

Process Description

NNSA Service Center

*NOTE: All elements with an * are required to be provided.*

Number:	Assigned by the Service Center Business Model Administrator
* Title:	NNSA EEO Counselor Pre-Complaint Processing
* Effective Date:	08/24/2006
Review Date:	08/24/2008

* Process Owner

Name & Org:	H. Yolanda Girón, Manager, EEO and Diversity Programs, OOD-OEO
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Revision:	Date:	Reason for Change:
Original	08/2006	1. Streamline Counselor Documents; 2. Consistent format
Rev#	MM/YYYY	Identify changes from the previous version

Concurrence

Name	Relationship to Process	NNSA Organization / Office	Concurrence Date
* H. Yolanda Girón	Process Owner	EEO and Diversity / OEO - OOD	MM/DD/YYYY
NNSA EEO Counselors	Users of the Process	Counselors located throughout NNSA	08/24/2006

* Overview

Purpose:	A review of incoming counselor report's indicates various reporting formats, missed Equal Employment Opportunity Commission (EEOC) timelines, and unclear definition of the complainant's basis.
Scope:	The process will be implemented for all Counselors in August 2006. Currently there are 14 counselors and 3 vacant positions that will eventually utilize the new process. The Counselor documents become a part of the complaint file if the counselee files formal. Therefore accurate documents, prepared within EEOC timelines, are critical in meeting overall EEOC requirements.
Metrics:	We will measure against 2006 data: 1) Counselor ability to meet the 30-day counseling time frame; 2) Counselor formal request for extension; 3) Counselor submission of the Counselor Report within the EEOC 15-day time frame to the SC.

* Process Diagram

If this element is documented elsewhere in another format, it may be linked to from here. All linked documents and document formats must be fully accessible to all visitors of the Service Center Business Model web site. Documents are all available and accessible via the [EEO Counselor's webpage](#).

Graphically represent each of the steps identified in the Process Table below. All steps need to be identified in the diagram. However, steps can be consolidated in diagram blocks if they identify portions of the same process done by different individuals or organizations. Decision boxes are to be called out separately in all instances in order to keep the accurate picture of the process flow.

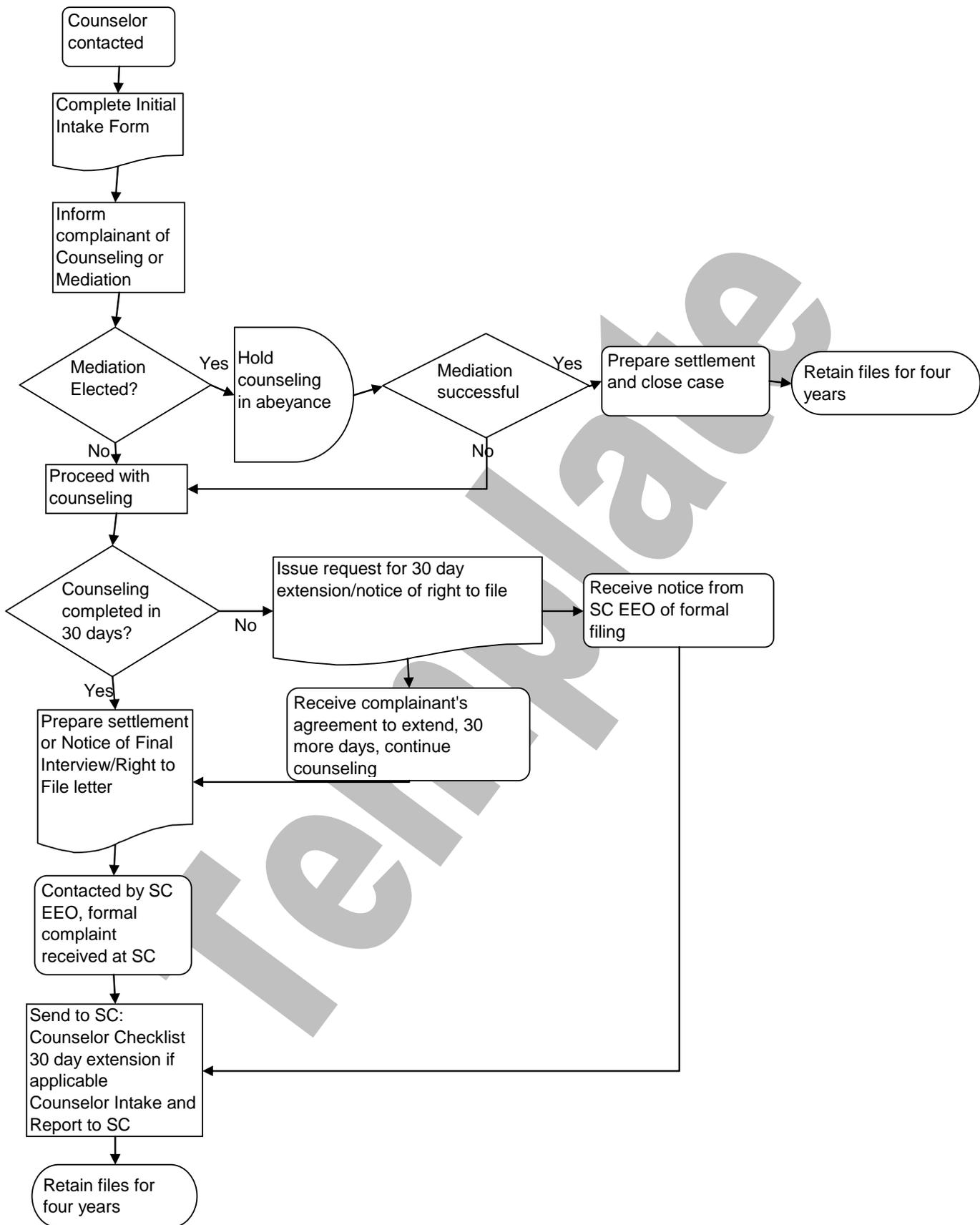
* Process Table

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Process Steps / Work Instructions (Maps to Process Diagram)				
Step	Who Does It	What Happens		
1	NNSA EEO Counselor	Is contacted by potential complainant. Complete initial intake form and set date for initial meeting.		
2	NNSA EEO Counselor	Complete initial meeting, begin iComplaints entries, conduct inquiry, review appropriate documents, and attempt resolution.		
		<table border="1"> <thead> <tr> <th>If</th> <th>Else</th> </tr> </thead> <tbody> <tr> <td>Positive outcome: Resolution reached, prepare settlement agreement.</td> <td>Negative outcome: No resolution. Proceed to next steps.</td> </tr> </tbody> </table>	If	Else
If	Else			
Positive outcome: Resolution reached, prepare settlement agreement.	Negative outcome: No resolution. Proceed to next steps.			
3	NNSA EEO Counselor	Conduct Final Interview		
4	NNSA EEO Counselor	Issue Notice of Final Interview, complete iComplaints closure.		
5	NNSA EEO Counselor	Complete Counselor Report		
		<table border="1"> <thead> <tr> <th>If</th> <th>Else</th> </tr> </thead> <tbody> <tr> <td>Notified by SC EEO complaint is formal, submit Counselor Report to SC EEO within 15 days of notification.</td> <td>Retain all documents for the counseling per EEOC MD-110 Chapter 2 guidelines.</td> </tr> </tbody> </table>	If	Else
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Requirements and Supporting Information

Requirements	Equal Employment Opportunity Commission (EEOC) MD-110 Chapter 2; Code of Federal Regulations 29CFR1614 .
Related Processes / Process Descriptions	N/A
Forms	Available to Counselors on the NNSA EEO Counselor Website under "Information for Counselors".
Records	Records resulting from this process: The pre-complaint counseling record (all of the documents in this process) become a part of the formal complaint record/file at the SC EEO office. If a formal complaint does not occur, the counselor maintains the records per EEOC MD-110.
Other	Initial training for all counselors was held via video-teleconference on August 24, 2006. All new counselors will receive training on the process from the Service Center EEO office as they come on-board.



End of Document