

OFFICE OF INCIDENT RESPONSE OPERATIONS  
 FY 2001 - 2002 OPERATING PLAN  
 OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES

May 11, 2001

**CHAPTER B -- OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES**

**A. HUMAN RESOURCES**

FTE Utilization Targets*				Targeted Percentage of GG-14 and Above Positions*		Supervisor to Employee Ratio Targets*	
Office	FY '00 FTE Ceiling	FY '01 FTE EOY Projection	FY '01 FTE Ceiling	FY '01 Target %	Current %	FY '01 Ratio Target	Current Ratio
1 <sup>st</sup> Qtr		25**	25	70%	72%	1:8.5	1:7.3
2 <sup>nd</sup> Qtr		25**	25	70%	72%	1:8.5	1:8.3
3 <sup>rd</sup> Qtr							
4 <sup>th</sup> Qtr.	23						

**1<sup>st</sup> Quarter Information**

FY 2001 FTE ceiling reflects 25 headquarters FTEs and 5 regional FTEs. IRO continues to function as a special independent office, reporting directly to the Deputy Executive Director for Regulatory Programs.

\*Does not include 5 regional FTEs

\*\*The 25 headquarters FTEs include one individual on a Congressional Fellowship, one part-time temporary intern, and one individual currently charged to IRO on a one-year detail.

OFFICE OF INCIDENT RESPONSE OPERATIONS  
FY 2001 - 2002 OPERATING PLAN  
OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES

May 11, 2001

---

1st Quarter Accomplishments:

At the beginning of the first quarter, IRO had 26 FTEs (including the one part-time technical intern) and 5 regional FTEs; IRO continued to remain in a high state of constant response readiness as a fully independent office. At the end of the first quarter, IRO had reduced its staff to 23 full-time FTEs (including the one-year detailee), plus one FTE on a Congressional Fellowship, and one part-time temporary technical intern. In addition, one full-time secretary retired and has not yet been replaced.

The one-year detailee is occupying a GG-13 position and assumes some of the duties (at a lower level) of the GG-14 individual to currently on a Congressional Fellowship. In addition, a GG-14 position was not filled. A staffing plan currently agreed by the IRO Labor/Management Partnership Committee includes posting vacancies at lower grades to decrease the percentage of GG-14s and above and to allow for entry-level employees, where applicable to the needs of the office.

It should be stated that it would be virtually impossible for IRO to function with less than the current number of 3 supervisors in order to accomplish its unique mission.

2<sup>nd</sup> Quarter Accomplishments:

During this quarter, a full-time secretary was hired at a GG-8 level, which was a promotion for the selected individual; the Chief of the Operations Section obtained a rotational assignment with NMSS to broaden his scope of experience; a GG-15 was temporarily detailed into that position; and a minority female GG-15 from STP obtained a rotational assignment with IRO as a Senior Emergency Response Coordinator. In addition, the IRO Director was reassigned to OE and the Deputy Director was temporarily assigned as Special Assistant to our new Director and Deputy Director to assist in the transitional stage.

All other conditions remained the same as the first quarter. IRO continued to remain in a high state of constant response readiness as a fully independent office.

**B. INFORMATION TECHNOLOGY**

None

May 11, 2001

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**C. EQUAL EMPLOYMENT OPPORTUNITY (EEO) REQUIREMENTS**

**Guiding Principles**

- 1. Create a working environment that is free of discrimination, including harassment, and is accessible to individuals with disabilities.**

**Objectives:**

Where possible, part-time employment and temporary work-at-home plans will be made available to accommodate special needs.

We will continue to maintain open lines of communication regarding EEO matters with all employees and will utilize the EEO counselors within IRO in this effort. We will continue to intercede in all potential problems related to EEO in order to avoid conflict and resolve issues. Managers will be expected to attend EEO training as required. Further, all employees will be encouraged to attend EEO training and special agency programs.

**Accomplishments:**

First Quarter: IRO maintains three EEO counselors within its ranks who provide counseling to those employees requesting it. Training is continually provided to these counselors to ensure they are constantly aware of all rules, regulations, and requirements to maintain their counseling status. In addition, IRO provided in-depth 368 training to one counselor to enable her to become an Alternative Dispute Mediator in the federal workplace.

All Quarters: IRO has a handicapped employee for whom special efforts are continually in place. IRO continues to provide OJT to enhance his ability to perform in his position. Special physical arrangements are maintained to accommodate special needs of this employee, including the purchase of special working equipment and rearranging of office space.

Second Quarter: Training continued for a female employee to enable her to become an Alternative Dispute Mediator in the federal workplace. This particular employee opted to become a Union Steward in place of her EEO counseling. IRO maintains two active EEO counselors. Part-time employment remains in effect for a minority female Technical Intern who is a college student.

OFFICE OF INCIDENT RESPONSE OPERATIONS  
FY 2001 - 2002 OPERATING PLAN  
OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES

May 11, 2001

---

2. **Ensure that Agency policies, processes, and procedures provide all employees the opportunity to develop, participate, and compete fairly and equitably.**

**Objectives:**

IRO will continue to make available to all employees formal and on-the-job training, rotational assignments, details and reassignments.

IRO will continue to utilize the performance appraisal process throughout the year to provide incentive for all employees and recognition for deserving employees in the form of awards and nomination for participation in career enhancing programs.

**Accomplishments:**

First Quarter: During this quarter, IRO employees attended various training courses available, including 368 courses, courses available through the Professional Development Center, and technical training courses held at the TTC in Chattanooga. All employees attended the "Managing Diversity" course and all managers attended the course entitled "Managing the Troubled Employee." As mentioned previously, one EEO counselor attended 368 courses designed to eventually certify her as a Federal Workplace Mediator. The handicapped employee attended 11 courses offered by the PDC to increase his computer skills and enable him to utilize these newly acquired skills on the job. Of all the courses afforded IRO employees during this quarter, 94.7 percent were attended either by females or the handicapped employee.

During this quarter, IRO presented 7 awards to deserving employees. Of all the awards presented, 42.9 percent were earned by females and the handicapped employee.

During this quarter, two rotations/details took effect; one was the female one-year detailee mentioned previously and one was a senior level male employee. Through the utilization of rotational assignees, IRO is able to assist in the broadening of skills, knowledge and ability and, at the same time, maintain its high level of performance.

Second Quarter: During this quarter, IRO employees continued to attend various training courses available, including 368 courses, courses available through the PDC and technical training courses held at the TTC. One manager attended the Performance Appraisal Workshop (PDC) and one attended the Congressional Operations Seminar offered by the Government Affairs Institute (368 training). An employee continued his studies at the University of Maryland (Graduate Management Program). The employee previously mentioned who attended three courses during this period designed to

OFFICE OF INCIDENT RESPONSE OPERATIONS  
FY 2001 - 2002 OPERATING PLAN  
OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES

May 11, 2001

---

certify her as a Federal Workplace Mediator attained her certification. Of all the courses afforded IRO during this quarter, 20 percent were attended by females.

During this quarter, the one-year detail established during the first quarter remained in effect. In addition the Operations Section Chief was rotated into a similar position within NMSS, necessitating a senior level employee (GG-15) to be rotated into that position. IRO obtained a three-month detail for an employee previously assigned to the EDO's office, who will be the Acting Section Chief. A senior level (GG-15) minority female employee was rotated into IRO from STP as a Senior Emergency Response Coordinator. This employee was extremely valuable to IRO, as she developed a draft Management Directive and a handbook on the State Outreach Program for Incident Response.

An IRO employee was nominated for a meritorious award because of his outstanding accomplishments in incident response activities.

**3. Employ and empower a competent and highly skilled workforce, representative of America's great diversity, which enables the Agency to accomplish its mission.**

**Objectives:**

IRO will continue to promote its women and minority employees commensurate with their capabilities and will review any future job vacancies with particular sensitivity to hiring female and minority applicants. In addition, the office will continue to utilize the disabled in positions for which they are qualified. Each recruitment request will be reviewed for potential job changes in order to expand series coverage. We will systematically review vacancies prior to recruitment efforts to determine if entry-level hiring can be accomplished. The position rating factors will be reviewed to attract a diverse and wide range of candidates.

**Accomplishments:**

First Quarter: Although no opportunities for promotion were available during this reporting period, the FY draft staffing plan will, perhaps, afford a promotion opportunity for the currently vacant secretarial position, which will be posted and, hopefully, filled during the next quarter.

The African-American female summer intern continues to be retained as a temporary part-time technical intern while she is continuing with her college courses. During the winter break from college, IRO retained her on a temporary full-time basis to enable the office to utilize her excellent skills and provide her with assistance for college expenses.

OFFICE OF INCIDENT RESPONSE OPERATIONS  
FY 2001 - 2002 OPERATING PLAN  
OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES

May 11, 2001

---

Second Quarter: during this quarter, a secretary was hired to replace the one who had previously retired. This hiring resulted in a promotion for the incumbent. Also, in order to accommodate an employee's knowledge, skills, and abilities, a male employee was transferred from the status of a headquarters operations officer to a position as systems engineer within the Operations Section.

The African-American female intern continues to perform her part-time duties while she is continuing with her college courses. IRO is broadening her scope by enhancing her abilities in the incident response program. She is assisting in the maintenance of the Automatic Notification System which has been a learning experience for her. She has also continued to develop our web site and to present technical seminars to IRO and other groups.

As mentioned previously, during this quarter, the Director and Deputy Director positions were filled by SES managers from NRR and NMSS, respectively. The previous Director was reassigned to OE and the previous Deputy Director was temporarily reassigned as a Special Assistant during the transitional phase. IRO has continued to remain in a high state of constant response readiness as a fully independent office.

**4. Recognize, appreciate, and value diversity, thereby establishing trust, respect and concern for the welfare for all employees within the Agency.**

**Objectives:**

IRO will continue to encourage women and minority employee participation in the agency's EEO programs by providing travel and training funds for these purposes when possible; and granting time from work duties to participate in advisory committee meetings and programs.

**Accomplishments:**

IRO supports participation in all EEO programs by granting time from work duties to its employees to attend various functions organized by EEO committees. These programs continue to be supported by the Director and the other managers.

All Quarters: IRO's managers continue to be active in the mentoring program. The Deputy Director is the mentor for a female intern plus a female minority SES candidate. The Director is the mentor for a female minority staff member.

First Quarter: In addition to the ADR training afforded to one EEO counselor, during this quarter, all three have been called upon repeatedly to assist in resolving EEO problems at the earliest stage.

OFFICE OF INCIDENT RESPONSE OPERATIONS  
 FY 2001 - 2002 OPERATING PLAN  
 OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES

May 11, 2001

The IRO LMPC has been quite active during this quarter in working to establish a staffing plan that is fair and equitable to all current and future employees.

Second Quarter: IRO's new managers participate in the mentoring program. The Deputy Director is currently mentoring two employees, one of whom is a female.

As mentioned previously, during this quarter, a female employe was certified as a Federal Workplace Mediator. The two remaining EEO counselors remain active in resolving EEO problems.

**FOREIGN TRAVEL**

	FY 2000 Actual		FY 2001 Planned		FY 2001 Actual		FY 2002 Planned	
	Core	Non-Core	Core	Non-Core	Core	Non-Core	Core	Non-Core
QTR1			0	0	0	0		
QTR 2					0	0		
QTR 3			2	1				
<b>TOTAL</b>	<b>3</b>	<b>2</b>						