

# Equity Action Plan Digest: Equal Employment Opportunity Commission

Summarized by Madeline Baxter

This is one in a series of Urban Institute digests summarizing federal agencies', subagencies', and commissions' 2022 equity action plans, which were released in response to the Biden administration's January 2021 executive order, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government. The Equal Employment Opportunity Commission's equity action plan is available at <https://www.eeoc.gov/sites/default/files/2022-04/EEOC%20Equity%20Action%20Plan.pdf> (PDF).

## Overview

<b>What problem is the commission trying to solve?</b>	Underserved communities' lack of access to employment
<b>Priority groups</b>	Historically underserved communities, low-wage employees, tribal members
<b>Historic harm mentioned?</b>	No
<b>Partners in implementation</b>	Civil rights advocates, Department of Labor, employer groups, labor groups, National Labor Relations Board, tribal employment rights offices
<b>Equity defined as</b>	Not defined beyond executive order

## Pillars and Principles of Equity

<b>Acknowledgement of past harm and present barriers</b>	Charge filing intake process is difficult without online access, transportation access, translation services, or flexibility during working hours (p. 3); majority of website only accessible to people with high degrees of English language proficiency (p. 11)
<b>Impact goals</b>	Staff recruitment activities aimed at tribal populations (p. 4); advance equity for people with limited English proficiency (p. 5); address disparities in unemployment rates across demographics through assistance to employers to hire people from historically underrepresented backgrounds (p. 7); advance employment opportunities for vulnerable and underserved communities (p. 8); solicit feedback from advocacy groups that represent people with limited English proficiency (p. 13)
<b>Actions and activities</b>	Streamlining intake procedure and translation services and expanding intake hours (p. 4); holding stakeholder conversations around effective diversity, equity, inclusion, and accessibility strategies (p. 7); holding employer roundtables (p. 8); updating demographic categories, public interactive data query and mapping tool, analyzing existing charge data, and determining whether to expand existing collections (p. 10)
<b>Accountability measures and approaches</b>	Consult with Tribal Employment Rights Offices to share progress and gather feedback (p. 6); updates on long-term indicators (p. 8); updates to public-facing website (p. 11)

**Note:** For the rubric we used to evaluate these components of the equity action plans, see the appendix to the Urban Institute's 2023 brief "Pathways to Equity at Scale: An Analysis of the 2022 Federal Equity Action Plans and Recommendations for 2023 Plans," available at [https://www.urban.org/sites/default/files/2023-03/Pathways%20to%20Equity%20at%20Scale%20Appendix\\_0.pdf](https://www.urban.org/sites/default/files/2023-03/Pathways%20to%20Equity%20at%20Scale%20Appendix_0.pdf).

## Types of Equity and Related Activities

<b>Procedural</b> (example: expanding language and translation services; simplifying the vendor application process)	Translated initial materials into Spanish (p. 2); expansion of mechanisms for underserved communities to access EEOC services outside regular business hours on occasion (p. 4); streamlining intake procedure (p. 4)
<b>Distributional</b> (example: creating new procurement program)	Establish a National Program for Tribal Affairs (p. 4); considering requests to add race, ethnicity, and gender categories in reports; increased number of outreach events and benchmarks for recruitment activities (p. 5); building Spanish language online portal (p. 6); creating resources that bridge digital/cultural divides and considering making critical documents available in alternative forms (p. 12)
<b>Structural</b> (example: policy change via proposing legislation related to an equity goal; changing organizational functions)	Launched the Hiring Initiative to Reimagine Equity to increase diversity, equity, inclusion, and accessibility in commission hiring and recruitment (p. 3); hiring and retaining American Indian and Alaskan Native staff (p. 4); hiring bilingual staff (p. 5); new position to coordinate outreach efforts to tribal and rural areas (p. 5); internal working group for enhancing data systems (p. 9); creation of new staff positions focused on improving accessibility for different literacy levels (p. 12); reconvening language access working group (p. 12)

## Key Metrics to Measure Progress on Equity

<ul style="list-style-type: none"> <li>■ tracking the average time to secure an appointment and wait times via the national call center (p. 5)</li> <li>■ number of outreach events in remote areas with underserved populations (p. 5)</li> <li>■ number of field offices with expanded intake presence and customer service use (p. 5)</li> <li>■ employment trends in management positions (p. 8)</li> <li>■ number of page views for relevant diversity, equity, inclusion, and accessibility resources (p. 8) and non-English translated pages (p. 12)</li> </ul>
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## Looking Ahead: Key Reflections for Plan Implementation

Where is the commission set up for success?	Clearly defined goals; all goals include short- and long-term indicators; interventions clearly tied to initial goals; clear accountability measures; clear delegation of responsibilities for each intervention; language access interventions are robust
Areas for future investment and growth	Examine the impact of the commission's reporting processes; develop measurable goals for retaining and promoting staff