

CHAPTER A

MANAGER/OFFICE: Irene Little, Office of Small Business and Civil Rights (SBCR)

SUPPORT OFFICES: N/A

DESCRIPTION: Management direction and evaluation for the Agency's Equal Opportunity Programs, which include: (1) Affirmative Action and Diversity; (2) Civil Rights; (3) Historically Black Colleges and Universities; and (4) Small Business.

RESOURCES:

	FY 02		Q1/2 - FY 02 (Cum.)		Q3/4 - FY 02 (Cum.)		FY 2003
	Budget FTE \$K	Avail. FTE' \$K	Planned FTE \$K	Expend. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Budget FTE \$K
SBCR							
TOTAL	5 FTE \$400K	4.5 FTE \$590K	2.25 FTE \$150K	2.25 FTE \$94.5 K	4.5 FTE \$615K	4.5 FTE \$411.9K	6 FTE 485K

¹Due to the transfer of the Civil Rights Specialist to another Federal agency at the beginning of the 2d quarter, anticipate a .5FTE loss to the Civil Rights Program.

Subchapter I: Program Commitments

I.A. Planned Accomplishment: Implement and manage the Agency's Affirmative Action and Diversity Program, including the Federal Women's Program.

Resources:

	FY 02		Q1/2 - FY 02 (Cum.)		Q3/4 - FY 02 (Cum.)		FY 2003
	Budget FTE \$K	Avail. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Budget FTE \$K
I.A. Affirmative Action & Diversity	1.2 FTE \$46K	1.2 FTE \$73K	.6 FTE \$25K	.6 FTE \$5.5	1.2 FTE \$73K	1.2 FTE \$39.6K	1.5 FTE \$51K
TOTAL							

I.A.1 Milestones

1.A.1-1: Conduct biannual briefing to the Commission on the status of the Agency's Equal Employment Opportunity (EEO) Program and authors the accompanying Commission Paper. Monitors offices' and regions' objectives and accomplishments in Chapter B (EEO Requirements) of the Operating Plan.

1.A.1-2: Develop general operating procedures and guidance for the Agency's EEO Advisory Committees.

1.A.1-3: Manage the Agency's Facilitated Mentoring Program.

1.A.1-4: Conduct Agency's Diversity Day celebrations and annual special emphasis commemorations (i.e., exhibits, agency-wide announcements).

Activities/Schedule:

1.A.1-1: Plan, coordinate, and conduct the biannual EEO briefing to the Commission. Coordinate input, author, and submit the Commission paper. Review offices' EEO objectives and accomplishments as reflected in offices' operating plans and provide feedback to the respective office or region. Assist offices and regions in achieving their EEO objectives. Provide input to DEDM, and EDO on offices'/regions' performance.

1.A.1-2: Provide guidance to EEO Advisory Committee members to ensure they function consistent with charters and bylaws. Issue solicitations for new members; approve applicants; and issues letters of committee appointments. Meet with committees to provide oversight of their activities and to provide complete, accurate, and timely responses to issues raised by the committees.

1.A.1-3: Provide guidance to participants of the Mentoring Program to ensure it functions consistent with intended objectives. Conduct activities to solicit new participants, and plan and conduct orientation and relevant training. Maintain current database of participants and relevant information to evaluate effectiveness of the program.

1.A.1-4: Plan, coordinate, and conduct Diversity Day. Coordinate schedule with the Chairman, Commissioners, and EDO, and distribute the schedule in advance to all Office Directors for dissemination to Agency staff. Diversity Day celebration will be conducted in accordance with a scheduled date and special emphasis commemorations will be completed at the beginning of the commemorative period as follows:

National Disability Awareness Month Poster Exhibit	Oct 2001
National Native American Heritage Month Poster Exhibit	Nov 2001
Martin Luther King, Jr., Birthday Poster Exhibit	Jan 2002
Black History Month Poster Exhibit	Feb 2002
Women's History Month Poster Exhibit	March 2002
Professional Secretaries Day	April 2002
Bring Your Children to Work Day	April 2002
Asian Pacific American Heritage Month Poster Exhibit	May 2002
Diversity Day Celebration	July 2002
Women's Equality Day Poster Exhibit	August 2002
Hispanic Heritage Month Poster Exhibit	Sept 2002

I.A.2 Support Office Activities: N/A

I.A.3 Metrics:

Effectiveness: EEO briefing/paper contains relevant information on the problems, progress, and status of the Agency's EEO Program supported by statistical data, as appropriate. Communications to EEO committees are supported by policies and procedures to ensure they function consistently and in accordance with charters and bylaws. Agency announcement of the Mentoring Program clearly communicates the program's purpose and benefits; mentors are provided appropriate orientation and relevant training prior to conducting initial mentoring sessions. Mentoring program information is reviewed and evaluated annually to determine if the program is meeting its intended objectives. Notifications of Diversity Day and special emphasis exhibits clearly articulate an appropriate theme and purpose.

Efficiency: EEO briefing and paper are coordinated in advance with interested parties; issues are resolved, or target date provided for further discussions, prior to dissemination of paper. Feedback to offices and regions is provided biannually. Employees' requests to participate as a mentor or mentee are responded to within 2 weeks of receipt. Special emphasis exhibits are timely and Diversity Day is in accordance with the annual schedule. Notice of schedule changes are disseminated to Agency staff within 5 working days from the date of approved change. Work with the Office of Human Resources (HR) (training) Specialist to explore having the Mentoring Program incorporated into the Career Counseling Program.

Quality: EEO briefing and paper contain accurate and complete information, with no significant errors in the statistical data or the analyses. EEO committee nominations are reviewed to ensure familiarity with the committee and its objectives and that no conflict of interest exists. Mentors are provided appropriate materials and assistance in counseling with mentees prior to initial sessions. Diversity Day and special emphasis exhibits are educational, informative, and consistent with the chosen theme.

Quantity: N/A

Timeliness: EEO paper is submitted within established deadline to SBCR Director and DEDM. Solicitations to fill EEO committee vacancies are initiated within the first month of the fiscal year, new member applications are reviewed and promptly forwarded to committee chairs; acceptance letters sent within 2 weeks of committee action. Solicitation for Mentoring Program participants is issued annually. Program-wide orientation for mentors is conducted every 2 years, or sooner if mentor turnover is greater than 50 percent. Annual mentoring evaluation summary is provided to SBCR Director by end of October. Schedule of Diversity Day is distributed to Office Directors for dissemination to Agency staff by the end of the first quarter of the fiscal year. Schedule changes are issued to Agency staff within 5 days of approval change. Yellow announcement for each event is drafted and presented to SBCR Office Director at least five days prior to designated month, and exhibits are displayed one workday after yellow announcement is issued.

I.A.4 Status

- Coordinated recognition ceremony in support of post-September 11 activities for Region II. (1.A.1-4)
- Facilitated issuance of guidance to new EEO Advisory Committee members. Periodically met with committees to discuss generic EEO issues and assisted committees with

development of their annual goals, development of minority action plans, and their Joint Committee Statement for the EEO Commission Briefing. (1.A.1.2)

- Developed and implemented the Agency's 2002 Diversity Day which was held on July 11th. Served as lead in developing the event theme, format, scope of activities, coordination of logistics, and identification of a planning group. (1.A.1-4)

Mentoring Program (1.A.1-3)

Completed five employee/mentee career profile sessions and facilitated mentoring discussions with nine potential mentors for Region II.

Updated the Mentoring Program guideline Handbook for participant use. Established an Agency Mentoring Coordination Team composed of mentors, mentees, and agency intern coordinators. The Team assisted in modifying mentoring participant feedback surveys, coordinated development of an electronic participant feedback system, and developed an electronic participant data base. Three mentoring orientation sessions were conducted in headquarters inclusive of a specific session for NRR interns.

Two sessions are scheduled for Region 3 and 4. Completed 17 employee/mentee career profile sessions and facilitated mentoring discussions with 51 potential mentors for Region II.

I.B. Planned Accomplishment: Create a high quality, culturally diverse applicant pool.

Resources:

	FY 02		Q1/2 - FY 02 (Cum.)		Q3/4 - FY 02 (Cum.)		FY 2003
	Budget FTE \$K	Avail. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Budget FTE \$K
I.B. Managing Diversity							
TOTAL	.1 FTE \$42K	.1FTE \$75K	.05 FTE \$25K	.05 FTE \$6.1K	.1 FTE \$75K	.2 FTE \$11.4K	.2 FTE \$48K

I.B.1. Milestones

1.B.1-1: Implement a Managing Diversity (MD) process within NRC.

1.B.1-2: Participate in focused recruitment activities with special emphasis on Hispanics and Native Americans. Provide input to incorporate MD into EEO training for supervisors.

Activities/Schedule:

1.B.1-1: Communicate the importance of senior management leadership in achieving and managing a diverse workforce to create an environment to enhance regulatory excellence. Network, with private and public agencies and organizations to learn from and apply their strategies, as appropriate, to assist NRC in achieving and effectively managing a diverse workforce.

1.B.1-2: Include representatives of ethnic groups as recruiters to enhance potential applicant identification with their respective communities. Sponsor, support, and engage in activities designed to enhance career development for all employees, with emphasis on fair opportunities for women, minorities, and the handicapped.

I.B.2 Support Office Activities: N/A

I.B.3 Metrics:

Effectiveness: Material covered in the MD training sessions is consistent with the Agency's goals and objectives for this program. Recommendations of potential recruitment programs focus on recruiting women, minorities, and the handicapped for entry-level and higher-graded professional positions.

Efficiency: Times/dates of MD sessions are scheduled to ensure maximum attendance.

Quality: Recommendations of Agency employees to serve as recruiters are based on their knowledge of the Agency's mission and of the specific disciplines targeted for recruitment. Recruiters are representatives of diverse employee groups.

Quantity: Recruitment activities have adequate NRC representation.

Timeliness: Process for selecting contractor for MD training is completed in sufficient time to ensure obligation of funds within same fiscal year.

I.B.4 Status

- Conducted a functional assessment and developed performance metrics for the Region II DRMA office. (1.B.1-1)
- Continued to provide assistance to NMSS in formulating goals to address its managing diversity and organizational improvement issues. Worked with several NMSS consultants to assist in defining and outlining an integration strategy for ongoing managing diversity and organizational improvement initiatives. (1.B.1.1)
- Conducted 15 managing diversity follow-up awareness sessions in HQ (NMSS, CIO, RES, NRR) and regional offices (R4). These sessions are designed to enhance staff understanding of their role in managing diversity, and enhance their understanding of how managing diversity may impact the Agency's mission via individual and organizational performance. (1.B.1.1)
- Assisted in the development of Agency action plans designed to improve recruitment strategies for Hispanics, African Americans, and Asians. (1.B.1.2)
- Completed assessment for SES EEO evaluations and prepared final report to the EDO. (1.B.1-4)

I.C. Planned Accomplishment: Implements and manages the Agency's Civil Rights Program.

Resources:

	FY 02		Q1/2 - FY 02 (Cum.)		Q3/4 - FY 02 (Cum.)		FY 2003
	Budget FTE \$K	Avail. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Budget FTE \$K
I.C. Civil Rights Program							
TOTAL	2.3 FTE \$62K	2.3 FTE \$103K	.9* FTE \$25K	.9* FTE \$19.2K	1.8* FTE \$103K	1.8 FTE \$48.8K	2.8 FTE \$106K

***Due to the transfer of the Civil Rights Specialist to another Federal agency at the beginning of the 2d quarter, anticipate a .5FTE underutilization in the Civil Rights Program.**

I.C.1. Milestones

1.C.1-1: Receive, acknowledge, and process, where appropriate, complaints of discrimination under (1) Titles VI, VII, VIII, and IX of the Civil Rights Act of 1964, as amended; (2) Rehabilitation Act of 1973, as amended; (3) Age Discrimination Employment Act of 1967, as amended; and (4) Equal Pay Act of 1963. Implements and manages the Agency's Alternative Dispute Resolution Process for EEO complaints as required by the Equal Employment Opportunity Commission (EEOC).

1.C.1-2: Comply with and respond to all reporting requirements imposed by EEOC, Office of Personnel Management (OPM) or other Federal agencies.

1.C.1-3: Provide input for EEO training for the Agency's managers and supervisors.

1.C.1-4: Oversee EEO Counselors who provide counseling to Agency employees and applicants for NRC employment on issues related to alleged acts of discrimination.

Activities/Schedule:

1.C.1-1: Assist and provide guidance to Agency managers, supervisors, and employees in the formal and informal resolution of EEO complaints. Coordinate all matters associated with the ADR process. Arrange for investigation of discrimination complaints, and oversees the preparation and submission of all required documents. Review and analyze data on types and bases of complaints; identify trends and patterns of discrimination complaints to take preemptive action. Develop procedures for processing Title VI claims that are filed against NRC.

1.C.1-2: Author, coordinate, and submit the Agency's responses to reporting requirements. These include the Agency's: (1) Annual Federal Equal Employment Opportunity Statistical Report on Discrimination Complaints; (2) Annual Information and Reporting Requirements for Agencies that Administer Federally Assisted Programs; (3) Annual Accomplishment Reports; and (4) Annual Report on Age Discrimination. Respond to other requests from Federal agencies for Agency reports and statistical data.

1.C.1-3: Coordinate with HR to provide EEO training for managers and supervisors in Headquarters and the regions.

1.C.1-4: Provide guidance and direction to the EEO Counselors to ensure that they are performing their functions in accordance with 29 CFR Part 1614. Plan and conduct regular EEO Counselor training, and other training as necessary.

I.C.2 Support Office Activities: N/A

I.C.3 Metrics:

Effectiveness: Achieve resolution of alleged discrimination issues expeditiously and at the lowest possible level. Assist managers in identifying and eliminating valid basis for EEO complaints.

Efficiency: Process all EEO complaints and requests for ADR in accordance with appropriate guidelines. Action to recruit EEO Counselors is initiated within 30 days of vacancy notification or identification of need to recruit additional counselors.

Quality: Documentation supporting discrimination investigations is accurate and contains all required information. Follow-up requests for additional information are made expeditiously. Complaint database of relevant statistics on types and bases of complaints, and other relevant information is kept up-to-date. EEO Counselors are current and up-to-date on applicable EEO regulations and policies.

Quantity: Number of EEO Counselors (29-34) allows for timely responses to staff requests for counseling. Counselors are provided appropriate materials and assistance to perform counseling with employees.

Timeliness: Agency's responses to reporting requirements are submitted to the appropriate agency within the required time period. EEO complaints are processed within the time periods allowed. EEO Counselor training will be conducted at least bi-annually.

I.C.4 Status

- Following is status of EEO complaints (1.C.1-1):

FORMAL EEO COMPLAINTS		NUMBER
Pending as of 9/30/01		21
Filed 10/1/01-9/30/02		15
Closures 10/1/01- 9/30/02		14
Complaints pending 9/30/02		22
Dismissals	2	
Settlements	8	
Final Agency Decision (No Discrimination)	3	
Complainant Withdrawal	0	

*Does not include cases pending EEOC decisions on appeal or in U.S. District Court.

- Status of EEO counseling activities (1.C.1-4):

EEO COUNSELING ACTIVITY REPORT	
Counseling pending 9/30/01	5
Counseling initiated 10/1/01-9/30/02	35
Counseling closed 10/1/01-9/30/02	37 ²
Pending as of 9/30/02	3

² 22 Notice of Right to File were issued; 8 withdrawals; and 7 settlements.

- EEO Counselors on-board:

EEO COUNSELORS ON-BOARD	TOTAL	HDQTRS	REGIONS
As of 9/30/02	28	17	11

- ADR (1.C.1-4)**
10/1/01 thru 12/31/01: 1 ADR request was received and subsequently withdrawn.
1/01/02 thru 3/31/02: 0 ADR requested/conducted.
4/1/02-6/30/02: 3 ADRs requested/conducted.
7/1/02-9/30/02: 2 ADRs requested/conducted.³
- Finalized review of the EEO training materials; met with contract trainers (EEOC); provided information to customize the training for NRC environment. Incorporated into the training a Managing Diversity module to be presented by NRC's Affirmative Employment and Diversity Manager. (1.C.1-3)
- One pilot was presented and evaluated. Several sessions of the training have been conducted and several are scheduled. This training is being made available to all managers and supervisors at Headquarters and the Regional Offices. (1.C.1-3)
- SBCR is coordinating with HR to design a 4-6 hour session on the EEO Process. This session would be made available to all employees. (1.C.1-3)

³ Effective 10/1/03, only ADRs conducted will be reported.

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I.D. Planned Accomplishment: Implement and manage the Agency's Historically Black Colleges and Universities (HBCU) Program pursuant to Executive Orders 12876 and 12928.

Resources:

	FY 02		Q1/2 - FY 02 (Cum.)		Q3/4 - FY 02 (Cum.)		FY 2003
	Budget FTE \$K	Avail. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Planned FTE \$K	Expend. FTE \$K	Budget FTE \$K
I.D. HBCU Program							
TOTAL	.2 FTE \$250K	.2 FTE \$339K	.1 FTE \$75K	.1 FTE 63.7K	.2 FTE \$364K	.2 FTE \$312K	.2 FTE \$275K

I.D.1. Milestones

1.D.1-1: Establish annual goals for the HBCU Program. Monitor the cooperative agreement with Oak Ridge Institute for Science and Education (ORISE) who recruits participants and administers the grants.

1.D.1-2: Comply with and respond to all reporting requirements imposed by the Department of Education and other Federal agencies.

1.D.1-3: Participate in activities through the White House Initiatives HBCU Science and Technology Cluster and National Association for Equal Opportunity in Higher Education to market the Agency's HBCU Program.

Activities/Schedule:

1.D.1-1: Review and evaluate ORISE activities to ensure that: (1) Agency's goals are met; (2) participants' research assignments are NRC-mission related; and (3) ORISE is administering the program to maximize HBCU students and faculty participation.

1.D.1-2: Author, coordinate, and submit the Agency's responses to reporting requirements. These responses are directed to the U.S. Department of Education, and include the Agency's: (1) annual goal of funds to be awarded to HBCUs, (2) program objectives; and (3) the annual performance report for the Agency's HBCU Program.

1.D.1-3: Utilize the White House Initiatives HBCU Science and Technology Cluster and the National Association for Equal Opportunity in Higher Education organizations to market the Agency's HBCU program. Distribute information to HBCU colleges and universities on the process for participating in the Agency's HBCU program.

I.D.2 Support Office Activities: N/A

I.D.3 Metrics:

- Effectiveness:** Participants' final reports/abstracts of research projects are reviewed to identify activities that may warrant review by Agency technical staff. Action is taken to recognize participants whose research work could make a significant contribution to the Agency's mission. Actively participate in activities that will provide information to HBCU administrators, faculty, and students of the Agency's program and maximizes participation. Explore opportunities for expanding HBCU Program to Hispanic Serving Institutions.
- Efficiency:** Participants' offer letters are reviewed within 1 week of receipt to ensure that project assignments and award amounts are consistent with program objectives and in accordance with provisions of the cooperative agreement. All statistical data and information to be included in Agency's responses to the reporting requirements are summarized and validated with ORISE each quarter.
- Quality:** Statistical data included in the Agency's responses to the reporting requirements contain no significant errors, and the writeup of project information accurately reflects the activities performed by the participants. Information included in marketing materials is accurate, current, and includes procedures for applying to the Agency's HBCU program.
- Quantity:** By end of the second quarter of fiscal year, 95 percent of funds are obligated; Agency achieves at least 90 percent of its annual goals.
- Timeliness:** Statistical data and other information required in response to the annual reporting requirements are gathered and validated no later than the first quarter following the end of the fiscal year. Agency's responses to reporting requirements are submitted to the appropriate agency within the required time period. At the beginning of the school year, information about the HBCU program is disseminated to increase the applicant pool and maximize participation in the summer program.

I.D.4 Status

- Implemented three year cooperative agreement with ORISE to conduct HBCU Program. (1.D.1-1)
- New brochures and posters, which describe the NRC's HBCU Program, were printed and include an NRC contact, phone number, and web site address. (1.D.1-1)
- Agency hosted the December Science and Technology Cluster meeting where discussions included plans for the FY 2002 Millennium Awards presentation. (1.D.1-3)
- Completed revisions to the request for nominations for the FY 2002 Millennium Awards (application form and guidelines), sponsored by the Science and Technology Cluster. Provided a distribution list of HBCU math and science department heads to the White House Initiative Office for distributing nomination requests. (1.D.1-3)
- Participated in the White House ceremony for the signing of Executive Order 13256, President's board of Advisors on HBCUs. (1.D.1-3)
- \$20K transferred from NMSS to the HBCU Program to support participant at the Center for Nuclear Waste Analyses. (1.D.1-1)
- Participated in a meeting of the Science & Technology Cluster and attended the HBCU Week Conference. (1.D.1-3)
- Prepared and submitted the NRC response to the call for plans to increase the capacity of HBCU's to participate in NRC programs. (1.D.1-2)
- Prepared and submitted two modifications to increase the funding on the cooperative agreement with ORISE. (1.D.1-1)

I.E. Planned Accomplishment: Implement and manage the Agency's Small Business Program. (This program is a supplement to the Acquisition of Goods and Services Program, Office of Administration.)

Resources:

	FY 02		Q1/2 - FY 02 (Cum.)		Q3/4 - FY 02 (Cum.)		FY 2003
	Budget FTE \$K	Avail. FTE \$K	Planned FTE \$K	Expend FTE \$K	Planned FTE \$K	Expend. FTE \$K	Budget FTE \$K
I.E. Small Business Program							
TOTAL	1.1 FTE \$0K	1.1 FTE \$0K	.55 FTE \$0K	.55 FTE \$0K	1.1 FTE \$0K	1.1 FTE \$0K	1.3 FTE \$5K

I.F.1. Milestones

1.F.1-1: Coordinate with the Small Business Administration (SBA) to ensure that NRC's prime contract and subcontract goals established by SBA are realistic and reflect NRC's projected expenditures for goods and services. These goals apply to small businesses, 8[a] businesses, small disadvantaged businesses, HUB Zone firms, service-disabled veteran-owned small businesses, and small women-owned businesses, including purchases made from the Federal Supply Service (FSS) Schedule. Monitor procurement activities to ensure that the Agency's prime contract and subcontract goals are met or to highlight areas where goals will not be met.

1.F.1-2: Comply with and respond to all reporting requirements imposed by SBA and other Federal agencies.

1.F.1-3: Identify contract opportunities for small business concerns. Plan, conduct, and participate in activities to market the Agency's procurement opportunities and disseminate information on how to do business with the NRC.

Activities/Schedule:

1.F.1-1: Receive and review data from the Division of Contracts and Property Management (DCPM) on: (1) Agency contract awards; (2) FSS purchases; (3) contracts that contain subcontracting plans; and (4) Agency exceptions to the subcontracting plans. Perform quarterly analyses of DCPM data to ensure that the Agency is on track to meet the annual goals or to identify potential areas where the Agency may not meet its goals, and to develop a baseline for establishing subsequent fiscal year goals.

1.F.1-2: Author, coordinate, and submit for concurrence and signature the Agency's response to the Agency's annual goals and accomplishments for: (1) prime contract awards to small business concerns; and (2) subcontract awards by prime contractors to small business concerns.

1.F.1-3: Meet with appropriate program office staff, and review advance procurement plans and requests for procurement action to identify contract opportunities for small business concerns. Prepare NRC forecast of contract opportunities. Plan and conduct SBCR-sponsored Small Business Forums. Disseminate information to SBCR's web page and automated small business voice mail system, which includes *How to do Business with the NRC*, Agency's current forecast of contract opportunities, and schedule of Small Business Forums. Participate in other activities to market the Agency's procurement opportunities to small business concerns.

I.F.2 Support Office Activities N/A

I.F.3 Metrics:

- Effectiveness:** Number and nature of calls to voice mail system will be tracked to determine the extent of usage by public, type of information requested, and resource efficiencies. Data will be evaluated to determine if modifications to the system are necessary and/or continuation of the system is warranted.
 - Efficiency:** By end of the second quarter of fiscal year, agreement with DCPM will be finalized on criteria and process for retrieving data for responding to the reporting requirements. Quarterly SBCR analyses will be performed and discussed with SBCR Director to identify areas where goals may not be achieved, and if needed, to allow for corrective action early in fiscal year. Maximize use of SBCR voice mail system and web page to disseminate information on the procurement opportunities for small business concerns and other related information.
 - Quality:** DCPM data to contain all information required for responding to reporting requirements. Data are accurate and where appropriate reflect adjustments for deobligation of funds. SBCR web page and voice mail system contain accurate and up-to-date information, including current schedule of Small Business Forums and Forecast of Contract Opportunities.
 - Quantity:** Agency achieves 100 percent of its dollar goals for contract and subcontracting awards and FSS purchases.
 - Timeliness:** Each quarter SBCR will review DCPM data needed for responding to reporting requirements, and data will be forwarded to DCPM for validation. In preparation of annual performance report, fiscal year totals will be taken from quarterly data and forwarded to DCPM for validation within the first quarter following the end of the fiscal year. Agency's responses to reporting requirements are submitted to the appropriate agency by the end of second quarter of fiscal year.
- Program Assumptions:** Achieving the Agency's goals is contingent on planned procurements being finalized and completion of contract requirements by small business concerns. SBCR's ability to monitor procurement activities and provide accurate and timely responses to the reporting requirements is contingent upon receipt of accurate and timely data from DCPM.

I.F.4 Status

- The following is a summary of NRC's FY 01 Procurement Preference Program goals and accomplishments:

FY 2001 CONTRACT AWARDS

CATEGORY	GOALS				ACCOMPLISHMENTS			
	DOLLAR AMOUNT		% OF TOTAL AGENCY CONTRACT DOLLARS		DOLLAR AMOUNT		% OF TOTAL AGENCY CONTRACT DOLLARS	
	Prime	Subcontract	Prime	Subcontract	Prime	Subcontract	Prime	Subcontract
Small Business	\$14,300,000	\$1,920,000	26%	32%	\$33,842,000	\$5,324,142	43.0%	64.9%
8(a)	9,350,000	N/A	17%		\$6,007,000	N/A	7.7%	
Small Disadvantaged	0	180,000	0%	3%	\$3,670,000	\$2,051,672	4.7%	25.0%
Women-Owned	7,700,000	120,000	14%	2%	\$7,438,000	\$841,548	9.5%	10.3%
HUB Zone	1,100,000	0	2%	0%	\$557,000	\$162,443	0.7%	2.0%
Service-Disabled Veteran	550,000	0	1%	0%	\$0	\$162,443	0.0%	2.0%

- Established and submitted to the SBA proposed FY 2002 NRC procurement preference goals for prime contract and subcontract awards and FSS purchases as follows:

FY 2002 CONTRACT AWARDS								
CATEGORY	GOALS				ACCOMPLISHMENTS ⁴			
	DOLLAR AMOUNT		% OF TOTAL AGENCY CONTRACT DOLLARS		DOLLAR AMOUNT		% OF TOTAL AGENCY CONTRACT DOLLARS	
	Prime	Subcontract	Prime	Subcontract	Prime	Subcontract	Prime	Subcontract
Small Business	\$15,080,000	\$8,120,000	26%	40%				
8(a)	\$2,320,000	N/A	4%	N/A				
Small Disadvantaged	\$2,320,000	\$1,015,000	4%	5%				
Women-Owned	\$2,900,000	\$1,015,000	5%	5%				
HUB Zone	\$1,450,000	\$507,000	2.5%	2.5%				
Service-Disabled Veteran	\$1,740,000	\$609,000	3%	3%				

In FY 2001, NRC awarded a follow-on contract to the Comprehensive Information Systems Support Contract (CISSCO) for applications related information technology services. The CISSCO II contract was awarded via multiple Blanket Purchase Agreements (BPAs) under GSA's Federal Supply Schedule (FSS) Multiple Award Schedule (MAS) program. BPAs were awarded to a minimum of three FSS MAS contractors (both small and large businesses) in each of four functional areas. The large businesses submitted small business contracting plans prior to award and are required to submit annual accomplishment reports. The Subcontract Goals, shown in the above chart, include \$3,226,955 for small business, \$2,536,619 for small disadvantaged, and \$311,027 for women-owned businesses under the Cisco II Contract.

In FY 2001, NRC awarded an Infrastructure Services Support (ISS) Contract to provide operation, support, and maintenance of NRC's IT infrastructure. The contract was awarded to a large business (L-3/EER Systems, Inc.) as a task order under GSA's Seat Management Program. The prime contractor is required to award a minimum of 30% of total task order dollars to small businesses, 10% to small disadvantaged businesses, and 10% to women-owned small businesses—which it did. The Subcontract Goals, shown in the above chart, include \$3,000,000 for small business, \$1,000,000 for small disadvantaged, and \$1,000,000 for women-owned businesses for under the ISS Contract.

4 Final FY02 accomplishments will be provided in 1st Quarter of FY 2003.

- **Review of Requests for Proposal (RFP) (1.F.1-1)**
1st - 2d quarters: In the first quarter, reviewed 4 RFPAs and recommended 1 8(a), two full and open competitions, and one cooperative agreement. Participated in source selection meetings with DCPM and program staff for 3 separate requirements (ADM, OCIO, and SBCR). Discussed small business participation on upcoming requirements with staff from 6 other program offices. In the second quarter, reviewed 7 RFPAs and recommended 1 8(a), 1 small business set aside, 2 full and open competitions; 2 of 7 RFPAs were withdrawn.
- **3d^d - 4th quarters:** Reviewed 28 RFPAs during the quarter and recommended 4 8(a)s, 4 small business set asides, 13 full and open competitions, 5 sole sources, 1 limited competition, and 1 cooperative agreement. Conducted vendor searches and participated in source selection meetings with contracting and program staff for 12 separate contractual requirements (NMSS, NRR, NSIR, RES, ADM, OCIO, RI, and RIV).
- **Outreach and Advocacy Efforts (1.F.1-3)**
1st - 2d quarters: Participated in the monthly OSDDBU Directors Interagency Council meetings for the exchange of information among several Federal agencies. Staffed an exhibit booth at Congressman Albert Wynn's Procurement Fair to market the NRC's Small Business Program. Because of the increased Headquarters security from "9/11," no Small Business Forum was scheduled in the first quarter. In lieu of a forum during the second quarter, met individually with several small business representatives.
3d - 4th quarters: Organized and hosted a Small Business Forum which was attended by representatives from the Division of Contracts, NRC program offices, and 20 small businesses. Organized and hosted the monthly OSDDBU Directors Interagency Council Meeting. Also participated in the Council's two monthly meetings and a special meeting at SBA on the agency goals.
- In the first quarter, met with representatives from 11 small businesses and provided information to them on NRC and the Small Business Program. Responded to 28 e-mail requests for information originating from the NRC web site. In the second quarter, met with representatives from 11 small businesses and provided information on NRC and the Small Business Program. Responded to 21 e-mail requests for information originating from the NRC web site. In the 3d and 4th quarters, met with representatives from 23 small businesses and provided information to them on NRC and the Small Business Program. Responded to 82 e-mail requests for information originating from the NRC website. Prepared and mailed out 28 letters in response to requests for information. (1.F.1-3)
- Developed NRC's Forecast of Contracting Opportunities for FY 2002 and posted it on the NRC web site. Developed the mid-year update to the NRC's Forecast of Contracting Opportunities for FY 2002 and posted it on the NRC website. Developed and submitted SBCRs submission for the Advance Procurement Plan for FY2003. (1.F.1-3)
- Reviewed and approved one subcontracting plan during the quarter. Negotiation with the prime contractor resulted in a 50% increase in their overall small business goals. In the second quarter, met with prime contractor on OCIO's Infrastructure Support Services contract to ensure small business subcontracting requirements are being met and exceeded. In the third quarter, reviewed, analyzed, and commented on the first subcontract report from the prime contractor on OCIO's Infrastructure Support Services Contract. In the 4th quarter reviewed and commented on two subcontracting plans. (1.F.1-1)
- Participated in source selection meetings with DCPM and program staff for 4 separate contractual requirements (NRR, NMSS, RES, ADM). Discussed small business participation on upcoming FY 2002 requirements with personnel from 8 other program offices.
- Presented a briefing on the Small Business program to NRC Project Officers during DCPM's Acquisition Overview training session. (Briefing was incorporated into the training program.) (1.F.1-1)
- Met with DCPM Branch Chiefs to inform them of FY 2002 goals, discuss upcoming opportunities and other issues to make the process run more smoothly. Presented a briefing on the Small Business Program to NRC Project Officers during DCPM's Acquisition Overview training session. (1.F.1-3)
- In response to staff requirements memorandum resulting from an EEO briefing, initiated research to determine the feasibility of establishing a new Hispanic Serving Institutions program similar to the HBCU Research Participation program. Contacted the Oak Ridge Institute for Science and Education and obtained a legal opinion from OGC.
- In the first quarter, drafted, in coordination with OGC and DCPM, NRC's response to the OMB request for comments on the draft regulations implementing the Women-Owned Small Business Contract Assistance Program. In the second quarter, drafted response to the OMB request for comments on draft legislation S. 1994 Combined 8(a) and HUBZone Preference Act, which was submitted to OGC. (1.F.1-1)

- Participated in several meetings of a senior level NRC group seeking to establish a closer relationship with Howard University. This included a meeting at the university with several deans and department chairs from various Science and Engineering Colleges. (1.F.1-3)
- Participated in several meetings with ADM personnel to discuss their intention of not exercising the final option year of a major operations and management contract with a small business. (1.F.1-1)
- Reviewed draft pending small business legislation (S.1991) and provided agency comments to OGC. (1.F.1-3)
- Participated and staffed exhibit booths at the 34th Annual Joint Industry/SBA Procurement Conference, the 11th Annual OSDBU Procurement Conference, Congresswoman Connie Morella's Small Business Forum, Business Expo of the Minority Enterprise Development (MED) Week Conference and attended the Small Business Homeland Security Expo held at the Dirksen Senate Office Building. Also participated in two monthly OSDBU Directors Interagency Council meetings and one meeting of the Council's Subcontracting Working Group. (1.F.1-3)
- Worked closely with DCPM staff, to set aside under the 8(a) program, a significant portion of new contract opportunities resulting from the Agency's A-76 competitive sourcing initiative. This should result in a considerable increase in NRC contract award dollars going to 8(a) firms over the next several years. (1.F.1-3)

Program Evaluations/Self-Assessments. The following are recommendations from Arthur Andersen report, "Assessment of NRC Support Activities."

OSBCR#1: Expand SBCR's role to include proactive consultation in promoting diversity, not just focusing on compliance.

- Build-in diversity training for all managers and supervisors in the EEO training curriculum. COMPLETED
- Complete diversity training for all employees. COMPLETED
- Conduct regular meetings between SBCR Office Director and other Office Directors and Regional Administrators to discuss diversity goals. ONGOING
- Monitor offices' EEO/diversity activities in the operating plans. ONGOING

OSBCR#2: Establish a partnership between SBCR and Office of Human Resources (HR) with clear goals, objectives, roles, responsibilities, and success criteria for recruiting and managing a diverse, high quality workforce.

- Attend HR's weekly conferences when issues that may involve SBCR are discussed. ONGOING
- Present an EEO briefing for personnel specialists to assist them in understanding their role in the diversity process. COMPLETED
- Include success criteria for recruiting and managing a diverse and high quality workforce in the operating plan. COMPLETED
- Recommend recruitment sources and participate in recruitment activities each year. COMPLETED

Management Control Plan. No weaknesses in management controls have been identified. SBCR will continue to monitor, evaluate, and improve the effectiveness of management controls associated with related programs and administrative activities.

Significant Information Technology Initiatives. SBCR is evaluating off-the-shelf software to automate the Agency's discrimination complaint database. Target date for purchasing software is no later than first quarter- FY 2003.

CHAPTER B - OFFICE MANAGEMENT/ORGANIZATION ACTIVITIES

HUMAN RESOURCES

FTE Utilization Targets				Targeted Percentage of GG-14 & Above Positions		Supervisor to Employee Ratio Targets	
SBCR	FY '01 FTE Ceiling	FY '02 FTE EOY Projection	FY '02 FTE Ceiling	FY '02 Target %	Current %	FY '02 Ratio Target	Current Ratio
1 st Qtr	7	6.5	7	55	57	1:7.0	1:6.0
2 ^d Qtr		7	7	55	71	1:6.0	1:6.0
3 ^d Qtr		7	7	55	57%	1:6.0	1:5.0
4 th Qtr		7	7	55%	57%	1:6.0	1:6.0

1st & 2^d Quarter Accomplishments Administrative office support was provided by rotation assignment to SBCR; SBCR administrative employee continued with rotation assignment in SBCR para-professional position during the first two quarters of FY 2002. The GG-13 EEO Specialist position was vacated early in the second quarter and the position was advertised at a GG-14 level. It is anticipated that the position will be filled early in the fourth quarter.

3^d & 4th Quarter Accomplishments Administrative office support continued by a rotation assignment to SBCR; SBCR administrative employee continued with rotation assignment in SBCR para-professional position during the last two quarters of FY 2002. The GG-13 EEO Specialist position was advertised at the GG-13/14 level and interviews conducted. A selection was made and selectee is expected to enter-on-duty in early FY03. The GG-13 Program Assistant position was vacated at the end of the fourth quarter. The position was advertised in the fourth quarter and was filled.

B. INFORMATION TECHNOLOGY - N/A

C. EQUAL EMPLOYMENT OPPORTUNITY (EEO) REQUIREMENTS

Guiding Principles

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

Objectives: Encourage open communication and discussions with employees related to office EEO initiatives to facilitate understanding and demonstrate support. Actively seek to promptly resolve issues that could lead to formal EEO complaints. Provides reasonable accommodations to employees with disabilities.

Accomplishments: Encourages open communication and discussions with employees related to office EEO initiatives to facilitate understanding and demonstrate support. Actively seeks to promptly resolve issues that could lead to formal EEO complaints.

2. Ensure that Agency policies, processes, and procedures provide all employees the opportunity to develop and compete fairly and equitably in career enhancement and advancement.

Objectives: Ensure that all hiring activities reflect specific affirmative action efforts to include minorities and women in the pool of candidates. Utilize broad rating factors to facilitate a more diverse pool of candidates. Provide candid feedback to employees through performance appraisal process and ensure fair and equitable participation by minorities and women for awards.

Accomplishments: Employees were praised for successful achievements and counseled on areas of improvement during the FY 2001 appraisal process. SBCR Office Director encouraged employees to provide suggestions on areas of improvement of office operations and Office Director's performance. Conducted the annual 1.5 day Office retreat that provided a forum for employee discussion regarding program goals and plans, along with recommendations for further development of Office efficiencies. Performance awards were given to four SBCR employees (3 Black females; 1 White female; 1 Hispanic male). In the 4th quarter three Instant Cash Awards were given to three SBCR employees (2 Black females; 1 White female).

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: Assure that minorities and women are provided equal opportunity to participate in employee development and career enhancement through rotations, details, reassignments, and formal training. Encourage employees to develop transferable skills and expand their areas of expertise through developmental work assignments. Encourage qualified minorities and women to participate in executive leadership programs (e.g., Federal Executive Institute [FEW], Supervisory Development Program, Senior Executive Service Candidate Development Program, Women's Executive Leadership [WEL] Program).

Accomplishments: During employee appraisal process, discussions were held regarding appropriate training courses and other developmental assignments; employees were encouraged to initiate participation in such. Staff participated in the following training/workshops for the purpose of expanding their areas of expertise: Civil Rights Specialist (Black female) attended the *EEO Counselor and Investigatory Annual Training* seminar. The following career enhancement assignment in SBCR was extended by six months: (1) rotation assignment for administrative support employee (Black female) to SBCR; and (2) rotation assignment of SBCR administrative employee (Black female) to SBCR para-professional position. Affirmative Employment Program Manager (Black female) served a 60-day developmental assignment to Region 2. White female served a 60-day detail to SBCR. SBCR Office Director was interviewed by 2 employees participating in the Leadership Potential Program, and served as mentor to 4 employees; offered advice regarding career development and management skills enhancement.

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

Objectives: Support the Agency's Managing Diversity (MD) initiative, including support of EEO Advisory Committee activities, attendance at the biannual EEO Commission meetings, and EEO training for managers, supervisors, and employees.

Accomplishments: EEO Advisory Committee Chairpersons were invited to participate in the SBCR retreat to discuss Committee activities and FY 2002 goals. A training session for EEO Advisory Committee members was conducted, with a follow-up session scheduled in the third quarter. Contractor and financial support was provided for the ACRS Managing diversity initiative. In the 4th quarter staff organized and assisted in the agency's Annual Diversity Day Celebration.