

I. Functional Area Workflows Identified in Phase I

- EEO Outreach, External Investigations, Internal Investigations, Inquiries, Reports, External Training, Internal Training, ADA Title II Program

II. Summary of Phase II Business Process changes

Workflow	Change Recommendation	Needs Assessment*
Internal & External Investigations	<ul style="list-style-type: none"> • Department HR will no longer investigate internal EEO complaints: <i>Increases investigation consistency; ensures investigation by staff trained in the EEO function; reduces chance of investigation being delayed by HRBP’s competing demands</i> • Add alternative dispute resolution option before investigation commences: <i>Efficiency through alleviating the need for investigations that are timely but yield no finding; allows EEO staff to collaborate with employees and staff to identify improvements and resolve workplace issues.</i> 	<ul style="list-style-type: none"> • (NEW) – Online complaint/inquiry form: <i>Current form is a PDF link online; need fillable form that can be submitted online</i> • (NEW) – Transcription software for interviews: <i>EEO program does not record interviews and staff report being distracted in meetings by the need to document everything</i> • (NEW) – EEO case tracking software: <i>EEO program is using an outdated MS Access database; improved database will enable trackability of KPI’s for the EEO function, ensure reportability for affirmative action and federal grant requirements, and allow EEO staff to assess trends and guide where proactive efforts should be focused</i> • (NEW) – Alternative Dispute Resolution training: <i>EEO staff need training on Alternative Dispute Resolution (ADR) techniques to be able to offer this service to State agencies</i> • (Update) – EEO Website - <i>Clearly outline complaint options and include link to fillable form; EEO staff report spending time fielding calls, sending the complaint form by email, and/or following up with a standard email that outlines complaint options.</i> • (NEW) – Training video (>3 minutes): <i>This will be a resource EEO COE staff can share with department management regarding the EEO complaint investigation process, what to expect, what types of information will be required, and how a timely response helps all parties.</i>
EEO Outreach	<ul style="list-style-type: none"> • Establish EEO/Recruitment partnership: <i>The EEO COE will provide a new service through proactive data review (e.g. identify areas of underrepresentation in the State’s workforce) and partnership with the Recruitment COE to address these areas.</i> 	<p>N/A – this can be accomplished with existing resources; however it’s noted the Recruitment COE needs an Anchorage staff member to assume these duties</p>
EEO Internal Training	<ul style="list-style-type: none"> • Leverage technology for routine/recurring training: <i>Utilize online training platform for routine EEO-related training. This creates an efficiency in EEO staff time by avoiding individual design and delivery.</i> • HR Staff EEO Training Track: <i>Provide EEO training for HR professionals to better equip them to respond to and manage EEO issues within the agencies.</i> 	<ul style="list-style-type: none"> • (NEW) – Web-based training platform: <i>EEO program will partner with Training COE to establish EEO-related training content. State of Alaska supervisors will be referred to the training platform for routine/standard training.</i>

	<ul style="list-style-type: none"> • Establish business process for proactive training: <i>Using case management software recommended in the Phase II business process updates, the EEO COE will annually review cases to identify areas in which State managers will benefit from training.</i> 	
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*Significant needs noted that apply to more than one workflow update should only be listed once

Work We Should Stop Performing

- Special project work unrelated to the EEO mission
- Job fair coordination
- Coaching HR Consultants on basic EEO/ADA inquiries
- Individual/responsive training design on basic EEO topics

ADDED FUTURE STATE HR FUNCTIONAL AREAS

- Workforce Optimization – Proactive data analysis allows the State to address and resolve areas of concern to improve retention and employee engagement and ensure productivity is not derailed due to EEO/ADA issues that are left unresolved

EEO LIAISON

These are the HRBPs. They will facilitate general EEO inquiry management within the department and assist with information gathering. Identify EEO-related needs within the department and advise senior leadership to mitigate liability. HRBPs should be involved and represent the department in that liaison role and consult and work in tandem with the EEO COE.

SYSTEM & DATABASE REQUIREMENTS

- Need online EEO/ADA complaint/inquiry form that feeds directly to the EEO COE
- Transcription software for interview
- EEO case tracking/case management software
- Updated EEO COE website that clearly outlines complaint options and link to the fillable form

Sustained Benefits of the Proposal

- Streamlined EEO COE avoids duplicative work on internal and external investigations
- Investigators trained to perform EEO investigations ensures thorough, adequate investigations are performed and mitigates the need for follow-up/re-interviews
- Reducing tasking unrelated to the EEO mission ensures mission accomplishment and frees time for proactive work
- Improved data tracking will allow for data mining to identify areas of concern, trends, and training needs