

FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

EXECUTIVE SUMMARY for Pine Bluff Arsenal

Pine Bluff Arsenal (PBA) is a US Army military installation and one of the top three employers in southeast Arkansas employing approximately 2,300 government and contractor personnel. PBA was established in 1941 in support of the nation's WWII efforts. The mission of the Arsenal included the manufacturing of incendiary grenades and bombs, and the manufacturing, loading, and storage of war gases; and production and storage of pyrotechnic, riot control and white phosphorous munitions. PBA became the only U.S. site for the full-scale production of biological munitions in 1953 and continued this mission until 1969. The arsenal was selected as the sole site for the Binary Chemical Munitions Production Facility in 1978; this program was active until 1990. In the 1980s, PBA served as the primary site for chemical defense equipment recertification. Approximately 12% of our nation's chemical weapons stockpile was stored at the Arsenal. The chemical weapon inventory consisted of 3,848 tons of lethal nerve agents, blister agents, and associated munitions. Demilitarization operations began in 2003 and are scheduled to end in December 2010. More than 350 government and 700 contractor jobs will be displaced. The estimated economic impact of the chemical weapon storage and disposal missions to the surrounding community is \$100M annually.

Today, PBA's core mission includes the production of non-lethal ammunition and chemical-biological defense equipment with supporting functions in engineering and technical support; maintenance of mobile and powered hospital and shelter systems; and base operations for tenant activities. Many of PBA's ammunition and chemical and biological defense products are solely produced at PBA and are unavailable anywhere else in the U.S.

Pine Bluff Arsenal's vision statement as America's Arsenal is serving the needs of the joint warfighter and the citizen; a full-spectrum logistics center providing expertise and specialized munitions and chemical-biological defense products and services. The Pine Bluff Arsenal Material Readiness Center supplies specialized production, storage, maintenance and distribution of readiness products, and delivers technical services to the warfighter and homeland defender, providing quality and value by responding to customer's needs.

PBA satisfies the Department of Defense's peace time and replenishment requirements by providing the U.S. and allied forces with critical products and services that are primarily unavailable from other sources. PBA also provides specialized training and logistical support for the Department of Homeland Security. Also a conventional depot, PBA has 1.3 million square feet of storage. PBA operates under the Army Working Capital Fund (AWCF); a revolving fund that receives revenue from customer orders and pays expenses from the AWCF. An AWCF facility operates in a business-like environment; maintaining financial statements, balance sheets and income statements that are used as measuring tools to monitor the fiscal health of the business entity.

EEOC FORM
U.S. Equal Employment Opportunity Commission

FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

The majority of the PBA workforce specializes in the manufacturing, maintenance, storage and distribution of readiness products and delivery technical services to the war fighter and homeland defender. The PBA EEO Office provides services to all employees of the Pine Bluff Arsenal and its tenant activities to include Pine Bluff Chemical Activity under Chemical Materials Agency (CMA). The service population totals 1,335 federal civilian employees. PBA Federal Information Processing Standards (FIPS) code is 8840. The Pine Bluff Arsenal web address is www.pba.army.mil.

Some major strengths and deficiencies are noted below from AMC's model EEO program include:

- creating an atmosphere of respect for diversity that provides equality for all
- equal opportunity to employees and applicants for employment without discrimination on the basis of the protected groups as detailed in Title VII and the Rehabilitation Act;
- requiring all managers, supervisors, and leaders to undertake necessary measures to ensure proactive prevention of unlawful harassment;
- development and retention of a quality workforce to include individuals with disabilities;
- having employment decisions and management actions based solely on merit principles;
- requiring zero-tolerance for sexual harassment;
- maintaining a hostile-free work environment;
- managers, supervisor, leaders, and employee expectation to exhibit appropriate behavior conducive to a productive work place;
- full and fair consideration to disabled individuals, including veterans for employment training, advancement, and retention.

EEO Policy statements are included in the New Employee Orientation packet. Employees and supervisors have access to copies of all EEO policy statements on the installation's website. Adequate fiscal resources were available to administer a comprehensive EEO program for the installation. Funding was used to provide training to improve the EEO initiative within the installation.

The EEO Officer and Staff had appropriate authority to administer all aspects of the EEO program. Various elements implemented included having resources available for training in conducting effective barrier analysis, ensuring the professional skills and abilities of EEO were implemented.

Strength – EEO remains an essential part of PBA's strategic mission. The EEO staff serves as a valuable resource to PBA leadership by monitoring vital work place activities and providing advice, assistance, and guidance in areas of anti-discrimination. The EEO Officer is a member of the Commander's senior team of advisors and attends each Transition Workshop, in which upper management discuss any issues at PBA; participates on a variety of boards, councils and committees; and is fully engaged in community outreach efforts.

Strength – PBA maintains clearly defined, consistently applied and fairly implemented personnel policies, selection and promotion procedures, evaluation procedures, rules of conduct and training systems. The senior staff at PBA has taken a proactive approach to ensuring that allegations of

EEOC FORM
U.S. Equal Employment Opportunity Commission

FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

discrimination are resolved at the earliest level possible by training all supervisors on the importance of Alternative Dispute Resolution (ADR). The EEO Office works in conjunction with senior staff to ensure compliance with settlement agreements and orders issued by the agency. EEO Training is provided annually to the entire installation workforce. PBA continues to ensure effective coordination between the agency's EEO programs and related human resource programs. During FY09, the agency received a total of 10 (ten) Reasonable Accommodations. All requests were promptly processed and 100% of requests were granted.

Deficiencies – Desired level of management participation is not easily achieved nor is there a system in place for evaluating leadership on their commitment to the Commander's EEO program. The EEO office is not closely involved with management officials to identify and review employees' request for reasonable accommodations. Special Emphasis Program activity participation has decreased.

Strength – Policy letters addressing Equal Employment Opportunity, Sexual Harassment, and the Prevention of Unlawful Harassment have been issued to the PBA workforce. The EEO Office has conducted mandatory EEO and POSH training for new employees. These actions will continue indefinitely. PBA has emplaced a process of having all selections reviewed by an EEO Official to ensure that all selections are based solely upon merit.

Deficiency - Managers and supervisors have not been trained on the United States Army's Procedures for Providing Reasonable Accommodation for Individuals with Disabilities made effective March 17, 2009 and the Americans with Disabilities Act Amendments Act (ADAAA) which became effective January 1, 2009. As of September 2009, only 23% of the PBA workforce has currently received mandatory bi-annual refresher training on the Prevention of Sexual Harassment (POSH).

Strengths – The use of Alternative Dispute Resolution (ADR) is encouraged both by upper management and the EEO Office/Counselors. The PBA EEO complaints program ensures neutrality, timely processing, and meets all the requirements of Army Regulation 690-600 and 29 CFR 1614 as a result, 98% of informal complaints processed by the PBA were processed within the timeframe. The Agency continues to use the MicroPact iComplaints System which enables staff to create, track, manage, and report on EEO complaint cases at any stage in the EEO process up to resolution and/or closure. The PBA EEO Office has highly skilled EEO Specialists who are fully proficient in the processing of class complaints. The EEO staff shares best practices with other EEO colleagues to provide assistance to other installations as needed. EEO Collateral duty counselors receive annual refresher training. The EEO office has access to data collection and analysis systems in order to analyze Applicant Flow Data to better track recruitment efforts. PBA continues to be actively involved in the Workforce Recruitment Program (WRP) to hire and retain qualified students with targeted disabilities.

In FY 09, EEO had 51 contacts of which 48 (94.12%) filed informal complaints and 25 (49.02%) filed formal complaints which resulted in a cost avoidance of an estimated \$92,000. An analysis of the contacts the EEO Office received show that minority females contacted the office most frequently, and race and color were the most elected bases.

EEOC FORM
U.S. Equal Employment Opportunity Commission

FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

Ethnicity/Gender	#	%
Black Male	13	25.50%
Black Female	17	33.33%
White Male	5	9.80%
White Female	14	27.45%
Hispanic Male	0	0%
Hispanic Female	0	0%
Asian Male	0	0%
Asian Female	0	0%
Amer Indian Male	0	0%
Amer Indian Female	2	3.92%
TOTALS	51	100.00%

Complaint Basis	#	%
Race		
Black	19	29.69%
White	3	4.69%
Color	17	26.56%
Sex		
Female	12	18.75%
Male	3	4.69%
Reprisal	9	14.06%
Religion	1	1.56%
TOTALS	25	100.00%

Directorates	Contacts	Formal Complaints	%
Law Enforcement and Security	9	2	8%
Public Works	9	4	16%
Material Management	7	6	24%
Chemical Biological Defense	7	4	16%
Chemical Activity	6	4	16%
Ammunition Operations	4	1	4%
Civilian Personnel Advisory Center	3	3	12%
Logistics	1	0	0%
Morale Welfare	1	0	0%
Health Clinic	1	0	0%
Engineering and Technology	1	0	0%
Edgewood Chemical Biological Command	1	0	0%
Holston Ammunition Plant/Environmental	1	1	4%
TOTALS	51	25	100%

Pine Bluff Arsenal processed a total of 48 complaints during FY09. The average processing time for open pre-complaints was 21 days and the median processing time was 21 days. The average processing time for closed pre-complaints was 30 days and the median processing time was 29 days. Of those closed complaints, nine (9) were processed using Alternative Dispute Resolution (ADR). The average processing days for open formal complaints was 19 days with a median of 20 processing days. The average processing time for closed formal complaints was 19 days with a median of 51 processing days. The median elapsed days for open pre-complaints were 21 days

EEOC FORM
U.S. Equal Employment Opportunity Commission
FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

and 151 days for open formal complaints. A total of seven (7) investigations were completed within 94 days from the request.

Complaint Issues: In the past three (3) fiscal years, to include the current FY, the top issue raised in formal complaints was promotion/non-selection. Promotion/non-selection is also the top issue that is resolved in Alternative Dispute Resolution.

Complaint Bases: In FY 08 and FY 09, the top two bases were race and color. An analysis of the bases indicated race remains the top bases for filing a formal complaint. The EEO staff will continue to educate managers and supervisors on their responsibility in the EEO process and proactive methods to eliminate barriers to equal opportunity.

Alternative Dispute Resolution (ADR): ADR was used 23% in the informal process and of those, 73% were resolved through Negotiated Settlement Agreement (NSA). During the formal process, ADR was elected in 17% of the complaints of which 50% were resolved by way of NSAs. The average days for the processing of these complaints were 40 days with a median of 37 days well below the timeframe allowed for processing ADR complaints (90 days) per AR 690-600. EEO staff and collateral duty counselor will continue to encourage the use of ADR.

Deficiencies – Analysis of the issues and bases identified for FY 09 in comparison to the previous two fiscal years indicate a lack of communication in reference to the selection processes. All indications are that encouraging manager-employee communication may significantly affect this statistic.

Strengths - The EEO office remains in compliance with EEO laws and EEOC regulations, policy guidance, and other written instructions. The installation ensures prompt processing all forms of ordered relief. Acceptance and dismissal of complaints are coordinated with the Labor Counselors as prescribed by AR 690-600.