

STATE OF NORTH CAROLINA

EQUAL EMPLOYMENT OPPORTUNITY INSTITUTE



SEMI-ANNUAL REPORT

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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. This report covers the period January through June 2006.

The data is analyzed in the following categories:

- a) eligible candidates;
- b) number of sessions conducted;
- c) number of participants by EEOI location and instructor;
- d) number of session 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 Human Resource Development (OSP/HRD) and seven (7) adjunct agencies (Correction, Transportation, Health and Human Services, Revenue, Elizabeth City State University, NC Ports and UNC Healthcare) dispatched twenty-seven (27) instructors to host seventy-nine (79) sessions in twenty-three (23) cities across the state. OSP and participating adjunct agencies trained a total one thousand five hundred and ninety-eight (1598) managers and supervisors from ten (10) universities and twenty-seven (27) agencies. The total trained represents a 22% increase in attendance and a 1% increase in the utilization rate of available slots as compared to the last reporting period. The following universities and agencies are commended for having the highest participation rates in the EEOI enrollment process: Education Lottery (85%), Revenue (66%), Governor's Office (50%), Elizabeth City (35%), Community Colleges (27.8%), Boards & Commissions (20%), UNC General Administration (16.3%) and UNC-Asheville (11.6%).

OSP/HRD introduced a new curriculum in the previous training period (Jul-Dec 06). The new curriculum continues to meet the HB 959 mandate and the needs of the participants. OSP-HRD, in concert with agency and university coordinators, continues to develop and implement procedures to ensure the quality of the EEOI.

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. The Equal Employment Opportunity Institute (EEOI) instructs managers and supervisors on laws, policy and best practices for creating and maintaining EEO and workplace diversity.

EEO refers to the set of laws that mandate all individuals' rights to equal opportunity in the workplace, irrespective of race, color, sex, national origin, age or disability. 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. EEO and diversity management are separate but complementary functions essential to the success of the State of North Carolina as a high performing organization.

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 Human Resource Development Group 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 new section to this Chapter, i.e. 126-16.1. The new 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 participants:

- identify and understand federal and state EEO laws, executive orders, regulations and general statutes;
- effectively handle situations involving potential discrimination on the basis of age, sex, ethnic origin, religion, disability, etc.
- 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 covers 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 or 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 day course designed for the majority of candidates and Level II is a one-day course designed to accommodate cabinet level 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 has also created an adjunct trainer certification program to certify individual employees from various agencies and universities across the state to assist in delivering the Institute to supervisors and managers. Adjunct trainers from the Department of Correction (DOC), the Department of Health and Human Services (DHHS), the Department of Transportation (DOT), Department of Revenue (DOR), NC State Ports Authority (NCSPA), Elizabeth City State University (ECSU) and UNC Healthcare Systems (UNC HCS) host exclusive sessions for their respective agencies. To date, sixty-six (66) employees have completed adjunct certification classroom training.

Candidate Selection and Enrollment

Eligibility for the EEOI is determined through use of the PM 669 report, a monthly new hire and promotion report of permanent SPA (State Personnel Act) employees at each agency, department and university. The Office of State Personnel generates the PM 669 report. Each agency or university EEOI coordinator reviews the report to confirm candidate eligibility and adds backlogged employees to complete their list of eligible candidates. Backlogs accumulate when new candidates are not immediately enrolled in a current EEOI. This may occur because: 1) the EEOI is not currently offered in an area convenient to the candidate; 2) the candidate is enrolled but does not attend the scheduled session; or 3) the EEOI coordinator is not actively enrolling candidates in available sessions. These individuals continue to count as eligible candidates. Coordinators may also add candidates if a new appointment, hire, or promotion meets the definition of a supervisor or manager per G.S. 126-16-1.

During the January through June 2007 reporting period, the PM 669 report identified seven hundred and eighty-nine (789) employees eligible to attend the EEOI. During the same reporting period agencies, departments and universities enrolled one thousand five hundred and ninety-eight (1598) employees in the EEOI utilizing PM 669 data and the aforementioned criteria. (**Table 1**, below)

TABLE 1
Monthly Selection

MONTH	SELECTED	ENROLLED
January	113	119
February	119	296
March	112	395
April	133	232
May	113	301
June	199	255
Total	789	1598

SELECTED = Candidates identified by OSP/HRD utilizing monthly PMIS 669 Report

Attendance

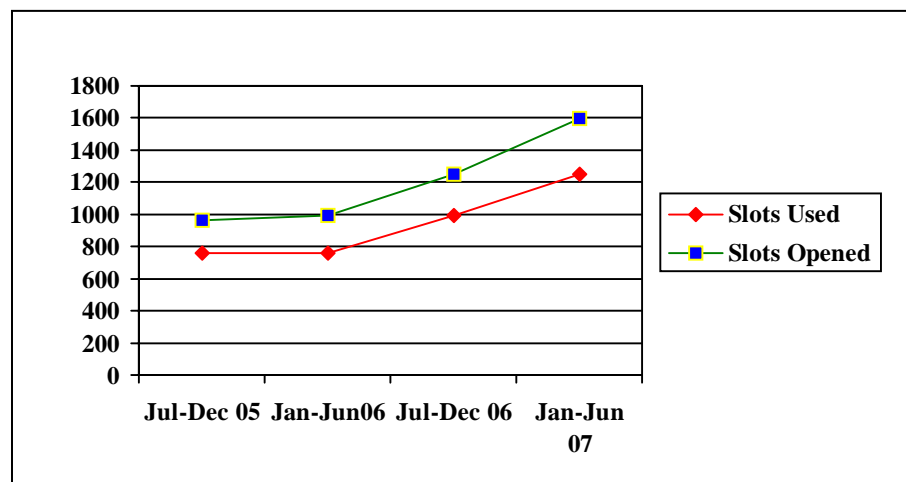
Number of Participants

The Office of State Personnel and participating adjunct agencies scheduled seventy-eight (**78**) Level I sessions and one (**1**) Level II session. One thousand five hundred and ninety-eight (**1598**) managers and supervisors attended classes scheduled for the January through June 2007 reporting period. This period's schedule opened two thousand three hundred and seventy (**2370**) slots for enrollment. The maximum number of participants allotted per class is thirty (30) students. (79 classes x 30 slots = 2370 slots). This reporting period's actual attendance represents a utilization rate of sixty-seven (**67%**). Attendance increased **20** percentage points above the last reporting period and the participation rate increased **1** percentage points over the last reporting period. (Table 2 & Chart 1)

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

Period	Classes Scheduled	Slots Opened	Attendees	Rate of Usage	Slots Unused	Percent Unused
Jul-Dec '05	32	960 (30x32)	760	79%	200	21%
Jan-Jun '06	44	1320	991	75%	329	25%
Jul-Dec '06	63	1890	1252	66%	638	34%
Jan-Jun '07	79	2370	1598	67%	772	33%
Totals	218	6540	4601	70%	1939	30%

Chart 1
Utilization of Slots Opened

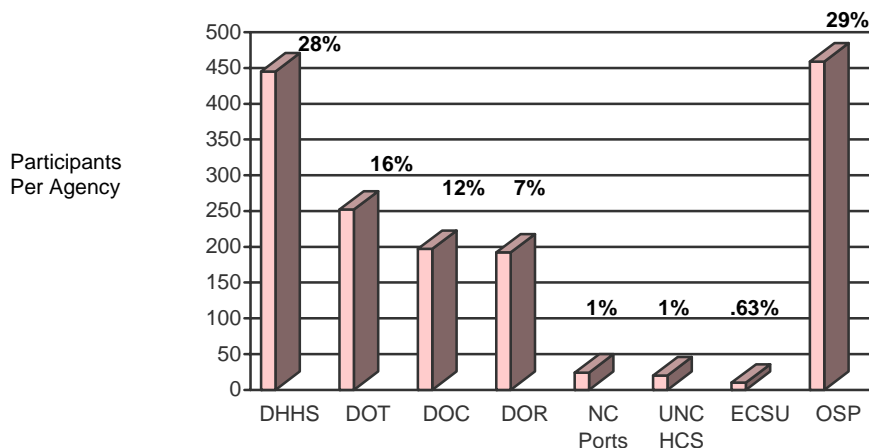


Adjunct Agency Participation

Adjunct organizations are departments, agencies and universities that have elected to enter an agreement with OSP to conduct the EEOI. Adjunct agencies manage the enrollment and scheduling of their agencies' EEOIs; purchase and reproduce all materials necessary to host the EEOI (i.e. manuals, videos, training equipment, etc.); and select their own instructors to conduct training. Adjunct instructors must complete OSP's certification-training curriculum before instructing the EEOI. This training prepares instructors to deliver the training curriculum and provides agencies with additional EEO resource person(s) upon completion of the process. Adjunct arrangements foster a higher degree of involvement in the EEOI; allow agencies to set their own training schedules; strategically arrange the most cost effective site locations (i.e. limit travel, lodging, and time away from office); and permit agencies to train more staff over a shorter period of time.

A total of **27** instructors, **4** OSP trainers (2 core/2 collateral) and **23** agency adjunct trainers conducted **79** sessions this reporting period. Adjunct instructors trained an average of **21** participants per session; OSP trained an average of **19**. **4** OSP instructors conducted **24** of the **79** sessions and trained **459** or **29%** of the attendees; **3** DOC instructors conducted 8 sessions and trained **197** or **12%**; **4** DOT instructors hosted **13** sessions and trained **252** or **16%**; **10** DHHS instructors conducted **18** sessions and trained **444** or **28%**; **1** ECSU trained **10** or **.63%**; **1** NC Ports instructor trained **24** or **1%**; **2** Revenue instructors trained **192** or **12%** and **2** UNC Healthcare instructors conducted **1** session and trained **20** or **1%** of the attendees. Overall, adjunct instructors trained **1140** enrollees or **71%** of this reporting period's total participants. (**Chart 2 & Table 3**)

Chart 2
Participation by Adjunct Agency



Training Schedule

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

	Sponsor	Dates	Location	Instructor(s)	Attendees
1	DHHS	Jan 18-19	Kinston	Harris	26
2	DHHS	Jan 29-30	Morganton	Myers	30
3	DHHS	Feb 6-7	Greensboro	Anderson	16
4	DHHS	Feb 12-13	Morganton	Myers	34
5	DHHS	Feb 15-16	Kinston	Harris/Mumford	25
6	DHHS	Feb 22-23	Raleigh	Anderson	24
7	DHHS	Mar 5-6	Morganton	Myers	24
8	DHHS	Mar 21-22	Morganton	Myers/Mumford	28
9	DHHS	Apr 16-17	Wilmington	Anderson	18
10	DHHS	Apr 16-17	Kinston	Harris/Mumford	30
11	DHHS	Apr 18-19	Raleigh	Pearson, Berry	21
12	DHHS	May 1-2	Goldsboro	Lee	20
13	DHHS	May 14-15	Kinston	Harris/Dunn	27
14	DHHS	May 23-24	Morganton	Myers	24
15	DHHS	May 30-31	Butner	Lee/ Harris	30
16	DHHS	Jun 11-12	Kinston	Dunn/Phillips	16
17	DHHS	Jun 13-14	Morganton	Anderson	29
18	DHHS	Jun 21-22	Raleigh	Dixon	22
18	Total	DOT Sessions	7 Cities	10 Instructors	444 Total
1	DOC	Feb 13-14	Greenville	Cannon	32
2	DOC	Feb 14-15	Asheboro	Cannon/Ross	10
3	DOC	Feb 21-22	Greenville	Cannon	26
4	DOC	Mar 1-2	Greenville	Cannon	30
5	DOC	Mar 6-7	Apex	Cannon	29
6	DOC	Mar 20-21	Raleigh	Cannon	24
7	DOC	Mar 28-29	Asheboro	Brown	19
8	DOC	Mar 29-30	Apex	Cannon	27
8	Total	DOC Sessions	5 Cities	3 Instructors	197
1	UNC HCS	Mar 29-30	Chapel Hill	Overman/Pankey	20
1	Total	HCS Session	1 City	2 Instructors	20 Total

	Sponsor	Dates	Location	Instructor(s)	Attendees
1	DOT	Jan 24-25	Greenville	Murphy	22
2	DOT	Feb 7-8	Fayetteville	Dean/Peavey	23
3	DOT	Feb 21-22	Raleigh	Dean	26
4	DOT	Mar 7-8	Winston-Salem	Murphy	20
5	DOT	Mar 21-22	Raleigh	Dean	20
6	DOT	Apr 11-12	Sylva	Peavey	22
7	DOT	Apr 25-26	Raleigh	Dean	13
8	DOT	Apr 25-26	Morehead City	Murphy	6
9	DOT	May 9-10	Carthage	Dean	28
10	DOT	May 23-24	Raleigh	Dean	11
11	DOT	May 31-Jun 1	Greenville	Stafford	24
12	DOT	Jun 6-7	Albermarle	Murphy	25
13	DOT	Jun 20-21	Raleigh	Dean	12
13	Total	DOT Sessions	8 Cities	4 Instructors	252
1	DOR	Jan 4-5	Raleigh	Dosser	10
2	DOR	Feb 8-9	Raleigh	Dosser	13
3	DOR	Mar 22-23	Raleigh	Dosser	16
4	DOR	Mar 26-27	Raleigh	Dosser	18
5	DOR	Apr 19-20	Raleigh	Dosser (Coleman)**	22
6	DOR	May 3-4	Raleigh	Dosser	19
7	DOR	May 7-8	Greensboro	Coleman	17
8	DOR	May 7-8	Charlotte	Dosser	15
9	DOR	May 3-Jun 1	Rocky Mount	Dosser	20
10	DOR	Jun 14-15	Raleigh	Dosser	21
11	DOR	Jun 20-21	Charlotte	Dosser	21
11	Total	DOR Sessions	4 Cities	2 Instructors	192
1	NC Ports	Apr 11-12	Wilmington	Newton	9
2	NC Ports	Apr 18-19	Morehead City	Newton	8
3	NC Ports	May 16-17	Morehead City	Newton	7
3	Total	NC Ports Sessions	2 Cities	1 Instructor	24
1	ECSU	May 31- Jun 1	Elizabeth City	W-Brown (J-Whidbee)**	10
1	Total	ECSU Session	1 City	1 Instructor	10
1	OSP	Jan 4-5	Raleigh	McIntyre	13 (DPI)*
2	OSP	Jan 17-18	Raleigh	W-Brown (Dean/Dixon)**	18
3	OSP	Feb 1-2	Raleigh	Astrike	8
4	OSP	Feb 8-9	Charlotte	W-Brown	14
5	OSP	Feb 14-15	Raleigh	McIntyre	13
6	OSP	Feb 22-23	Greenville	W-Brown (Dunn/Phillips)**	32
7	OSP	Mar 1-2	Wilmington	Brown (Newton)**	17
8	OSP	Mar 8-9	Greensboro	Astrike	23
9	OSP	Mar 15-16	Raleigh	McIntyre (Beck/Sanders)**	20
10	OSP	Mar 19-20	Raleigh	McIntyre	16 (HwP)*

	Sponsor	Dates	Location	Instructor(s)	Attendees
11	OSP	Mar 22-23	Elizabeth City	Shabazz	24
12	OSP	Mar 29-30	Raleigh	McIntyre	20
13	OSP	Apr 4-5	Raleigh	W-Brown(Brown/Stuckey)**	16
14	OSP	Apr 12-13	Morganton	McIntyre (Sullins)**	24
15	OSP	Apr 19-20	Raleigh	McIntyre	16
16	OSP	Apr 26-27	Greenville	McIntyre	27
17	OSP (Lvl II)	May 2	Raleigh	W-Brown	7
18	OSP	May 3-4	Greensboro	McIntyre	28
19	OSP	May 10-11	Raleigh	W-Brown(Beard/H-Brooks)*	24
20	OSP	May 16-17	Boone	W-Brown	14
21	OSP	Jun 7-8	Morganton	W-Brown	26
22	OSP	Jun 13-14	Raleigh	McIntyre	19
23	OSP	Jun 21-22	Asheville	W-Brown	29
24	OSP	Jun 28-29	Raleigh	Shabazz	11
24	Total	OSP Sessions	9 Cities	4 Instructors	459

79 Sessions 8 Host Agencies 22 Cities 27 Instructors 1598 Attendees

* - *Single agency/university session*

** - *Instructors in Training*

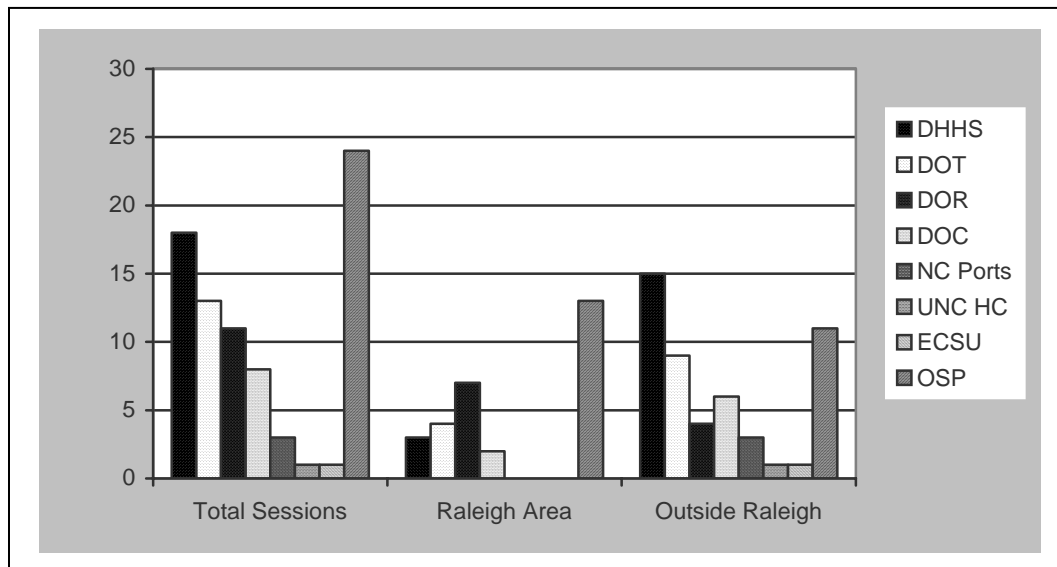
Host Training Sites

OSP hosts most of its sessions inside the Raleigh area because it has the highest concentration of State employees. However, State employees are physically located in all one hundred counties across the state. The adjunct host process allows and encourages agencies to schedule sessions in areas that are often underserved, thereby meeting the greatest need. In this reporting period, adjunct agencies conducted fifty-five (55) out of seventy-nine (79) or 70% outside the Raleigh area, whereas OSP conducted thirteen (13) or 54% out of twenty-four (24) inside the Raleigh area and eleven (11) or 37% outside Raleigh. (Table 4 & Chart 3)

Table 4
Host Sites Inside and Outside Raleigh Area

AGENCY	TOTAL SESSIONS	% OF TOTAL CONDUCTED	RALEIGH AREA	%	OUTSIDE RALEIGH	%
DHHS	18	23%	3	17%	15	83%
DOT	13	16%	4	31%	9	69%
DOR	11	14%	7	64%	4	36%
DOC	8	10%	2	25%	6	75%
NC PORTS	3	4%	0	0%	3	100%
UNC HCS	1	1%	0	0%	1	100%
ECSU	1	1%	0	0%	1	100%
<i>Adjunct Sub-Total</i>	<i>55</i>	<i>70%</i>	<i>16</i>	<i>29%</i>	<i>39</i>	<i>71%</i>
OSP	24	30%	13	54%	11	46%
TOTALS	79	100	29	37%	50	63%

Chart 3
Sessions Held Inside and Outside Raleigh Area

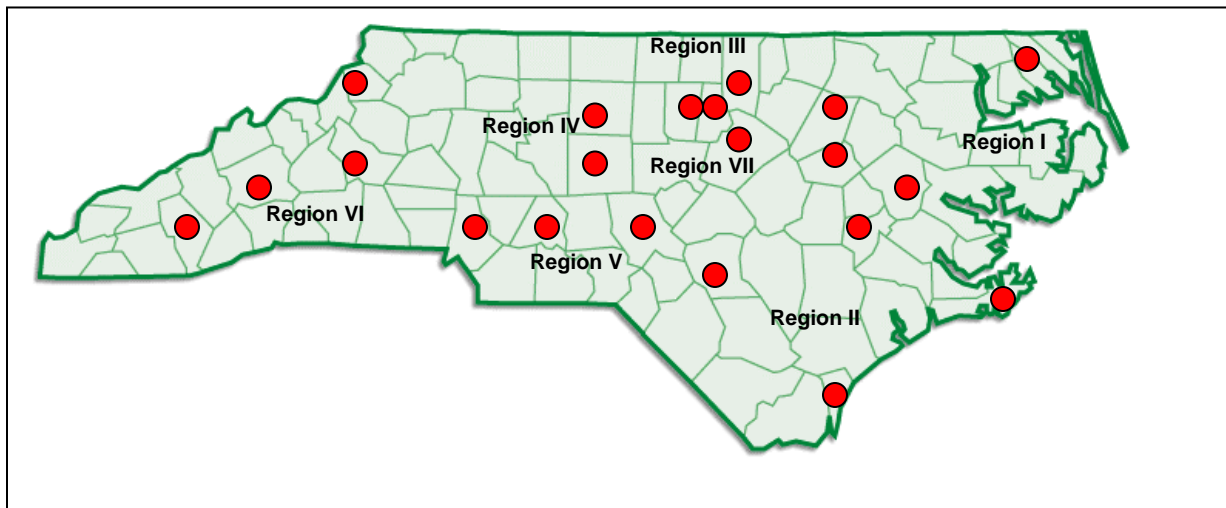


Participation by Region

Chart 4

Depicts counties and regions where training sessions were held

The state has been divided into seven geographical training regions: **Region I** covers the state's East/Northeast counties; **II**-Southeast; **III**-Central; **IV**-West; **V**-Southwest; **VI**-Northwest/West; and **VII**-Raleigh Area (see Appendix D for a listing of the counties associated with each region).



The regional concept enables agencies and universities to participate in the EEOI in a cost-effective manner by reducing travel costs. Seventy-nine (79) 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 attended sessions in the region of their duty location. Four hundred and twenty (420) participants from Region I attended the EEOI; one hundred and eleven (111) were from Region II; one hundred and fifty-one (151) were from Region III, ninety-five (95) were from Region IV; one hundred and fifty-three (153) were from Region V; two hundred and forty-one (241) were from Region VI; and four hundred and twenty-seven (427) were from Region VII. **Chart 4** shows the various regions where sessions were held. **Table 5** shows the number of participants attending training by region.

Table 5

Shows the number of participants attending training by region

I	II	III	IV	V	VI	VII
East/Northeast 420	Southeast 111	Central 151	West 95	Southwest 153	West/Northwest 241	Raleigh Area 427

Participation by University & Agency/Department

An assessment of University and Agency/Department enrollment shows that ten (10) universities and twenty-nine (29) agencies participated in the EEOI this reporting period. The three universities with the highest participation rate include ECSU (35.5%), UNC GA (16.3%), and UNC-Asheville (11.6%). The three universities with the highest number of participants include ECU (36), UNC Chapel Hill (21), and UNC-Greensboro (19). The five agencies with the highest participation rate include Education Lottery (85.0%), Revenue (66.0%), Governor's Office (50.0%), Community Colleges (27.8%), and Boards & Commission (20.0%). The five agencies with the highest number of participants include Health and Human Services (446), Transportation (445), Revenue (198), Correction (197), and States Ports Authority (24). (Tables 6 & 7)

Table 6
Participation by University
(January-June 2007)

UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL # SPA MGRS/SUPVS	PARTICIPATION RATE
Appalachian State	7	4	189	2.1%
East Carolina	9	36	336	10.7%
Elizabeth City	0	11	31	35.5%
Fayetteville State	2	0	50	0.0%
NC A&T State	4	0	120	0.0%
NC Central	13	0	106	0.0%
NC School of Arts	2	0	26	0.0%
NC State	0	4	97	4.1%
UNC-Asheville	4	5	43	11.6%
UNC-Chapel Hill	2	21	330	6.4%
UNC-Charlotte	5	0	195	0.0%
UNC-Greensboro	9	19	167	11.4%
UNC Pembroke	1	0	20	0.0%
UNC-Wilmington	1	5	62	8.1%
Western Carolina	8	0	91	0.0%
Winston-Salem	5	1	66	1.5%
NC School of Science & Math	1	0	26	0.0%
UNC-General Administration	0	7	43	16.3%
		0		
TOTALS	73	113	1998	5.7%

Table 7
Participation by Agency/Department
(January-June 2007)

AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS	TOTAL # SPA SUPVS/MGRS	PARTICIPATION RATE
Administration	12	1	121	0.8%
Admin Hearings	0	0	11	0.0%
Admin Office of the Courts	0	1	128	0.8%
Agriculture & Consumer Svc	18	19	272	7.0%
Boards & Commissions	4	2	10	20.0%
Board of Election	0	0	4	0.0%
Community Colleges	4	10	36	27.8%
Correction	132	197	1947	10.1%
Crime Control	31	16	544	2.9%
Cultural Resources	25	13	196	6.6%
Commerce	11	6	107	5.6%
Education Lottery	0	17	20	85.0%
Environmental and Natural Resources	51	13	688	1.9%
Employment Security Commission	11	9	342	2.6%
Health & Human Services	184	446	2467	18.1%
General Assembly	0	0	0	*
Governor's Office	2	1	2	50.0%
Insurance	6	8	79	10.1%
Juvenile Justice	18	5	220	2.3%
Justice	18	3	218	1.4%
Labor	7	3	68	4.4%
Lieutenant Governor	0	0	0	0.0%
Public Instruction	10	14	93	15.1%
Revenue	14	198	300	66.0%
Secretary of State	1	3	29	10.3%
ITS (Information Technology Services)	7	7	73	9.6%
State Auditor	7	3	35	8.6%
State Budget	0	0	12	0.0%
State Controller	3	0	31	0.0%
State Health Plan	1	0	0	0.0%
State Personnel	0	0	13	0.0%
State Ports Authority	0	24	0	*
Transportation	131	445	2407	18.5%
Treasurer	3	0	51	0.0%
UNC Healthcare Systems	0	20	263	7.6%
Wildlife	5	1	168	0.6%
Local Government	0	0	0	*
TOTALS	716	1485	10955	13.6%

* Not included in HB 959 Mandate /Not included in PM 669 Report

Participation by Race, Gender, and Salary Grade

Chart 5

Participants by Race and Gender

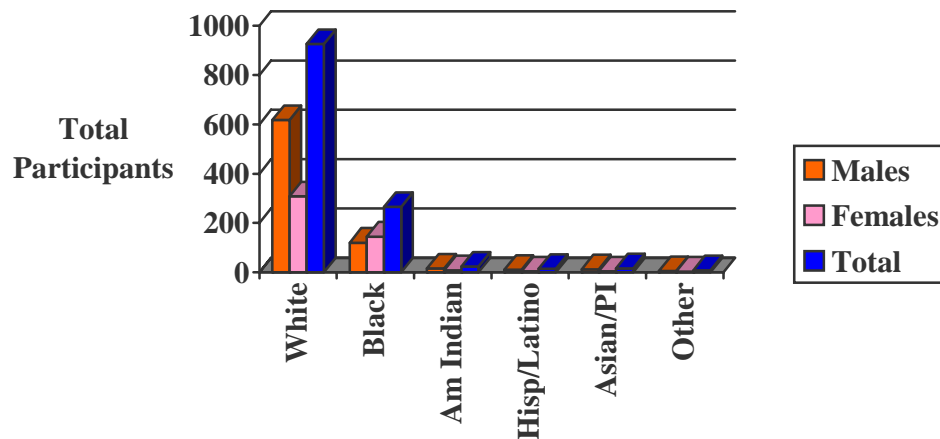


Table 8

Totals and Percentages by Race and Gender

RACE	TOTAL MALES	TOTAL FEMALES	TOTAL PARTICIPANTS	% MALES	% FEMALES
White	696	499	1195	43.6%	31.2%
Black	160	194	354	10.0%	12.1%
American Indians	19	4	23	1.1%	0.3%
Hispanic/Latino	6	5	11	0.4%	0.3%
Asian/Pacific Is.	5	4	9	0.3%	0.3%
Other	3	3	6	0.2%	0.2%
TOTAL	889	709	1598	55.6%	44.4%

Table 9

Participants by Salary Grade

PAY GRADES	1-39	50-59	60-69	70-79	80-89	SB	EPA	FR	NG
NUMBER OF PARTICIPANTS	39	52	555	648	85	27	20	41	131

FR – Flat Rate

SB – Salary Banded

NG – 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 introduced a new training curriculum this period. The new process uses a rating scale of (1) to five (5), one being the lowest and five being the highest. The results of the evaluations are compiled and used as a tool to improve the Institute and course materials.

The average rating received for the period January through June 2007 was 4.7. Among frequently mentioned comments, participants continue to find the Institute valuable and suggest that their supervisors and department managers be required to attend. Comments are overwhelmingly positive and participants are pleased with the condensed format. However, a significant number of participants have remarked that adequate time is not allowed for discussion.

Adjunct Trainer Certification Program Update

During this reporting period thirteen (13) adjunct candidates from nine (9) agencies, successfully conducted their co-facilitation (trial session) training. Co-facilitation is the final task candidates must complete before receiving certification. Four (4) candidates were from the Department of Health and Human Services (DHHS); two (2) from the Department of Justice (DOJ); one (1) from the Department of the Treasurer (Treasurer); one (1) from the Department of Cultural Resources (DCR); one (1) from the Department of Transportation (DOT); one (1) the Office of State Personnel; one (1) from University of North Carolina at Asheville, one (1) from NC State Ports Authority; and one (1) from Elizabeth City State University.

Adjunct certified agencies (DOT, DOC, DHHS, NC Ports, ECSU, DOR and UNC-HCS) conducted twenty-one (21) sessions and trained four hundred and ninety-five (495) or 40% of the one thousand two hundred and fifty-two (1252) 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' EEOs via on-site classroom visits.

As the demand for more certification sessions increases, the Adjunct Trainer Certification program will continue to grow. OSP plans to host certification training sessions once a year. The program will continue to convene meetings with EEOI certified trainers to discuss updates in the EEO and Diversity arena.

The Adjunct Trainer Certification program is instrumental in providing training to the increasing number of managers and supervisors in State government who need enhanced skills to effectively manage a diverse workforce.

Conclusion

The Human Resource Development Group 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 confirming candidate eligibility and subsequently enrolling candidates in the Institute. This system is working well and will be revised as the need arises. Participant feedback will continue to provide us with insight into the impressions of those who have attended the course.

The EEO Institute is 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

EEOI is concluding its sixteenth (16th) year of implementation under HB 959. It continues to be successful in providing a unique experience for new and experienced managers and supervisors in state government to learn more about EEO laws and better understand the importance of valuing diversity. Several patterns of reactions to the course have emerged from participants. The most prevalent and most frequent reaction still continues to be that all supervisors, managers, administrators and state employees in general should be required to attend the Institute.

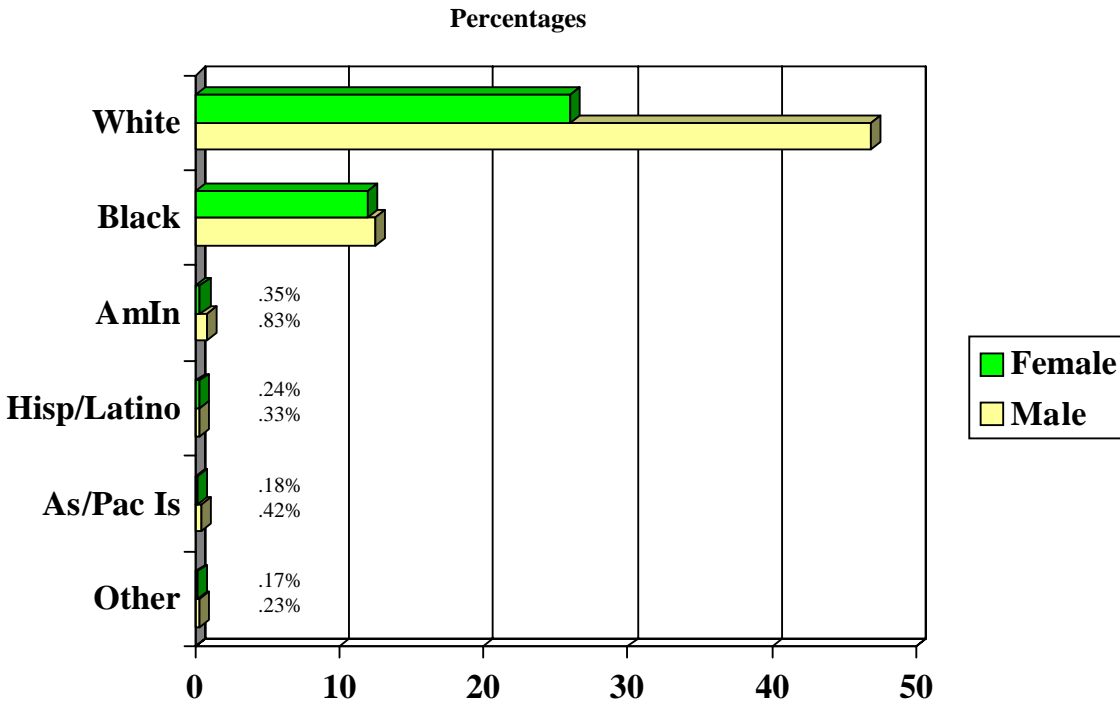
The Human Resource Development Group recommends:

- all incumbent managers and supervisors continue to be required to participate in the EEOI at the appropriate training level;
- follow-up activities and training be created to move from awareness to skill building in order to change behavior in dealing with cultural differences; and
- continued development and expansion of the adjunct trainer certification program.

APPENDIX

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

(July 1991-January 2007)



Totals & Percentages

RACE	MALES	%	FEMALES	%	TOTAL
White	7191	46.8%	3998	26.0%	11189
Black	1914	12.5%	1837	12.0%	3751
American Indians	127	.83%	54	.35%	181
Hispanic/Latino	50	.33%	37	.24%	87
Asian/Pacific Is.	64	.42%	27	.18%	91
Other	36	.23%	26	.17%	62
TOTAL	9382	61.1%	5979	38.9%	15361

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

(July 1991-January 2007)

UNIVERSITY	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Appalachian State	129	50
East Carolina	317	100
Elizabeth City State	57	70
Fayetteville State	66	13
NC A&T State	127	66
NC Central	184	114
NC School of the Arts	24	9
NC State University	193	92
UNC-Asheville	35	54
UNC-Chapel Hill	499	443
UNC-Charlotte	130	37
UNC-Greensboro	172	75
UNC-Pembroke	37	59
UNC-Wilmington	106	69
Western Carolina	104	109
Winston-Salem State	74	18
School of Science & Math	35	15
UNC-General Administration	59	57
TOTALS	2348	1450

* - 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. "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-January 2007)

AGENCY/DEPARTMENT	ELIGIBLE CANDIDATES	ACTUAL PARTICIPANTS
Administration	289	132
Admin Hearings, Rules & Review	13	5
Admin Offices of the Courts	5	44
Agriculture	371	337
Boards & Commissions	12	3
Board of Election	0	0
Community Colleges	109	58
Correction	6441	4264
Crime Control	808	466
Cultural Resources	274	267
Commerce	265	141
Education Lottery	3	57
Environmental & Natural Resources	1021	768
Employment Security Commission	492	451
Health & Human Services	3518	2007
General Assembly	1	1
Governor's Office	47	18
Housing Finance	20	32
Insurance	101	172
Juvenile Justice	168	212
Justice	296	253
Labor	120	147
Lieutenant Governor	7	1
Public Instruction	220	105
Revenue	349	417
Secretary of State	70	44
ITS (Information Technology Services)	62	56
State Auditor	94	70
State Budget	5	12
State Controller	71	33
State Health Plan	3	2
State Personnel	5	21
State Ports Authority	0	25
Transportation	2609	2500
Treasurer	80	39
UNC Healthcare Systems	304	382
Wildlife	170	179
Local Government	0	2
TOTALS	18423	13723

* - 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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