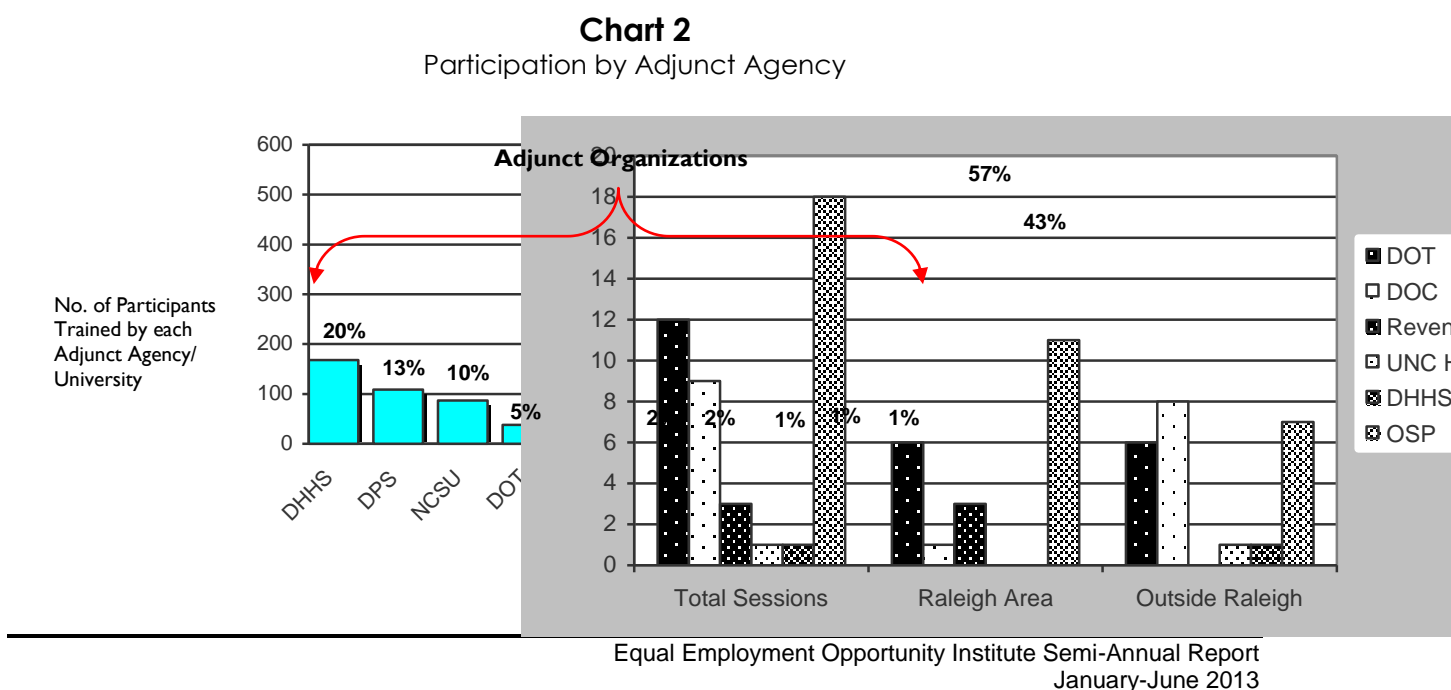
Adjunct Agency Participation

Adjunct agencies are agencies, departments and institutions that have entered into an agreement with OSP to conduct the EEOI for their respective organizations. OSP-L&D began the Adjunct Agency certification process in 2002, signing its first agreement with the Department of Correction (currently, the Department of Public Safety [DPS]). Since 2002, OSP has signed a total of (seventeen) **17** adjunct agency agreements with various state agencies, departments, and institutions. Adjunct agencies manage enrollment, scheduling, material reproduction and instructor selection agency exclusive sessions. 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 Adjunct agreement with OSP, Adjunct Agencies must send at least one candidate through OSP's certification training program.

Fifty-seven (**57**) sessions of the EEOI were held during this reporting period. **10** adjunct agencies sponsored **34** of the **52** sessions. OSP sponsored **18** of the **52** sessions. A total of **34** instructors, which includes **9** OSP trainers (2 core instructors and 7 collateral duty instructors) and **25** trainers from the adjunct agencies were enlisted to conduct the training. **Adjunct instructors** trained an average of **14** participants per session and **OSP** instructors trained an average of **20** participants per session. Overall, adjunct instructors trained **358** enrollees or **43%** of this reporting period's total participants and OSP trained **483** enrollees or **57%**.

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 (**841**) each adjunct agency trained.



Training Schedule

Table 3 SESSIONS BY SPONSOR, DATE, CITY AND INSTRUCTOR Total Participants by Sponsor, Date, Location, Enrollees and Instructors						
	SPONSOR	START	END	CITY	INSTRUCTOR	ATTENDEES
1	DCR	09/26/12	09/27/12	Raleigh	Kubich	7
	DCR	1-CLASS		1-HOST CITY	1-INSTRUCTOR	7-ATTENDEES
1	DHHS	09/17/12	09/18/12	Raleigh	Alexander	12
2	DHHS	11/07/12	11/08/12	Goldsboro	Alexander	13
3	DHHS	08/28/12	08/29/12	Butner	Alston	15
4	DHHS	10/29/12	10/30/12	Kinston	Dunn/Phillips/Rasberry	16
5	DHHS	10/01/12	10/02/12	Raleigh	Mbani	12
6	DHHS	12/05/12	12/06/12	Raleigh	Mbani	13
7	DHHS	08/27/12	08/28/12	Morganton	Myers	13
8	DHHS	11/28/12	11/29/12	Morganton	Myers	9
9	DHHS	12/10/12	12/11/12	Butner	Nida	12
10	DHHS	07/19/12	07/20/12	Raleigh	Stuckey	19
11	DHHS	10/15/12	10/16/12	Raleigh	Stuckey	16
12	DHHS	07/30/12	07/31/12	Morganton	Myers	18
	DHHS	12-CLASSES		5-HOST CITIES	9-INSTRUCTORS	168-ATTENDEES
1	DOT	10/23/12	10/24/12	Manns Harbor	Murphy	7
2	DOT	08/08/12	08/09/12	Raleigh	Peavey/Murphy	11
3	DOT	12/05/12	12/06/12	Raleigh	Peavey/Murphy	20
	DOT	3-CLASSES		2-HOST CITIES	2-INSTRUCTORS	38-ATTENDEES
1	DPS	08/21/12	08/22/12	Apex	Brunson	14
2	DPS	10/09/12	10/10/12	Raleigh	Cannon	12
3	DPS	08/22/12	08/23/12	Lenoir	Dula	21
4	DPS	08/16/12	08/17/12	Greenville	Laws	21
5	DPS	10/29/12	10/30/12	Asheboro	Morgan/Pearson	13
6	DPS	10/04/12	10/05/12	Raleigh	Sledge	7
7	DPS	10/25/12	10/26/12	Lenior	Wheeler	21
	DPS	7-CLASSES		6-HOST CITIES	8-INSTRUCTORS	109-ATTENDEES
1	Commerce	07/17/12	07/18/12	Raleigh	Stafford	15
	COMMERCE	1-CLASS		1-HOST CITY	1-INSTRUCTOR	15-ATTENDEES
1	NCA&T	09/12/12	09/13/12	Greensboro	Mangum	9
2	NCA&T	12/05/12	12/06/12	Greensboro	Mangum	11
	NCA&T	2-CLASSES		1-HOST CITY	1-INSTRUCTOR	20-ATTENDEES

1	NCSU	07/12/12	07/13/12	Raleigh	Cook	19
2	NCSU	08/27/12	08/28/12	Raleigh	Cook	24
3	NCSU	09/17/12	09/18/12	Raleigh	Cook	16
4	NCSU	10/15/12	10/16/12	Raleigh	Cook	11
5	NCSU	11/09/12	11/10/12	Raleigh	Cook	17
	NCSU	5-CLASSES		1-HOST CITY	1-INSTRUCTOR	87-ATTENDEES
1	OSP	12/06/12	12/07/12	Winston-Salem	Alexander	32
2	OSP	07/26/12	07/27/12	Chapel Hill	Astrike	19
3	OSP	10/11/12	10/12/12	Raleigh	Dixon	25
4	OSP	12/11/12	12/12/12	Raleigh	Dixon	23
5	OSP	08/02/12	08/03/12	Durham	Forte	14
6	OSP	10/11/12	10/12/12	Pembroke	Jones	14
7	OSP	11/15/12	11/16/12	Raleigh	Jones	32
8	OSP	09/27/12	09/28/12	Raleigh	McIntyre	12
9	OSP	08/18/12	08/19/12	Charlotte	Morris-Anderson	11
10	OSP	10/04/12	10/05/12	Wilmington	Stafford	15
11	OSP	07/12/12	07/13/12	Greenville	Wardlaw-Brown	25
12	OSP	08/07/12	08/07/12	Pembroke	Wardlaw-Brown	20
13	OSP	08/09/12	08/10/12	Raleigh	Wardlaw-Brown	14
14	OSP	09/14/12	09/14/12	Greenville	Wardlaw-Brown	24
15	OSP	09/20/12	09/21/12	Chapel Hill	Wardlaw-Brown	11
16	OSP	09/27/12	09/28/12	Raleigh	Wardlaw-Brown	15
17	OSP	10/11/12	10/12/12	Henderson	Wardlaw-Brown	20
18	OSP	11/01/12	11/02/12	Cullowhee	Wardlaw-Brown	32
	OSP	18-CLASSES		10-HOST CITIES	9-INSTRUCTORS	358-ATTENDEES
1	Revenue	12/17/12	12/18/12	Raleigh	Alexander	19
	REVENUE	1-CLASS		1-HOST CITY	1-INSTRUCTOR	19-ATTENDEES
1	UNC_A	12/05/12	12/06/12	Asheville	Dahlquist	12
	UNC_A	1-CLASS		1-HOST CITY	1-INSTRUCTOR	12-ATTENDEES
1	UNC_G	10/03/12	10/04/12	Greensboro	Hedgepeth/Mahoney	8
	UNC_G	1-CLASS		1-HOST CITY	1-INSTRUCTOR	8-ATTENDEES
	TOTALS	52-CLASSES		21-HOST CITIES	34-INSTRUCTORS	841 ATTENDEES

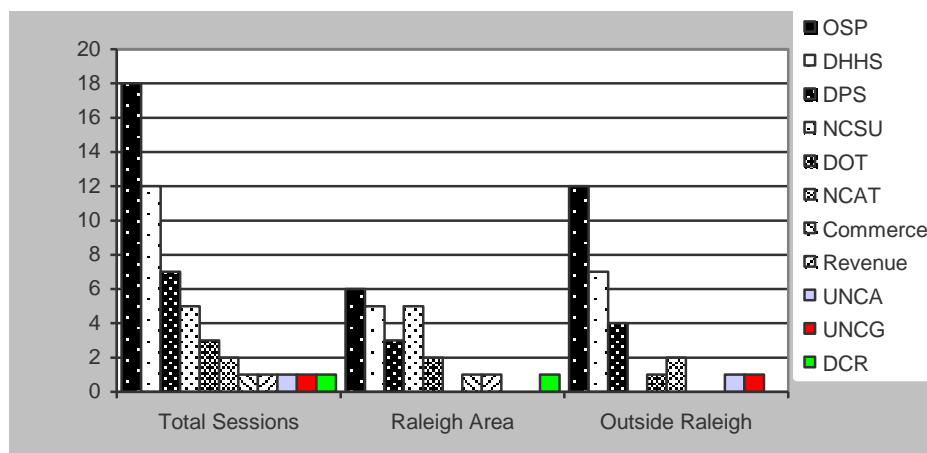
Host Training Sites

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 **16** out of their **34** total sessions (**47%**) outside of Raleigh and **18** of the **34** (**53%**) inside the Raleigh area. OSP conducted **6** out of **18** sessions or **33%** of their total sessions inside the Raleigh area and **12** or **67%** outside the Raleigh area. Overall, **46%** of the total sessions (OSP & adjunct agencies) were held inside the Raleigh area and **54%** 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 NUMBER OF SESSIONS BY AGENCY/UNIVERSITY HELD INSIDE & OUTSIDE RALEIGH AREA (JULY-DECEMBER 2012)						
AGENCY/ UNIVERSITY	TOTAL SESSIONS	% OF TOTAL CONDUCTED	RALEIGH AREA #	RALEIGH AREA %	OUTSIDE RALEIGH AREA #	OUTSIDE RALEIGH AREA %
DCR	1	1.9%	1	100.0%	0	0.0%
DHHS	12	23.1%	5	41.7%	7	58.3%
DOT	3	5.8%	2	66.7%	1	33.3%
DPS	7	13.5%	3	42.9%	4	57.1%
Commerce	1	1.9%	1	100.0%	0	0.0%
NCA&T	2	3.8%	0	0.0%	2	100.0%
NCSU	5	9.6%	5	100.0%	0	0.0%
REVENUE	1	1.9%	1	100.0%	0	0.0%
UNC_A	1	1.9%	0	0.0%	1	100.0%
UNC_G	1	1.9%	0	0.0%	1	100.0%
ADJUNCT TOTALS	34	65.4%	18	52.9%	16	47.1%
OSP	18	34.6%	6	33.3%	12	66.7%
TOTALS	52	100.0%	24	46.2%	28	53.8%

Chart 3

Total No. of Sessions Held Inside and Outside Raleigh Area

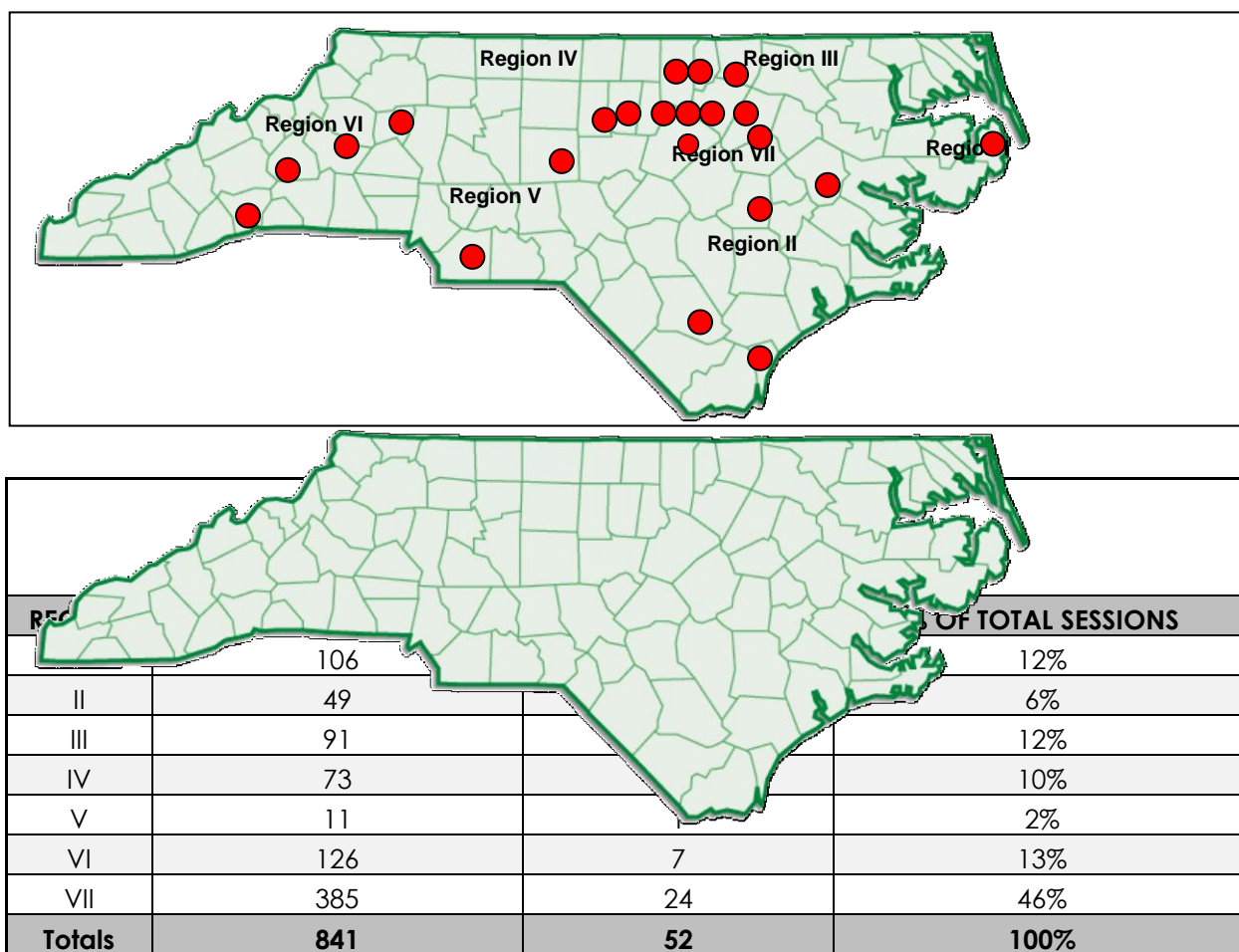


Participation by Region

Scheduling EEOs by region enables agencies and universities to participate in the EEOI in a cost-effective manner by reducing travel costs. Eight hundred and forty-one (**841**) 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 six (**106**) of the participants were from Region I; forty-nine (**49**) were from Region II; ninety-one (**91**) were from Region III; seventy-three (**73**) were from Region IV; eleven (**11**) were from Region V; one hundred and twenty-six (**126**) were from Region VI; and three hundred and eighty-five (**385**) were from Region VII. **Table 5** shows the number of participants attending training by region and reveals the percentage of sessions held by region. **Chart 4** highlights regions where sessions were held. 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.

Chart 4

Depicts counties (cities) 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 twelve (12) universities and seventeen (17) agencies participated in the EEOI this reporting period. The three universities with the highest participation rates include UNCP (25%); WSSU (14.6%) and; ECU (12.6%). The three universities with the highest number of participants include NCSU (98), ECU (49), UNC-CH (49) and UNCP (30). The five agencies with the highest participation rates include: Agriculture (13.2%); Education Lottery (12.5%); Treasurer (11.6%); Commerce (9.7%); and Revenue (8.5%). The five agencies with the highest number of participants enrolled include Health & Human Services (178), Public Safety (119), Environmental & Natural Resources (52); Transportation (47), and Agriculture (35). (Tables 6 & 7)

Table 6 PARTICIPATION BY UNIVERSITY (July-December 2012)				
UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL #SPA MGRS/SUPVS*	PARTICIPATION RATE
Appalachian State	**	0	434	0.00%
East Carolina	**	49	390	12.56%
Elizabeth City	**	0	98	0.00%
Fayetteville State	**	0	140	0.00%
NC A&T State	**	20	375	5.33%
NC Central	**	16	207	7.73%
NC School of Arts	**	0	72	0.00%
NC State	**	98	1000	9.80%
UNC-Asheville	**	7	122	5.74%
UNC-Chapel Hill	**	49	1126	4.35%
UNC-Charlotte	**	0	194	0.00%
UNC-Greensboro	**	8	532	1.50%
UNC Pembroke	**	30	120	25.00%
UNC-Wilmington	**	2	157	1.27%
Western Carolina	**	24	205	11.71%
Winston-Salem	**	18	123	14.63%
NC School of Science & Math	**	0	33	0.00%
UNC-General Administration	**	1	35	2.86%
TOTAL	**	322	5363	6.00%

* - 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 7
PARTICIPATION BY AGENCY/DEPARTMENT
(July-December 2012)

AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL # SPA SUPVS/MGRS*	PARTICIPATION RATE
Administration	**	5	127	3.94%
Admin Hearings	**	0	13	0.00%
Admin Ofc of Courts (Judicial)	**	1	792	0.13%
Agriculture & Csmr Svcs	**	35	266	13.16%
Boards & Commissions	**	0	16	0.00%
Community Colleges	**	0	50	0.00%
Public Safety	**	119	3400	3.50%
Crime Control (DPS)	**	--	139	--
Cultural Resources	**	13	223	5.83%
Commerce	**	18	186	9.68%
Education Lottery	**	7	56	12.50%
Environ and Natural Resources	**	52	721	7.21%
Employment Security (Commerce)	**	--	347	--
Health & Human Services	**	178	2287	7.78%
General Assembly	**	0	***	***
Governor's Office	**	0	19	0.00%
Housing Finance	**	0	***	***
Insurance	**	0	99	0.00%
Juvenile Justice	**	0	262	0.00%
Justice	**	6	210	2.86%
Labor	**	1	71	1.41%
Lieutenant Governor	**	0	2	0.00%
Public Instruction	**	0	144	0.00%
Revenue	**	24	281	8.54%
Secretary of State	**	0	39	0.00%
Information Technology Services	**	1	74	1.35%
State Auditor	**	0	51	0.00%
State Budget	**	0	16	0.00%
State Controller	**	0	36	0.00%
State Health Plan	**	0	12	0.00%
State Personnel	**	0	14	0.00%
State Ports Authority	**	0	0	0.00%
Transportation	**	47	2184	2.15%
Treasurer	**	8	69	11.59%
UNC Healthcare Systems	**	0	263	0.00%
Wildlife	**	2	174	1.15%
Local Government#	**	2	***	***
TOTALS	**	519	12643	92.78%

* - 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

- Town of Holden Beach & Gates 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

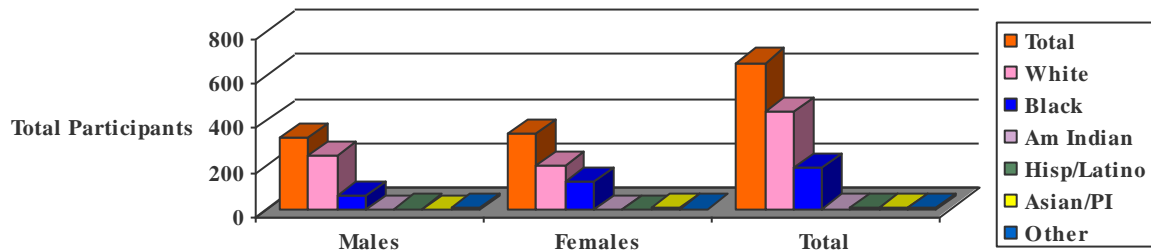


Table 8

TOTAL PERCENTAGES BY RACE AND SEX

(July-December 2012)

RACE	TOTAL MALES	TOTAL FEMALES	TOTAL PARTICIPANTS	% MALES	% FEMALES	% TOTALS
WHITE	317	278	595	37.69%	33.06%	70.75%
BLACK	57	146	203	6.78%	17.36%	24.14%
AMERICAN INDIAN	6	10	16	0.71%	1.19%	1.90%
HISPANIC/LATINO	4	8	12	0.48%	0.95%	1.43%
ASIAN	8	2	10	0.95%	0.24%	1.19%
OTHER	1	4	5	0.12%	0.48%	0.59%
TOTAL	393	448	841	46.73%	53.27%	100.00%

Table 9

PARTICIPANTS BY SALARY GRADE

(July-December 2012)

PAY GRADES	1-49	5--59	60-69	70-79	80-89	CB	EPA	MG	NA	NG	TOTAL
NUMBER OF PARTICIPANTS	16	8	214	225	17	73	32	2	251	3	841

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

Table 10

PARTICIPANTS BY AGE

(July-December 2012)

AGE	20-29	30-39	40-49	50-59	60-69	70-79	TOTAL
NUMBER OF PARTICIPANTS	53	187	260	259	80	2	841

Additional Comments

Evaluation

At the conclusion of each Institute, each participant is given an opportunity to rate the training. The EEOI is now completing its tenth (10th) reporting period utilizing the revised training curriculum. The institute has operated since 1988.

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 July through December 2012 was 4.71. Most Participants continue to believe time spent in the training is justified. Interviewing dos and don'ts; tips for treating employees equitably; class format, and the review of EEO laws were a few of the items participants found very helpful. 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 arrangement with the participating adjunct agencies continues to meet program objectives.

In this reporting period adjunct certified agencies (DPS, DOT, DHHS, Commerce, Revenue, Cultural Resources, NCA&T, NCSU, UNC-A and UNC-G) conducted thirty-four (34) sessions and trained four hundred and eighty-three (483) or 57% of the eight hundred and forty-one (841) 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 2012. Twelve candidates completed that portion of the training. After the classroom training, candidates have on-line assignments, exams, and trial training sessions to complete. All of the candidates are on track to complete the remaining requirements for certification by January-June 2013 reporting period. The 12 candidates are from OSP, NCCU, DHHS, NC Ports & DOJ. DHHS, NC Ports & DOJ currently have agreements with OSP to conduct the EEOI. 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

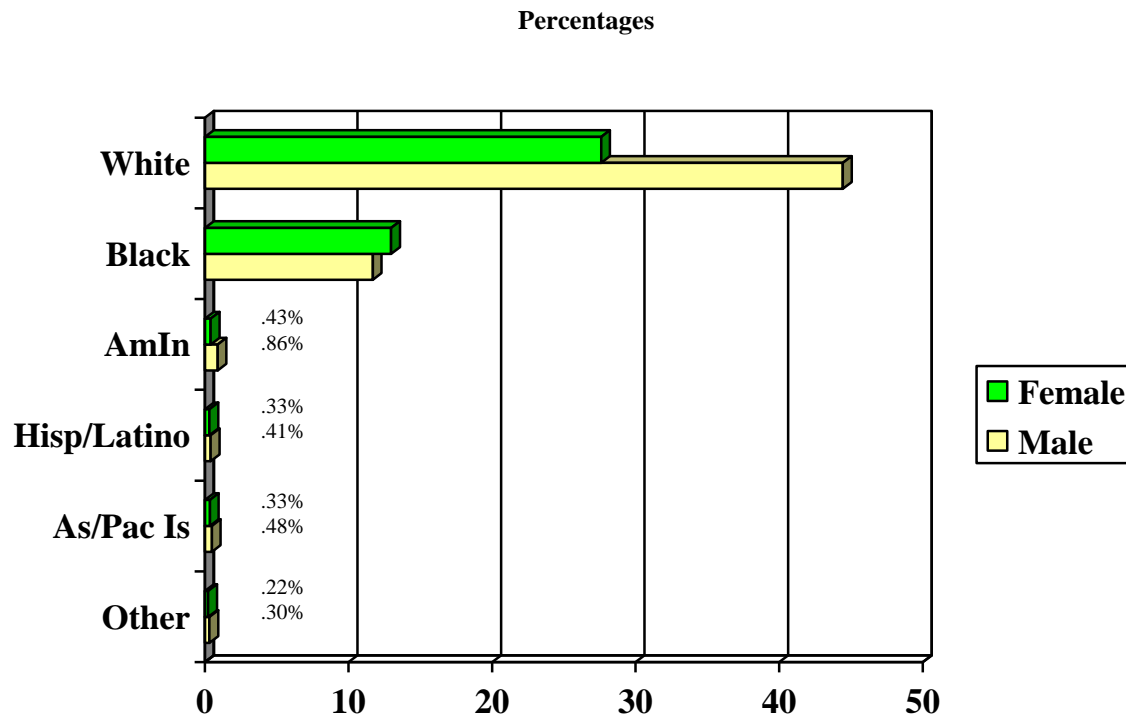
The Learning & Development Division recommends:

- 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-December 2012)



APPENDIX A						
OVERALL SUMMARY OF EEOI PARTICIPANTS						
BY ETHNICITY AND SEX						
(JULY 1991-DECEMBER 2012)						
RACE	TOTAL MALES	TOTAL FEMALES	TOTAL PARTICIPANTS	% MALES	% FEMALES	% TOTALS
WHITE	11271	7081	18352	44.22%	27.78%	72.00%
BLACK	2936	3343	6279	11.52%	13.12%	24.63%
AMERICAN INDIAN	220	109	329	0.86%	0.43%	1.29%
HISPANIC/LATINO	104	83	187	0.41%	0.33%	0.73%
ASIAN	123	85	208	0.48%	0.33%	0.82%
OTHER	77	57	134	0.30%	0.22%	0.53%
TOTAL	14731	10758	25489	57.79%	42.21%	100.00%

APPENDIX B CUMULATIVE TOTALS OF UNIVERSITY CANDIDATES BY ELIGIBILITY AND ATTENDANCE* (July 1991 – December 2012)		
UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Appalachian State	152	73
East Carolina	366	335
Elizabeth City	64	94
Fayetteville State	80	64
NC A&T State	165	259
NC Central	223	138
NC School of Arts	34	10
NC State	195	1179
UNC-Asheville	41	210
UNC-Chapel Hill	512	794
UNC-Charlotte	153	50
UNC-Greensboro	206	265
UNC Pembroke	44	127
UNC-Wilmington	114	189
Western Carolina	126	133
Winston-Salem	103	96
NC School of Science & Math	48	15
UNC-General Administration	60	76
TOTAL	2686	4107

* - This table represents utilization as opposed to a backlog of eligible candidates. "Eligible Candidates" totals represent the cumulative number of managers and supervisors 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-DECEMBER 2012)		
AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Administration	302	228
Admin Hearings	15	6
Admin Ofc of Courts (Judicial)	5	95
Agriculture & Csmr Svcs	383	477
Boards & Commissions	13	13
Community Colleges	110	82
Public Safety (Includes DOC & CCPS)	6633	6131
Crime Control (DPS)	879	819
Cultural Resources	284	381
Commerce	273	221
Education Lottery	8	101
Environ and Natural Rsrcls	1060	960
Employment Security (Commerce)	516	743
Health & Human Services	3690	3590
General Assembly	1	1
Governor's Office	47	19
Housing Finance	20	38
Insurance	102	196
Juvenile Justice	196	411
Justice	301	494
Labor	126	216
Lieutenant Governor	7	1
Public Instruction	226	149
Revenue	364	626
Secretary of State	71	72
Information Technology Svcs	69	95
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	4020
Treasurer	83	126
UNC Healthcare Systems	304	494
Wildlife	171	268
Local Government	0	11
TOTALS	19116	21381

* - 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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