

COURT SERVICES AND OFFENDER SUPERVISION AGENCY
FOR THE DISTRICT OF COLUMBIA



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ANNUAL FEDERAL EQUAL OPPORTUNITY RECRUITMENT
PROGRAM PLAN ACCOMPLISHMENT REPORT
AND
HISPANIC EMPLOYMENT REPORT
FISCAL YEAR 2017



FISCAL YEAR 2018
PLAN CERTIFICATION

PREPARED BY
OFFICE OF EEO, DIVERSITY AND SPECIAL PROGRAMS

OCTOBER 31, 2017

**COURT SERVICES AND OFFENDER SUPERVISION AGENCY
FOR THE DISTRICT OF COLUMBIA**

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COURT SERVICES AND OFFENDER SUPERVISION AGENCY
FY 2017 FEORP ACCOMPLISHMENTS

ACCOMPLISHMENTS

The Court Services and Offender Supervision Agency (CSOSA) for the District of Columbia, which includes the Pretrial Services Agency (PSA) for the District of Columbia, is proud to present its FY 2017 FEORP Accomplishments, as evidence of the Agency's ongoing efforts to recruit and sustain a high-quality and diverse workforce. In FY 2017, the Agency's Sustainability Subcommittee in collaboration with the Diversity and Inclusion Advisory Council, the Office of the Director, the Office of Human Resources, and the Office of Equal Employment Opportunity, Diversity and Special Programs evaluated on how we as an Agency retain and engage our workforce in order to determine the most effective practices and actions to foster a more inclusive work environment. Questions addressed during this review ranged from what are some of the human capital flexibilities that we can use to keep our workforce engaged to how we utilize our employees to work on special projects, initiatives, and filling temporary gaps in resources. As a result of this workforce assessment and in accordance with the Agency's Diversity and Inclusion Strategic Plan, CSOSA was able to develop and/or implement the following action items in FY 2017:

- Implemented a new Mentoring Program for employees at all grades levels with an emphasis on linking employees with experienced and qualified staff members who provide consistent support, guidance, and concrete career development assistance on an individual basis.
- Designed and established an enterprise-wide Job Shadowing Program, which is to foster the professional development of CSOSA employees by sharing knowledge, developing skills, and improving mission awareness. Currently, the policy for the program is being vetted for final approval by the Agency Head. The Agency anticipates implementing this program in the beginning of calendar year 2018.
- Developed the CSOSA Employee Resource Group, which will be used as another vehicle in providing training and expanded career opportunities for staff members from traditionally underrepresented group. Currently, the policy for the Employee Resource Group is being vetted by the Agency's senior leader, with expected implementation slated for spring 2018.

Also, in FY 2017, in an attempt to enhance the current state of the Agency, Pretrial Services Agency (PSA) in conjunction with the Hispanic Employee Program Committee (HEPC) and other targeted groups established an ongoing dialogue on ways to improve recruitment incentives and work processes. As a result of this effort, PSA has incorporated questions on the Agency's support for diversity and inclusion into the exit survey administered to all employees leaving the Agency.

Lastly, in FY 2017, CSOSA's Office of Human Resources (OHR) hosted quarterly government-wide Leadership Effectiveness Exchanges that offered workshops open to Federal leaders within CSOSA and PSA. These sessions offered opportunities for leaders to share ideas and experiences and increase their leadership skills. These workshops served to assist the Agency in building a stronger leadership pipeline, and aided the Agency in better concentrating resources on appropriate employee training and development activities.

COURT SERVICES AND OFFENDER SUPERVISION AGENCY
FY 2017 FEORP PROMISING PRACTICES

PROMISING PRACTICES

Court Services and Offender Supervision Agency (CSOSA)

In the Agency's revised Inclusive Diversity Strategic Plan, one of the actions identified is to increase inclusion in the workplace. The Agency has developed a plan to offer and promote training for supervisors and managers in an effort to improve communication and collaboration across agency and organizational units. Additionally, in an effort to increase Inclusion in the workplace, CSOSA has created and nurtured our agency's Diversity Council to be a more proactive voice on Agency-wide recruitment, training, promotional policies. The Agency continues to offer staff training in improving communication and collaboration across agency and organizational units. Using the paradigm of the new IQ as our guide, we continue to stress the importance of employee support and engagement. These efforts are apparently paying off because for the past several years our Agency's score on the Federal Employee Viewpoint Survey as it relates to the new IQ Index has either been equal to or exceeded than the government wide score.

In FY 2017, the Office of Human Resources (OHR) continued to work with each program office to address employee morale and other challenge areas identified in CSOSA's results from the Federal Employee Viewpoint Survey (EVS). Recognized challenges were improving diversity in various positions and identifying other methods to obtain quality candidate pools for selection.

Under the strategic goal of Diversity in the Workplace, all new selecting officials attended sessions referencing the special hiring authorities for people with disabilities, veterans, and supporting Special Emphasis groups to ensure diversity within the workforce. As a result of those efforts in FY 2017, sixty percent of new selecting officials received training.

In response to the FY 2016 requests made by employees on the cultural state of the Agency and need for change, CSOSA worked on developing a series of informative Brown Bag sessions throughout FY 2017. Additionally, in FY 2017, CSOSA's Hispanic Employment Program Committee and its Human Capital Manager initiated a series of sessions for employees to include workshops on Resume Preparation and Interview Techniques. The purpose of these workshops was to provide Hispanic employees within the Agency the opportunity to develop their skills in order to advance or secure higher level positions in the Agency. Since the inception of this brown bag series, CSOSA can report that several participants have been selected for advancement throughout the agency.

Pretrial Services Agency (PSA)

In the Inclusive Diversity Strategic Plan, one of PSA actions identified under *Workforce Diversity through Active Engagement of Leaderships* was to empower management staff to embrace their roles as leaders and champions of diversity and inclusion through, cross-training, leadership development, and staff developmental opportunities.

In FY 2017, PSA continued to provide Leadership/Supervisory Training to its supervisory management team to further assist the Agency in building a stronger leadership pipeline and ensure adherence to the Collective Bargaining Agreement. Furthermore, the baseline goal of this training has aided the Agency in better concentrating resources on appropriate employee training, developmental activities, wellness/work life balance, and policies and procedures related to employee rights.

Additionally, in FY 2017, PSA continued to hold workgroups with each of its program offices to address employee morale and other challenge areas identified in PSA's results from the Federal Employee Viewpoint Survey (EVS). PSA's management team continues to be fully engaged and invested in making improvements around employee morale. There were marginal improvements in the Agency's FEVS scores in the areas of job satisfaction in FY 2017 as compared to the results for FY 2016. The data captured reflected improvements in areas such as employees having a feeling of personnel empowerment and supervisors acknowledging and respecting employee's work goals and priorities. The data also reflects that supervisors are supportive of employee work/life balance. PSA employees are highly satisfied with programs related to telework, alternative work schedules, health and wellness, Employee Assistance Program (EAP), Child Care and Elder Care programs.

In FY 2017, PSA worked with members of the diversity and inclusion taskforce on its recruitment strategies and building cohesiveness among underrepresented groups. PSA, Office of Human Capital Management (OHCM) has worked with supervisors to help them engage with their employees who have disabilities. In order to keep employees with disabilities as productive members of the team, OHCM works with supervisors in providing additional support and training through outsourced (other federal agencies) best learned practices.

In an attempt to better understand the current state of the Agency, PSA worked with the Hispanic Employee Program Committee (HEPC) and other targeted groups on improving incentives and work processes. Approximately 4% of PSA's workforce is Hispanic. These employees occupy various positions and the full range of grades throughout the Agency.



Identify at least one strategy for each goal area from your agency's Inclusive Diversity Strategic Plan that your agency will work on in Fiscal Year 2018.

The Agency's D & I Strategic Plan Taskforce has identified the following Agency's priorities, associated objectives, and measures as the focus of its work in FY 2018.

CSOSA/PSA Priority 1.1: Empower management staff to embrace their roles as leaders and champions of diversity & inclusion (D & I).

Objective:

1.1.2: Leadership to require the managers and supervisors to develop a comprehensive training and staff development opportunities for their staff to support inclusive diversity within their team/office/branch.

Measures:

1.1.a: Conduct a comprehensive review of the supervisors' and managers' performance plans for standardized diversity, inclusion and engagement elements.

1.1.d: Annual Leadership Development Plans for the Agency includes actionable and measurable diversity, inclusion, emotional intelligence and engagement elements in the development activities.

CSOSA/PSA Priority 2.2: Coordinate consistent communication between CSOSA and PSA to increase information sharing and build consensus on the topic of diversity and inclusion.

Objectives

2.2.1: Leadership will identify staff members to be a part of the Taskforce.

2.2.2: Develop the guidance and operational instructions (OI) on the D & I Taskforce with clear delineation of roles and responsibilities to assist in the culture change.

Measures:

2.2.a: Develop and distribute the D & I Taskforce OI by the end of FY 2017 to the D & I Council

2.2.b: Submit quarterly report to the D & I Council.

CSOSA/PSA Priority 3.2: Establish evidence-based standardized diversity and inclusion elements in staff performance plans to enhance accountability for individuals/teams/programs.

Objectives:

3.2.1: Review agency performance plans to develop diversity and inclusion elements at each personnel level that align with standards as established in Objective 3.1.1.

3.2.2: Develop evidence-based training to ensure full understanding of diversity and inclusion elements as well as targeted outcomes and measurement standards.

Measures:

3.2.a: Conduct 100% review of all performance plans for inclusion of diversity, inclusion and engagement elements.

3.2.d: Increase training topics and number offerings geared toward diversity.

There is a close relationship and overlap between Priority 1.1 and Priority 3.3; therefore, by conducting the activities associated with both priorities, the Taskforce will be able to accomplish the objectives for priorities. With regard to the Priority 2.2, with the formation of the Taskforce, the Agency has achieved Objective 2.2.a and is well on its way to achieving Objective 2.2.b.



**STRATEGIC ACTIVITIES RELATED TO
HISPANIC EMPLOYMENT**

Identify strategic activities the Agency has taken to address the underrepresentation, career development, and retention of Hispanics to include findings from conducting applicant flow data barrier analysis and how the data is being used to improve agency outreach and recruitment. If applicant flow data is not available, please report on the progress of your efforts to collect this data.

In FY 2017, CSOSA performed the following strategic activities and actions related to Hispanic Employment:

- CSOSA's Office of Financial Management and Pretrial Services Agency's (PSA's) Office of Finance and Administration continued its allocation of funding for the Foreign Language Award for Hispanic employees who use their bilingual language skills in the performance of their duties. Also, Hispanic employees and other groups were recognized for their work and commitment to various social events associated with diversity. These incentives underscore the value of the work performed by our bilingual employees.
- CSOSA continued its Memorandum of Understanding (MOU) with the Columbia Heights Educational Campus (CHEC). CHEC's ROTC and 20 additional students participated in the Agency's National Hispanic Heritage Month Celebration. Additionally, in FY 2017, the Agency received CHEC's Partnership of the Year Award.
- CSOSA continued its MOU with the Hispanic Association of Colleges and Universities (HACU). As a result of this valuable partnership, CSOSA hosted three HACU Interns over the summer of 2017.
- CSOSA's Hispanic Employment Program Committee (HEPC) hosted its Annual National Hispanic Heritage Month Celebration that featured local Latin and Hispanic guest speakers as well as culturally relevant traditions, practices and artifacts.
- CSOSA's Hispanic Employment Program Manager and several of members of the HEPC were invited to join the agency's Diversion and Inclusion Council (D&I), where they actively participated in the following three subcommittees: Sustainability Committee, Workplace Inclusion Committee, and the Workforce Diversity Committee. Additionally, the HEP Manager was a member of the D&I Strategic Planning Group responsible for revising the Agency D&I Strategic Plan for FY 2017-2018.
- The Agency continued to work to address the needs and barriers of its Hispanic workforce by hosting a series of focus groups attended by top management officials, to include both the CSOSA and PSA Directors. As a result of those groups, PSA has expanded its use of

translation services to ease the burden on bilingual employees and updated client intake forms for processing.

- In FY 2017, PSA continued its commitment to incorporating diversity and inclusion strategic activities into the overall Strategic Plan. The main focus of these strategic activities is to align work groups that focus on recruitment and retention of Hispanic and other underrepresented groups. The PSA Office of Human Capital Management (OHCM) year-end reporting includes performance data on the percentage of workforce that are Hispanic.
- In FY 2017, PSA continued to engage its Hispanic employees in outreach efforts to groups that are underrepresented in the workforce, with particular focus on recruitment. PSA continued to research and build relationships with organizations with a high constituency of Hispanics and organizations with the ability to connect Hispanic job seekers with the organization through efforts of CSOSA's special emphasis groups.
- In FY 2017, PSA held 3 (three) 90 minute Diversity Chews that focused on understanding HEPC matters in the community and helping to bridge any communication barriers.

PLANNED ACTIVITIES FOR FY 2018

- In FY 2018, the HEPC will continue its work in collaboration with CSOSA's OHR and PSA's OHCM to further enhance the Agency's mentoring program.
- In FY 2018, the HEPC will work with CSOSA's OHR and PSA's OHCM on venues for targeted outreach by identifying contacts, collaborating with the Diversity and Inclusion Council on development of a Resume Bank of qualified Hispanic and bilingual candidates, and working with management on strategies that affect other affinity group.
- In FY 2018, the HEPC will continue to work with CSOSA and PSA management on ways of improving the systems and forms related to Hispanic client intake. Furthermore, the HEPC will continue to work with CSOSA and PSA management on engaging any newly hired bilingual Community Services Officers and Pretrial Service Officers through enhanced training and language certifications.
- In FY 2018, PSA will continue to host its series of 90 minute Diversity Chews in order to discuss a full range of HEPC related matters, specifically and issues of diversity, in general.

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

Identify strategic activities or actions the agency is implementing to meet the goals set forth in Executive Order 13548-Increasing Federal Employment of Individuals with Disabilities.

COURT SERVICES AND OFFENDER SUPERVISION AGENCY

In FY 2017, CSOSA continued its ongoing partnership with the D.C. government's Department of Rehabilitative Services Administration (DRSA) to provide expanded opportunities for individuals with disabilities to gain access to meaningful employment with CSOSA and PSA. This partnership involves DRSA hosting monthly Employer Spotlight Events, which allows CSOSA and PSA to share pertinent information on Schedule A hiring authority and practices. During these important informational sessions, CSOSA and PSA representatives provide audience members information on Agency vacancies, and conduct mock interviews designed to assist people with disabilities in enhancing their interview skills.

Also, in FY 2017, CSOSA's Office of Human Resources (OHR) hired five Schedule A employees at the GS 7, 9, and 11 grade levels. Additionally, CSOSA's OHR also sponsored an intern under the General Exploration Program. The program affords opportunities for high school students to explore careers and gain practical work experience in preparation for full employment opportunities.

Another key strategic action related to the employment of people with disabilities taken by the Agency in FY 2017 involved enhanced collaboration with the Wounded Warrior Regiment – Career Resources Management Center in Quantico, the DC Department on Disability Services, and Virginia Rehabilitation Services for purposes of providing disabled individuals real-life work experience.

Lastly, in FY 2017, the Agency was able to better connect with state disability agencies as a result of our longstanding affiliation with the AVUE talent acquisition system. CSOSA effectively uses this system to provide advance and targeted notifications to agency and entities that specialize in the employment of people with disabilities. The Agency's Selective Placement Coordinator, which is responsible for the hiring of persons with disabilities, then receives communication from applicants interested in seeking employment with CSOSA. Additionally, CSOSA continued to provide employees with disabilities a multitude of trainings and developmental opportunities, which allows individuals to gain skills and competencies needed for successful performance of their jobs, and to further enhance their career opportunities.

PRETRIAL SERVICES AGENCY

In support of the CSOSA/PSA Diversity and Inclusion Strategic Plan's goal to "provide training for recruiting and hiring officials and staffing personnel about working with persons with disabilities, reasonable accommodation, and accessibility issues," PSA involves management

officials in the recruitment process of hiring persons with disabilities. PSA continues to have contact and engagement with partners who specialize in hiring persons with disabilities.

FY 2017 FEORP Progress Tracker

Type Agency Name Below (Replace Text)

CSOSA

Mentoring

Mentoring	Qualitative Questions (Text)	If "No" or "Other", please use this section to provide a detailed explanation.
Agency has a Formal Mentoring Program	Response Yes	Example: The agency is in the process of launching a new mentoring program in the first quarter of FY 18.
Mentoring Training provided	Response Yes	
Program is evaluated	Response Yes	
Frequency of Program Evaluation (e.g. annual, semiannual, quarterly, other)	Response Annual	
Feedback is provided	Response Yes	
Program is announced to all qualified individuals	Response Yes	
Agency collects demographic data of mentoring participants (Race, National Origin, Veteran, People with Disabilities, etc.)	Response No	
Mentoring	Quantitative Questions (# or %)	
Percent of employees involved with mentoring in FY 2017	Response 0.02%	
Percent of SES involved with mentoring in FY 2017	Response 0.00%	
Percent of managers involved with mentoring in FY 2017	Response 0.36%	
Percent of supervisors involved with mentoring in FY 2017	Response 0.01%	
Count of employees involved with mentoring in FY 2017	Response 2	
Count of SES involved with mentoring in FY 2017	Response 0	
Count of managers involved with mentoring in FY 2017	Response 4	
Count of supervisors involved with mentoring in FY 2017	Response 1	
Total number of employees eligible to participate in FY 2017	Response 696	

Diversity and Inclusion Training

Diversity and Inclusion Training	Qualitative Questions (Text)	If "No" or "Other", please use this section to provide a detailed explanation.
	Response	

Formal Diversity and Inclusion Training provided	Yes	
Frequency of Diversity and Inclusion Training per year (e.g. annual, semiannual, quarterly, other)	Response	upon job entry
	Other	
Training on Unconscious Bias provided	Response	
	Yes	
All employees briefed on agency's Diversity and Inclusion Policies	Response	
	Yes	
Diversity and Inclusion Training Quantitative Questions (# or %)		
Percent of employees who have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	0.05%	
Percent of Senior Leadership that have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	0.00%	
Count of employees who have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	38	
Count of Senior Leadership that have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	0	
Total number of employees eligible to participate (this should not be equal to the total count that has participated unless 100% of workforce has participated) in FY 2017	Response	
	696	
Diversity and Inclusion Council		
Diversity and Inclusion Council	Qualitative Questions (Text)	If "No" or "Other", please use this section to provide a detailed explanation.
Agency has a Diversity and Inclusion Council	Response	
	Yes	
Diversity and Inclusion Council has a charter	Response	
	Yes	
Council members have received training	Response	
	Yes	
Council's mission aligns to agency mission	Response	
	Yes	
Frequency of council meetings (e.g. annual, semiannual, quarterly, other)	Response	
	Quarterly	
Diversity and Inclusion Council Quantitative Questions (# or %)		
Percent of employees on council	Response	
	55.50%	
Percent of Senior Leadership on council	Response	
	16.70%	
Count of employees on council	Response	
	10	
Count of Senior Leadership on council	Response	
	3	
Total number of people on council	Response	
	18	
Development Programs		
Development Programs	Qualitative Questions (Yes or No)	If "No" or "Other", please use this section to provide a detailed explanation.

Agency has a SES Candidate Development Program that is announced to all qualified individuals	Response	budget prohibits	
	No		
The SES Candidate Development Program is evaluated regularly	Response		
	No		
Agency has a Career Development Program that is announced to all qualified individuals (this is a CDP that is different from the SES CDP program and geared towards the lower grade levels)	Response		
	Yes		
The Career Development Program is evaluated regularly	Response		
	Yes		
Agency collects demographic data of development program participants (Race, National Origin, Veteran, People with Disabilities, etc.)	Response		
	No		
Development Program	Quantitative Questions (# or %)		
Percent of employees who participated in the SES Candidate Development Program in FY 2017	Response		
	0.00%		
Percent of employees who participated in a Career Development Program in FY 2017	Response		
	0.02%		
Count of employees who participated in the SES Candidate Development Program in FY 2017	Response		
	0		
Count of employees who participated in a Career Development Program in FY 2017	Response		
	16		
Performance Plans			
Does your agency have a Diversity and Inclusion (D&I) element in the following groups' performance plans (this may also be incorporated in the leading people element)?			
D&I Element in SES performance plans			Use this section to provide additional response or explanation as it relates to a D&I element in performance plans (required for "No" responses)
Yes or No	Percentage	Count	Ex. The agency is currently reviewing additional proposed D&I elements for SES performance plans based on recommendations from the D&I Council.
Yes	100.00%	11	
D&I Element in Management/Supervisor performance plans			Use this section to provide additional response or explanation as it relates to a D&I element in performance plans (required for "No" responses)
Yes or No	Percentage	Count	
Yes	100.00%	145	
D&I Element in employee performance plans			Use this section to provide additional response or explanation as it relates to a D&I element in performance plans (required for "No" responses)
Yes or No	Percentage	Count	
No	0.00%		

FY 2017 FEORP Progress Tracker

Type Agency Name Below (Replace Text)

PSA

Mentoring

Mentoring	Qualitative Questions (Text)	If "No" or "Other", please use this section to provide a detailed explanation.
Agency has a Formal Mentoring Program	Response	
	Yes	
Mentoring Training provided	Response	
	Yes	
Program is evaluated	Response	
	Yes	
Frequency of Program Evaluation (e.g. annual, semiannual, quarterly, other)	Response	
	Annual	
Feedback is provided	Response	
	Yes	
Program is announced to all qualified individuals	Response	
	Yes	
Agency collects demographic data of mentoring participants (Race, National Origin, Veteran, People with Disabilities, etc.)	Response	
	Yes	
Mentoring	Quantitative Questions (# or %)	
Percent of employees involved with mentoring in FY 2017	Response	
	5.01%	
Percent of SES involved with mentoring in FY 2017	Response	
	0.00%	
Percent of managers involved with mentoring in FY 2017	Response	
	0.00%	
Percent of supervisors involved with mentoring in FY 2017	Response	
	0.56%	
Count of employees involved with mentoring in FY 2017	Response	
	18	
Count of SES involved with mentoring in FY 2017	Response	
	0	
Count of managers involved with mentoring in FY 2017	Response	
	0	
Count of supervisors involved with mentoring in FY 2017	Response	
	2	
Total number of employees eligible to participate in FY 2017	Response	
	20	

Diversity and Inclusion Training

Diversity and Inclusion Training	Qualitative Questions (Text)	If "No" or "Other", please use this section to provide a detailed explanation.
	Response	

Formal Diversity and Inclusion Training provided	Yes	
Frequency of Diversity and Inclusion Training per year (e.g. annual, semiannual, quarterly, other)	Response	
	Quarterly	
Training on Unconscious Bias provided	Response	
	Yes	
All employees briefed on agency's Diversity and Inclusion Policies	Response	
	Yes	
Diversity and Inclusion Training	Quantitative Questions (# or %)	
Percent of employees who have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	34.54%	
Percent of Senior Leadership that have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	1.11%	
Count of employees who have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	124	
Count of Senior Leadership that have participated in formal Diversity and Inclusion Training in FY 2017	Response	
	4	
Total number of employees eligible to participate (this should not be equal to the total count that has participated unless 100% of workforce has participated) in FY 2017	Response	
	359	
Diversity and Inclusion Council		
Diversity and Inclusion Council	Qualitative Questions (Text)	If "No" or "Other", please use this section to provide a detailed explanation.
Agency has a Diversity and Inclusion Council	Response	
	Yes	
Diversity and Inclusion Council has a charter	Response	
	Yes	
Council members have received training	Response	
	Yes	
Council's mission aligns to agency mission	Response	
	Yes	
Frequency of council meetings (e.g. annual, semiannual, quarterly, other)	Response	
	Quarterly	
Diversity and Inclusion Council	Quantitative Questions (# or %)	
Percent of employees on council	Response	
	1.39%	
Percent of Senior Leadership on council	Response	
	84.00%	
Count of employees on council	Response	
	5	
Count of Senior Leadership on council	Response	
	3	
Total number of people on council	Response	
	8	
Development Programs		
Development Programs	Qualitative Questions (Yes or No)	If "No" or "Other", please use this section to provide a detailed explanation.

Agency has a SES Candidate Development Program that is announced to all qualified individuals	Response	
	No	
The SES Candidate Development Program is evaluated regularly	Response	
	No	
Agency has a Career Development Program that is announced to all qualified individuals (this is a CDP that is different from the SES CDP program and geared towards the lower grade levels)	Response	
	Yes	
The Career Development Program is evaluated regularly	Response	
	Yes	
Agency collects demographic data of development program participants (Race, National Origin, Veteran, People with Disabilities, etc.)	Response	
	Yes	
Development Program	Quantitative Questions (# or %)	
Percent of employees who participated in the SES Candidate Development Program in FY 2017	Response	
	0.00%	
Percent of employees who participated in a Career Development Program in FY 2017	Response	
	1.95%	
Count of employees who participated in the SES Candidate Development Program in FY 2017	Response	
	0	
Count of employees who participated in a Career Development Program in FY 2017	Response	
	7	
Performance Plans		
Does your agency have a Diversity and Inclusion (D&I) element in the following groups' performance plans (this may also be incorporated in the leading people element)?		
D&I Element in SES performance plans		Use this section to provide additional response or explanation as it relates to a D&I element in performance plans (required for "No" responses)
Yes or No	Percentage	Count
Yes	100.00%	
D&I Element in Management/Supervisor performance plans		Use this section to provide additional response or explanation as it relates to a D&I element in performance plans (required for "No" responses)
Yes or No	Percentage	Count
Yes	100.00%	
D&I Element in employee performance plans		Use this section to provide additional response or explanation as it relates to a D&I element in performance plans (required for "No" responses)
Yes or No	Percentage	Count
No	0.00%	



WORKFORCE ANALYSIS AND APPLICANT FLOW

WORKFORCE ANALYSIS

The Agency's total workforce, including permanent and temporary employees, increase from 1166 in FY 16 to 1172 in FY 17. As in FY 16, women continued to comprise the majority of the Agency's workforce (65.02% or 762 employees). Correspondingly, males comprised 34.98% or 410 employees of the Agency's total workforce.

Likewise, black¹ employees continue to constitute the major racial group of the Agency's workforce. In FY 17, this group experienced a slight increase in the overall number of employees going from (932) of 1166 in FY 16 to (934) of 1172 in FY 17. The cumulative percentage of non-black minorities--Hispanic, Asian, Native Hawaiian, American Indian/Alaska Native, and individuals of two or more races increased from 8.58% (100 of 1166) in FY 16 to 8.96% (105 of 1172) in FY 17.

Along with the increases of the combined total of non-black minorities in the Agency, there was an increase in the individual participation rate of Hispanics from 3.86% (45) in FY 16 to 4.09% (48) in FY 17. There was a slight increase in the participate rate of Asians 2.83% (33) in FY 16 to 2.99% (35) in FY 17, and Native Hawaiian or Other Pacific Islanders 0.09% (1) in FY 16 to 0.17% (2) in FY 17. However, the participation rate of American Indian/Alaskan Native from 0.34% (4) in FY 16 to 0.35% (4) in FY 17 remained unchanged. Additionally, there was a slight decrease of employees who are of two or more races from 1.46% (17) in FY 16 to 1.37% (16) in FY 17.

HISPANIC EMPLOYMENT

Hispanic employment in the Agency's workforce represents 4.09% (48) of the workforce as of September 30, 2017, compared to 9.96% of the civilian labor force (CLF) based on the 2010 Census data and 7.95% compared to the government-wide participation rate of 2011. Hispanic men represent 1.71% (20) of the Agency's workforce in comparison to 5.17% of the CLF; and Hispanic women represent 2.39% (28) of the Agency's workforce in comparison of 4.79% of the CLF.

MAJOR OCCUPATIONS

With respect to the race/ethnicity and gender distribution of employees across major occupational groups, 55.88% (655) of the Agency's workforce is in the Social Science series (0101), and of those 655 employees, 67.02% (439) are female. Black employees constitute 79.95% (523) of the employees in this series, white employees are 10.53% (69), Hispanic employees are 7.33% (48), Asian employees are 1.53% (10), and American Indian/Alaska Native employees are 0.31% (2), and two or more races are 0.45% (3) of this occupational category.

The next largest mission critical occupation is that of Miscellaneous Clerk and Assistant series 0303. Of the 93 employees in this series, 92.4% (85) are female and 7.61% (7) are male. In terms of race and national origin, 4.35% (4) are white, 94.6% (87) are black, and 1.09% (1) is Hispanic. There are no Asians, Native Hawaiian or Other Pacific Islander, American Indian/Alaska Native, nor two or more races of employees in this occupational category.

The next largest mission critical occupation is that of Information Technology Management series 2210. Of the 67 employees in this series, 35.8% (24) are females and 64.2% (43) are male. In terms of race and national origin, 2.98% (2) is Hispanic, 22.4% (15) are white, 50.8% (34) are black, 22.4% (15) are Asians, and 1.49% (1) is American Indian/Alaskan Native in this occupational category.

The next largest mission critical occupation is that of Social Science Aid and Technician series 0102, and of the 64 employees in this series, 53.1% (34) are male and 46.9% (30) are female. In terms of race and national origin, 3.13% (2) are Hispanic, 7.81% (5) are white, 87.5% (56) are black, and 1.56% (1) is Asian.

APPLICANT FLOW DATA

CSOSA has continued to use AVUE Technologies Corporation as its automated employment platform. Identification of race, gender and ethnicity is voluntary, and typically 94% of the job applicants self-identify. The quality of the applicant flow data that CSOSA has been receiving through AVUE is reliable. CSOSA has used this data to target its recruitment efforts to underrepresented groups in CSOSA's workforce, and to evaluate the effectiveness of this targeted recruitment effort. Thus far, the process has been working smoothly and CSOSA sees no need to modify its collection of applicant flow data.

In FY 17, there were 60 new hires in the Agency's workforce. Of the 60 new hires, 1 or 1.79% were Hispanic, 10 or 16.7% were white, 45 or 75.0% were black, 3 or 5.0% were Asians, and 1 or 1.79% is Native Hawaiian or Other Pacific Islander.

Unlike the national civilian labor force (NCLF), white employees are identified as a minority in the Agency's workforce, and have been targeted as an underrepresented group for our recruitment efforts. The participation rate of white employees in the Agency's workforce decreased from 11.5% (134) in FY 16 to 11.3% (133) in FY 17.

Footnote¹: The RNO identifier and/or category label is derived from the Equal Employment Opportunity Commission.

**ANNUAL FEORP PLAN CERTIFICATION
FOR THE FISCAL YEAR 2018**

A. Name and Address of Agency:

Court Services and Offender Supervision Agency for the District of Columbia
633 Indiana Avenue, NW
Washington, DC 20004

B. Name and Title of Designated FEORP Official (if address is different from Section A, include e-mail address and telephone and fax numbers):

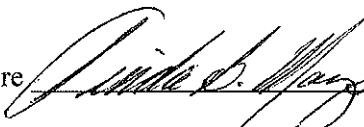
Linda Mays, Associate Director, Office of Human Resources
800 North Capitol Street, NW, Suite 700, Washington, DC 20002
Linda.mays@csosa.gov: (202) 220-5613 (Office) (202) 220-5615 (Fax)

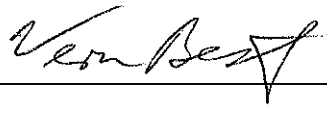
C. Name and Title of Contact Person (if address is different from Section A, include e-mail address and telephone and fax numbers):

Michelle Payton-Kenner, Senior EEO Specialist
800 North Capitol Street, NW, Suite 744, Washington, DC 20002
michelle.payton-kenner@csosa.gov: (202) 442-1683 (Office) (202) 442-1689 (Fax)

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.

Print Name Linda B. Mays Signature  Date 10/27/17
Chief Human Capital Officer

Print Name Vern Best Signature  Date 10/30/17
Director, Equal Employment Opportunity

Print Name Vern Best Signature  Date 10/30/17
Director, Diversity and Inclusion

Note* If you are unable to use the digital signature function, please sign the Annual FEORP Plan Certification and send it electronically with your submission.



**OFFICE OF EQUAL EMPLOYMENT
OPPORTUNITY,
DIVERSITY AND SPECIAL PROGRAMS
ONE MISSION, ONE AGENCY!**



**633 Indiana Avenue, NW
Washington, DC 20004-2902
www.csosa.gov**