



FEDERAL EQUAL OPPORTUNITY RECRUITMENT PROGRAM (FEORP) FOR FISCAL YEAR (FY) 2023

FY 2023 Accomplishments and FY 2024 Plan

PREPARED BY

COURT SERVICES AND OFFENDER SUPERVISION AGENCY
Office of Equal Employment Opportunity, Diversity, and Special Programs

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**FISCAL YEAR 2023 FEORP
PLAN ACCOMPLISHMENTS AND SUCCESSFUL/PROMISING
PRACTICES**

The Court Services and Offender Supervision Agency (CSOSA) for the District of Columbia is an independent Executive Branch Agency. CSOSA is composed of the Community Supervision Program (CSP) and the Pretrial Services Agency for the District of Columbia (PSA), an independent and separately funded entity within CSOSA. The Agency is proud to present its Fiscal Year (FY) 2023 Federal Equal Opportunity Recruitment Program (FEORP) accomplishments, as evidence of its ongoing efforts to recruit and maintain a high-quality and diverse workforce. Throughout this report, CSP and PSA will be referred to collectively as the Agency but will also be referred to individually as appropriate.

In FY 2023, with the height of the COVID pandemic behind us, the Agency continued its hybrid onsite/telework schedule. While continuing to adjust to the new reality and applying the lessons we learned during the pandemic, the Agency made noteworthy progress on the strategies identified in its plan to recruit and maintain a high-quality and diverse workforce, as detailed below.

Recruitment, Retention and Outreach

In FY 2023, the Agency engaged in a number of efforts designed to continue to increase employee engagement and retention. Those efforts included the following:

- While continuing to adjust to the new reality and applying the lessons we learned during the pandemic, the Agency continued its hybrid onsite/telework schedule.
- In response to employee feedback about feeling disconnected and isolated at the beginning of the pandemic, the CSP Director created a weekly newsletter to engage staff. In FY 2023, the Director continued to use the weekly newsletters to keep employees abreast of the changes in the operating status of the various CSP program offices, provided updates about the work of the program offices, shared information about current and future events and priorities, encouraged employees to avail themselves of the Employee Assistance Program (EAP), and other activities and resources to assist employees with navigating the emotional, mental, familial, physical and other challenges presented by the post-pandemic phase, and offered employees the opportunity to share their stories and ideas.
- The CSP Director engaged employees directly during regular onsite visits.
- The CSP Director hosted a “Walk with the Director” series in which he issued an open invitation for employees who were interested in walking and talking with the Director to join him. During these walks, the CSP Director was able to directly connect with employees and learn about their concerns and ideas.

- CSP hosted a “CSOSA Day Summerfest” employee wellness event to promote employee health, celebrate diversity, motivate employees, and provide them with another opportunity to connect with the CSP Director and Senior Executive Leadership Team members.
- PSA hosted an “All Hands” meeting for all of its employees. The meeting celebrated the accomplishments of PSA and its employees, outlined the state of PSA operations, and set forth PSA’s initiatives for the next fiscal year. The PSA Director also used the meeting as an opportunity to engage employees directly.
- PSA continued its “Motivation Mondays” initiative. PSA used Mondays as a day to motivate employees by emailing employees words of encouragement and inspiration, personal growth tips, and information about upcoming training opportunities.
- The PSA Director issued a quarterly newsletter in which she provided information about Agency-wide efforts, developmental opportunities, and general information about staff movements.
- PSA used suggestion boxes and effectiveness surveys to engage employees about ways PSA could better support their needs.
- The Agency afforded several employees the opportunity to take detail assignments within CSP and PSA. These detail assignments allowed the employees to expand their knowledge and skill sets. The Agency also afforded several employees cross and job shadowing opportunities. These opportunities significantly assisted in the Agency’s efforts to retain and train members of its diverse workforce.

Employee Development and Training Opportunities

In FY 2023, the Agency continued to provide employment development opportunities to its employees. Both CSP’s Training and Career Development Center (TCDC) and PSA’s Training and Career Development Unit (TCDU) provided mandatory training courses in the areas of equal employment opportunity (EEO), sexual harassment prevention, and the No Fear Act. The Agency continued providing training on its Anti-Harassment policy and procedures in its New Employee Orientation. In addition, the Agency continued to incorporate diversity, equity, inclusion, and accessibility principles into its New Employee Orientation. New Employee Orientation also included a review of Executive Order 14035, Diversity, Equity, Inclusion, and Accessibility (DEIA) in the Federal Workplace (and the definitions included therein), a discussion of how DEIA principles are embedded into the Agency’s culture and operations, and provided examples of how DEIA principles are applied in different scenarios.

**STRATEGIC ACTIVITIES RELATED
TO
HISPANIC EMPLOYMENT**

Hispanic employees comprised 5.93% (62 of the 1045 employees) of the Agency's permanent workforce as of September 30, 2023, compared to 12.98% of the 2018 Civilian Labor Force (CLF). Twenty-five (25) Hispanic men represented 2.39% of the Agency's permanent workforce in comparison to 6.82% of the CLF. Thirty-seven (37) Hispanic women represented 3.54% of the Agency's permanent workforce in comparison to 6.16% of the CLF.

Recruitment, Retention, Training and Outreach

In FY 2023, the Agency continued its efforts to recruit Hispanic employees, including by using the HEPC's network as well as social media to publicize vacancies. The Agency also continued its efforts to provide career development opportunities to develop and retain Hispanic employees. One Hispanic male and one Hispanic female participated in executive development programs.

In FY 2023, the Hispanic Employment Program Committee (HEPC) continued to spearhead the Agency's efforts to celebrate National Hispanic Heritage Month. The HEPC sent a series of emails agency-wide providing employees with different ways of exploring history, literature, and entertainment centered on the experiences of Hispanic/Latino people and/or created by Hispanic/Latino talent.

Planned Activities for FY 2024

In FY 2024, the HEPC will continue to work with the Agency's executive leadership on barriers that affect Hispanic women's employment, particularly at the GS-15 through SES grade levels. The HEPC will continue to discuss strategies aimed at increasing participation rates of Hispanic employees in the Agency's workforce in compliance with the U.S. Equal Employment Opportunity Commission (EEOC) Management Directive 715, Title VII of the Civil Rights Act of 1964, and other statutes and regulations that govern the Federal Government's equal employment opportunity activities.

In FY 2024, the Agency will continue to research and build relationships with organizations having significant Hispanic constituencies in its effort to develop and attract a larger pool of Hispanic applicants. The Agency will continue to use social media to post its vacancies in an attempt to reach a larger pool of Hispanic applicants.

In FY 2024, the HEPC and the Agency will continue to monitor and assess the impact of providing a monetary award versus other types of awards to recognize law enforcement employees who use their bilingual language skills in the performance of their duties.

**STRATEGIC ACTIVITIES RELATED TO THE EMPLOYMENT
OF
PEOPLE WITH DISABILITIES**

The Agency is committed to being a model employer for People with Disabilities including People with Targeted Disabilities. In FY 2023, the Agency continued to implement and identify a number of strategies to meet the goals set forth in Executive Order 13548, *Increasing Federal Employment of Individuals with Disabilities*. Listed below is a statistical analysis of the number of self-identified employees with disabilities in the Agency's workforce, as well as some of the Agency's strategies and accomplishments related to the employment of people with disabilities.

Statistical Analysis

During FY 2023, the number of Persons with Disabilities (PWD) employed by the Agency as part of its permanent workforce increased by two employees from 86 employees, or 8.32%, in FY 2022 to 88 employees, or 8.42 % in FY 2023. The number of Persons with Targeted Disabilities (PWTD) decreased by one from 14, or 1.35%, in FY 2022 to 13 employees, or 1.24% in FY 2023.

Hiring

The Agency utilizes the EEOC's 12% and 2% benchmarks for PWD and PWTD, respectively, as targets for the percentage of employees with disabilities and targeted disabilities in the workplace. The Agency communicates these goals to hiring officials. The Agency also encourages hiring officials to utilize Schedule A hiring authority whenever possible to increase the number of PWD and PWTD in the workplace.

Outreach and Recruitment

In FY 2023, the Agency continued its initiative to encourage employees to update their disability status. As part of this initiative, the Agency shared with employees the reasons the Agency needed that information and the benefits of providing it. The Agency also provided employees with Standard Form (SF) 256, which sets forth the list of conditions that are considered disabilities, and on which employees could update their disability status.

Even with limited resources, the Agency continued to utilize a variety of recruitment strategies designed to increase the number of qualified applicants with disabilities and with targeted disabilities over the last year. These multi-pronged recruitment strategies, which the Agency will continue to use in the upcoming fiscal years, include the following:

- Using social media to publicize vacancies;
- Partnering with Virginia's and the District of Columbia's Vocational Rehabilitation Services and disability resource centers at local colleges and universities;

- Partnering with the Workforce Recruitment Program, a recruitment and referral program that connects employers with post-secondary students and recent graduates with disabilities;
- Partnering with the Operation Warfighter Program and the Wounded Warrior Regiment, M4Life Program;
- Expanding outreach with other community, academic, and governmental groups that can reach individuals with targeted disabilities to increase the pool of potential candidates at the GS-11 level and above, including managerial and supervisory positions at grades GS-13 to SES; and
- Sending job announcements in real-time to federal, state, and local agencies and organizations serving persons with disabilities.

Training and Education

During FY 2023, members of the Office of Equal Employment Opportunity, Diversity, and Special Programs continued to receive training with respect to their disability program duties. Collectively, they received the following training:

- Equal Employment Opportunity Commission (EEOC)’s Management Directive 715 and barrier analysis;
- EEOC’s 2023 Excel Training Conference, including courses on Reasonable Accommodation;
- Mandatory online EEO training on Reasonable Accommodation and the No FEAR Act; and
- EEOC’s Disability Program Management Training course.

Reasonable Accommodation

During FY 2023, the Agency continued to implement the Reasonable Accommodation policy and procedures it issued in FY 2021. The Agency continued to work with supervisors and employees to improve their understanding of the policy and procedures. The Agency will continue these efforts in FY 2024.

Annual FEORP Plan Certification

For Fiscal Year 2023

A. Name and Address of Agency:

Court Services and Offender Supervision Agency
633 Indiana Avenue, NW
Washington, DC 20001

B. Name and Title of Designated FEORP Official (Include e-mail address, mailing address, and telephone and fax number):

Denise Clark
Director, Office of Equal Employment Opportunity, Diversity, and Special Programs
800 N. Capitol Street, NW
Washington, DC 20002
Denise.Clark@CSOSA.gov
(202) 442-1681

C. Name and Title of Contact Person (Include e-mail address and telephone and fax numbers):

Denise Clark
Director, Office of Equal Employment Opportunity, Diversity, and Special Programs
Denise.Clark@CSOSA.gov
(202) 442-1681

Certification

I certify the above agency: 1) Has a current Federal Equal Opportunity Recruitment Program (FEORP) plan and the program is being implemented as required by Public Law 95-454 and subsequent regulations and guidance issued by the U.S. Office of Personnel Management; 2) All field offices or installations with fewer than 500 employees are covered by a FEORP plan; 3) All field offices or installations with 500 or more employees are covered either by this plan or by a local plan; and 4) Such plans are available on request from field offices or installations.

Chief Human Capital Officer or Head of Human Resources

Print Name: Linda Mays

Signature:

Date:

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Director, Equal Employment Opportunity

Print Name: Denise Clark

Signature:

Date:

Title: Director, Office of Equal Employment Opportunity, Diversity, and Special Programs

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Chief Diversity Officer or Director of Diversity and Inclusion

Print Name: Denise Clark

Signature:

Date:

Title: Director, Office of Equal Employment Opportunity, Diversity, and Special Programs

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