

Equal Opportunity and Inclusion

Tracy Thompson is the Chief of the Office of Equal Opportunity and Inclusion (OEOI). OEOI was created in August 2007 to help ensure that equal employment opportunities and inclusion are afforded to employees and job applicants. OEOI focuses on training employees and managers on Equal Employment Opportunity policies, communication skills, the value of a diverse workforce and USCIS Equal Employment Opportunity rights, responsibilities and remedies.



The Office of Equal Opportunity and Inclusion (OEOI) training library - which consists of online training modules, videos and books - was enlarged and improved, and other live training modules were developed and launched, on a variety of subjects. With a new OEOI training policy that encourages the use of a variety of media for training, on a variety of subjects, the goal is to educate and resonate.

The Office of Equal Opportunity and Inclusion (OEOI) also takes an active and central role in recruiting women, minorities and individuals with disabilities. Nearly 42 percent of USCIS employees are minorities and 60 percent are female. USCIS' goal is to remain diverse as an organization. Equally important, OEOI wants to help USCIS ensure all employees are included in the workforce and leveraged to their maximum extent. This is done by attempting to identify and remove or reduce barriers to equal employment opportunities, whether those barriers are localized or systemic, or related to promotions, training benefits or other factors.

The **Special Emphasis Program**, staffed by collateral duty Special Emphasis Program Managers in the field, is under the supervision of the Office of Equal Opportunity and Inclusion (OEOI). The Special Emphasis Program Managers are a vital part of the OEOI team, assisting in the field with targeted recruitment identifying barriers to equal employment opportunities and ensuring that a variety of OEOI training opportunities are offered to their assigned offices.

The **Division of Inclusion** is responsible for the recruiting, training, special emphasis and barrier identification programs described above. At present, the division of Inclusion is staffed by four individuals at USCIS headquarters.

The **Division of Complaints Resolution** is geographically located in the St. Paul, MN metropolitan area and helps ensure that equal employment opportunities are afforded to employees and job applicants by managing Equal Employment Opportunity complaints that arise at USCIS. This involves counseling individuals with Equal Employment Opportunity issues, mediating these issues and resolving the issues as early on in the process as feasible.

The Division of Complaints Resolution is also responsible for assisting USCIS in resolving other civil rights complaints made by customers, ensuring accessibility to federally conducted USCIS programs and facilities and building a program to ensure better access to USCIS services for many limited English proficient customers.

The USCIS Office of Equal Opportunity and Inclusion looks forward to continuing to working with others in building a strong foundation for future.



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