



SAITC-UDITC Zero Tolerance Briefing



Obtained via FOIA by Judicial Watch, Inc.

Secret Service Leadership



Kimberly A. Cheatle
Director



Ronald Rowe
Deputy Director



Cynthia Sjoberg Radway
Chief Operating Officer



Michael Buck
Chief – Uniformed Division



Richard Macauley
Assistant Chief – Uniformed Division
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EES: Meet the Team



Jonathan Wynn
Acting EEO Director
Office of Equity and Employee Support Services



Shanita "Shani" Wilkins
Deputy
Chief, DEIA, Affirmative Employment, and Analytics

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(b) (6)
Ombudsman Officer

(b) (6)
Management and Program
Analyst

(b) (6)
Disability Program
Manager

(b) (6)
Acting Informal Complaint
Program Manager

(b) (6)
Equal Employment Specialist

(b) (6)
Equal Employment Specialist

(b) (6)
Administrative Manager

EES Leadership and Programmatic Overview

Obtained via FOIA by Judicial Watch, Inc.

EQUITY, DIVERSITY & INCLUSION

The EDI program provides USSS employees with structured guidance and leadership to ensure organizational accountability for diversity, inclusion, fairness and equality for all.

OMBUDSMAN PROGRAM

The Ombudsman provides a confidential, independent, impartial, and informal process which facilitates fair and equitable resolutions to concerns that arise within the USSS.

[Right Click to Access EES Home Page](#)

EEO Office: HQ/SUITE 1200

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What's Your Perception?

Crime via FORA by Judicial Watch, Inc.



EES Programs And Services

Obtained via FOIA by Judicial Watch, Inc.



Objectives

- ❑ Diversity, Equity, Inclusion, and Accessibility
 - ❑ Affirmative Employment Program
 - ❑ Special Emphasis Programs
- ❑ Regulatory Basis and Principles of EEO Employment Discrimination
 - ❑ EEO Complaints Program
 - ❑ Leadership and the EEO Environment
 - ❑ Reasonable Accommodation Program
 - ❑ Religious Accommodation Program
 - ❑ Anti-Harassment Program

What is DEIA?

Obtained via FOIA by Judicial Watch, Inc.

Diversity, equity, inclusion and accessibility initiatives enable people with diverse viewpoints to solve complex issues, provide a better understanding of the communities we serve, and build a strong foundation of trust and respect across the Department.

Building a workforce of diverse talent and experience – reflective of the public we serve.

DIVERSITY

D

Ensuring consistent and systemic fair, just and impartial treatment of all individuals.

EQUITY

E

Creating a culture where each person feels like they belong and that they matter.

INCLUSION

I

Ensuring information, systems, tools, resources and programs are accessible to all.

ACCESSIBILITY

A



Affirmative Employment

The Affirmative Employment Program was created to achieve the goals of a workforce that represents our diverse population and to recruit, place, and retain women, minorities, and persons with disabilities.

- Provides a roadmap for creating effective equal employment opportunity programs for all federal employees as required by Title VII and the [Rehabilitation Act](#)
- Requires agencies to conduct periodic self-assessments of their EEO policies and practices by using the **Management Directive- 715 (MD-715)**
- Track “Triggers”** that could lead to “Barriers” by reviewing data. **“Barriers”** impede free and open competition in the workplace
- Tracks EEO complaint activity to **identify trends and upticks in employee activities.**
- Tracks workforce representation by reviewing the 5 Elements of an Employee’s Lifecycle:
 - Recruitment
 - Hiring
 - Training and Development
 - Promotions
 - Separations

Special Emphasis Programs

Special Emphasis Programs are employment related programs which focus special attention on groups that are not represented or have less than expected participation rates in specific occupational categories or grade levels within the agency's workforce. Special Emphasis Programs are an integral part of the Equal Employment Opportunity and Civil Rights Program.

The Secret Service has seven collateral Special Emphasis Groups:

- ❑ African American Program
- ❑ American Indian/Alaskan Native Program
- ❑ Asian American /Pacific Islander Program
 - ❑ Disability Program
 - ❑ Federal Women's Program
 - ❑ Hispanic Program
 - ❑ LGBT Program

Regulatory Basis and Principles

- ❑ To ensure EEO is integrated into the everyday business practices of the Secret Service ensuring:

- ❑ All persons have a right to work in an environment that is free from discrimination based on an individual's **race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability (physical or mental), protected genetic information, marital status, parental status, political affiliation, veteran status, retaliation or any other basis protected by law.**

- ❑ All persons have the right to work and advance on the basis of their own merit, ability, and potential - free from social, personal, or institutional barriers.

[Right click here for EEO Policies](#)

So, what is discrimination...

Any action or inaction that adversely affects privileges, benefits, and/or working conditions of an employee, former employee, applicant for employment and contract employee **based on an individual's race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability (physical or mental), protected genetic information, and/or retaliation or any other basis protected by Title VII.**

Intentional or Unintentional Intent vs. Impact

EEO Pre-Complaint Process

Who can file an EEO Complaint?

- Any employee, former employee or applicant for employment who believes he/she has been discriminated against may file an individual or class complaint of discrimination
- Protected Basis and Issue
- Within **45 calendar days** from the date of the incident
- Contact EDI Program:
 - equal.opportunity@usss.dhs.gov
 - 202-406-5502
- Right to **representation**
- Right to **anonymity** during informal stage

Ombudsman Program Information

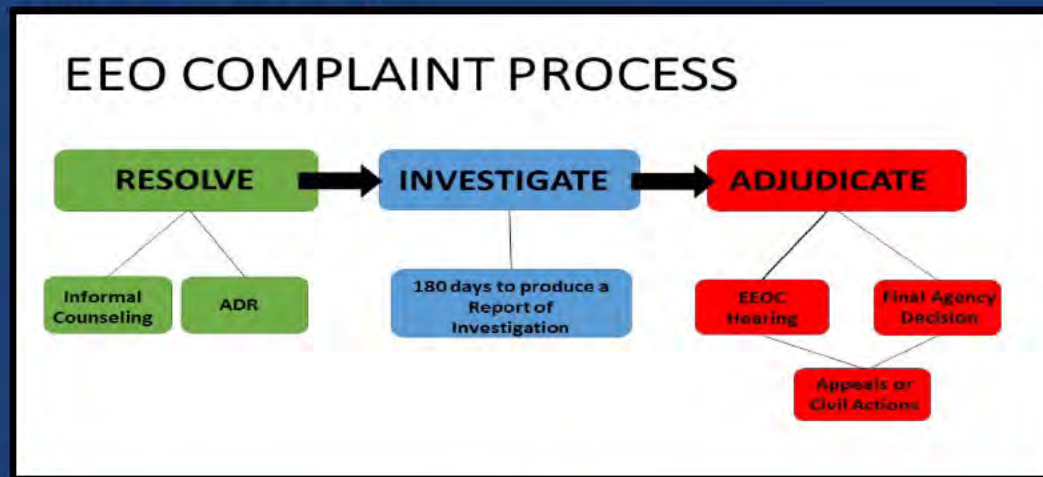
Ombudsman Staff Poster

- EEO Counselor will be assigned
 - 30 Calendar Days** to attempt resolution
- Alternative Dispute Resolution (ADR) - **Mediation**
 - Available during Pre-Complaint Processes

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EEO Formal Complaint Process

If the issues in the Pre-Complaint Process are unresolved...
Formal Complaint Process Begins



Basis/Issue

Filed within **45 Calendar Days**

Review for legal sufficiency

Accept or Dismiss (closed)

Accept - Investigation

180 calendar days to complete

Reminder:

EDI facilitates the EEO process and attempts to resolve at the lowest level.

We are impartial!

[Complaints Processing Information](#)

Reasonable Accommodation

A change to the work environment or how the work is customarily performed that enables an individual with a disability to perform the essential functions of a position, or to enjoy equal benefits and privileges of employment.

- ❑ Seek guidance from EDI and LEG, RArequest@usss.dhs.gov
- ❑ Familiarize yourself with the Reasonable Accommodation Policy: [EES-06\(05\)](#)
- ❑ FAQs for Managers
- ❑ Familiarize yourself with the “Interactive Process Workflow”
- ❑ Worksheets to analyze Essential Functions, Telework, and Undue Hardship

[Right click here for more information on Inclusion365](#)



Religious Accommodation

- ❑ Agency commitment to religious diversity
- ❑ Usually requests for scheduling changes or exemptions from appearance policies
- ❑ Undue burden - “all hands-on deck” scenario



[Right click to review the Chaplain Program Policy - EES-03](#)

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Disability Program Manager

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Common Standards of Behavior

The following standards are built on a foundation of *respect for all employees*:

- Everyone deserves respect, courtesy...and should be valued.
- It's never ok to do or say anything that would demean or humiliate an employee/co-worker.
 - Behaviors like these fuel a toxic and unhealthy culture.
- Angry outburst, sarcasm and condescension have no place on the job.
 - Instead, courteous, and respectful interaction should be the goal.
- Embrace and appreciate differing thoughts, beliefs and opinions
 - *Agreeing to disagree “respectfully”* may be uncomfortable but it allows for growth and reflection

Commit to making the USSS better than we found it!

Friendly Reminders

- ALL employees should be treated with dignity and respect
- Remember our Zero Tolerance Policy
- Effectively communicate
- Embrace and appreciate differing thoughts, beliefs and opinions
 - Agreeing to disagree “respectfully” may be uncomfortable but it allows for growth and reflection

- Employees have the right to file EEO complaints should they believe discrimination has occurred
 - Complaint must be filed within 45 calendar days of the event/issue or notification of the event/issue
 - Right to remain anonymous in the Pre-complaint Process
 - Right to representation

- Address and resolve conflict expeditiously utilizing resources such as the Ombudsman Program
 - Doing so may prevent complaints of discrimination, harassment and retaliation

- Report ALL allegations of Harassment/Hostile Work Environment through your chain of command to AHP and EEO respectively

The work environment should be a safe-space for all employees

