



Equal Opportunity & Affirmative Action Plan

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EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

SCRPT supports equal employment opportunities without discrimination as to age, sex, color, race, national origin, religion or non-religion, or disability in compliance with state and federal laws. This policy is reflected in all of SCRPT' practices and policies regarding hiring, training, promotions, transfers, layoffs, organizing the work force, rates of pay, and other forms of compensation.

To implement these practices and policies, SCRPT will continue to:

- § Recruit, hire, train, and promote persons in all job classifications based on qualifications and abilities without regard to age, sex, color, race, national origin, religion or non-religion, or disability.
- § Base decisions on employment so as to further the principle of equal employment opportunity.
- § Insure that all personnel actions, including, but not limited to, compensation, benefits, transfers, layoffs, return from layoffs, company sponsored training, are administered without regard to age, sex, color, race, national origin, religion or non-religion, or disability.
- § Insure that promotion decisions are in accord with principles of equal employment opportunity by imposing only valid requirements for promotion.
- § Insure disciplinary actions are based entirely on employee conduct without regard to age, sex, color, race, national origin, religion or non-religion, or disability.
- § Make all facilities, services, activities, and benefits available to all employees.
- § Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to their race, color or national origin.
- § No person who is, or seeks to be employee of the project sponsor or lessees, concessionaires, contractors, licenses, or any organization furnishing public transportation service as part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the "basis of race, color or national origin.
- § No person or group of persons shall be discriminated against with regards to the routing, scheduling, or quality of transportation service furnished as a part of project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color or national origin.

Defamatory remarks regarding any individuals age, sex, color, race, national origin, religion or non-religion, or disability will not be tolerated. Violation of this policy will be subject to prompt disciplinary action up to and including termination. Retaliation of any type against any employee or applicant that files a complaint regarding unlawful employment practices is strictly prohibited. **Equal employment opportunity is not only the law, but it is a principle of SCRPT operation. I expect each employee to cooperate to achieve this goal and I personally stand behind this principle.**

Executive Officer/Administrator

Date



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DEFINITIONS

Individual with a Disability - An individual with a disability under the ADA is a person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment. Major life activities are activities that an average person can perform with little or no difficulty such as walking, breathing, seeing, hearing, speaking, learning, and working.

Qualified Individual with a Disability - A qualified employee or applicant with a disability is someone who satisfies skill, experience, education, and other job-related requirements of the position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of that position.

Reasonable Accommodation - Reasonable accommodation may include, but is not limited to, making existing facilities owned by SCRPT and used by employees, readily accessible to and usable by persons with disabilities; job restructuring; modification of work schedules; providing additional unpaid leave; reassignment to a vacant position; acquiring or modifying equipment or devices; adjusting or modifying examinations, training materials, or policies; and providing qualified readers or interpreters. Reasonable accommodation may be necessary to apply for a job, to perform job functions, or to enjoy the benefits and privileges of employment that are enjoyed by people without disabilities. An employer is not required to lower production standards to make an accommodation. An employer generally is not obligated to provide personal use items such as eyeglasses or hearing aids.

Undue Hardship - An employer is required to make a reasonable accommodation to a qualified individual with a disability unless doing so would impose an undue hardship on the operation of the employer's business. Undue hardship means an action that requires significant difficulty or expense when considered in relation to factors such as a business' size, financial resources, and the nature and structure of its operation.

Prohibited Inquiries and Examinations - Before making an offer of employment, an employer may not ask job applicants about the existence, nature, or severity of a disability. Applicants may be asked about their ability to perform job functions. A job offer may be conditioned on the results of a medical examination, but only if the examination is required for all entering employees in the same job category. Medical examinations of employees must be job-related and consistent with business necessity.

Drug and Alcohol Use - Employees and applicants currently engaging in the illegal use of drugs are not protected by the ADA when an employer acts on the basis of such use. Tests for illegal use of drugs are not considered medical examinations and, therefore, are not subject to the ADA's restrictions on medical examinations. Employers may hold individuals who are illegally using drugs and individuals with alcoholism to the same standards of performance as other employees.

PURPOSE

The purpose of this plan is to insure that SCRPT will recruit, employ and promote persons most qualified to render SCRPT business. To attract such people, employment and promotional opportunities will be given to the best qualified individuals on the basis of ability and dedication. Race, color, religion, gender, age, marital status, national origin, or physical disability will not be considered in determining the people best qualified for such employment and promotion.

COMMUNICATION OF THE PLAN

Internal Communications

A memo from the SCRPT EEO Officer will be sent annually of any revisions or updates to all employees regarding the Equal Opportunity Policy.

The EEO policy is included in all of SCRPT personnel policy manuals.

A written memorandum will be sent to all supervisors informing them of their general responsibilities regarding the affirmative action program.

Special meetings will be held annually with supervisory personnel to discuss progress and problems relative to the program.

Required equal employment opportunity posters, SCRPT EEO policy, EEO contact information, along with periodic notices regarding the program will be posted in conspicuous places in the offices and facilities of SCRPT.

External Communications

All employment advertisements will contain the words "An Equal Opportunity/Affirmative Action Employer."

All employment applications will contain the following clause:

SCRPT is an equal opportunity employer and will not discriminate against an employee or applicant for employment because of race, color, religion, gender, age, marital status, national origin, or physical disability unless based upon a bona fide occupational qualification. If you believe you have been discriminated against, you should notify the Equal Employment Officer or the Equal Employment Opportunity Commission.

A letter will be sent to minority contractors when construction is contemplated soliciting their bids or involvement in the work.



MANAGEMENT RESPONSIBILITY

The actions of every employee are important to achieving the plan's objectives. Disciplinary Actions will be taken against any employee found to be deliberately obstructing implementation of the plan.

Every supervisor is critically important to program success. Performance in meeting affirmative action objectives will be carefully included in all future performance reviews.

Appointment of Equal Employment Opportunity Officer

Dianne Mason is the designated Equal Employment Opportunity Officer for SCRPT. Individuals who would like to discuss and/or file a complaint alleging discrimination should contact Dianne Mason. Dianne Mason may be reached by phone at 903-454-1444, or e-mailed at operations@scrpt.org or in person at 4912 Lee, Greenville, Texas 75401 .

The Equal Employment Opportunity Officer has the responsibility to:

- Annually review and revise the affirmative action plan as appropriate.

- Set general goals for implementation of the affirmative action plan.

- Annually audit and evaluate the affirmative action program and prepare a report concerning the performance of SCRPT, its departments, and its management personnel regarding the affirmative action program.

- Set up goals, and procedures for implementing the review and redesign of current personnel practices and correcting any underutilization of women, minorities, older workers, veterans, or the disabled.

- Assist and counsel all department heads, managerial, and supervisory personnel regarding their affirmative action responsibilities.

- Conduct regular discussions with supervisors and employees to insure implementation of the affirmative action program.

- Maintain a liaison with the Equal Employment Opportunity Commission, and other government compliance agencies, as well as with all community organizations with an interest in affirmative action.

- Investigate and resolve allegations of discrimination against SCRPT.

- Keep management informed of the latest developments in the entire EEO area.

- Assist in identifying problem areas and establishing local goals and objectives.

- Review the qualifications of all employees to ensure that minorities and women have full

opportunities for transfers and promotions.

SCRPT department and division heads will be responsible for:

Analyzing their work force relative to identifying possible utilization of women, minorities, older workers, veterans, or the disabled.

Setting goals and timetables for bringing their agency into compliance with the overall affirmative action program.

Actively promoting a positive climate concerning affirmative action.

REVIEW AND REVISION OF PERSONNEL PRACTICES

Recruitment

All job positions that come available will be posted on the SCRPT bulletin board, placed in the local newspaper and will be posted at all of SCRPT facilities naming the posting description and job qualifications. All job postings will contain the following statement: "An Equal Opportunity/Affirmative Action Employer."

Efforts to employ women, minority, older workers, veterans, or the disabled for part time positions will be made to encourage their interest in full time employment opportunities with SCRPT.

Job Analysis and Restructuring

Position descriptions will be reviewed annually to accurately reflect the function and duties of the jobs described. Position descriptions will be set at the minimum level needed for entrance into the job.

Position descriptions will be reviewed to assure they are related to job content and are set at the minimum level needed for entrance into the job.

Promotions, Job Assignments, and Termination

No applicant will be denied a promotion or job assignment on the basis of gender or any other prohibited criteria. Applicants will be given a trial on the job to prove their capability if they are otherwise eligible for the promotion or assignment.

Employees will be terminated only for just cause or their own volition.

Training

Whenever any training activity is sponsored, special attention and consideration will be given to securing the participation of women, minorities, older workers, veterans, or the disabled.

Where jobs can be learned in a short period of time, formal on-the job training programs will be instituted to facilitate the movement of women, minority, older workers, veterans, or the disabled into these positions with minimum qualifications.



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Where formal training is necessary to qualify for a job, in-house training programs will be established whenever feasible.

Work scheduled will be adjusted so as to permit the participation in relaxant training programs.

Records will be maintained as to the numbers and percentages of women, minority, older workers, or the disabled applying for and participating in all training programs.

Facilities

Our current facilities will be examined annually to ascertain if they in any way discriminate on the basis of race, color, religion, gender, age, marital status, national origin, or physical disability. Appropriate steps will be taken to correct any inequities. All property owned by SCRPT meets all ADA requirements.

GOALS AND TIMELINES

SCRPT will annually be required to analyze their work force and to set goals for the employment of women and minorities

SCRPT goals and timetables will be reviewed by the EEO Officer to assure compliance with the overall goals and timetables for SCRPT. Goals should reflect the results that reasonably could be expected from putting forth every good faith effort to make SCRPT affirmative action program work.

The EEO Officer will annually review the progress of SCRPT affirmative action program and make necessary revisions to the goals, timetables, and priorities established.

EEO Logs will be kept which contain the name of the applicant, the minority group status, sex of the applicant, and the job applied for. The contents of this register will be summarized at least annually according to the positions for which employment applications were received, and the applicant flow and will be compared with the availability analysis figures.

SCRPT will annually analyze all position descriptions & titles, application forms, interview procedures, final selection processes, and similar matters to determine whether they are interfering with the hiring and advancement of qualified minorities and women,

EEO COMPLAINT PROCESS

Individuals who would like to discuss and/or file a complaint alleging discrimination should contact the Agency Representative or the current Board Chairman. The Agency Representative or the current Board Chairman may be reached by phone at 903-454-1444 x 17, e-mailed at operations@scrpt.org or in person at 4912 Lee Street, Greenville, Texas 75401. The EEO Officer should be contacted immediately when you believe you have been discriminated against.

The following procedures will be used to process discrimination complaints:

Counseling

The first step in resolving discrimination complaints is counseling. The purpose of counseling is to determine whether there is a problem, and if there is, to correct it as soon as possible. Emphasis at this point is on early resolution.

The EEO Officer is responsible for clarifying the problem(s), and attempting to resolve it to everyone's satisfaction. The EEO Officer will:

- Clarify the issues
- Identify whether the problems are covered by the EEO Office's Discrimination Complaint Process
- Outline alternative procedures
- Identify options
- Attempt to work out a resolution agreeable to all concerned, if possible
- Provide information on external enforcement agencies (i.e., the EEOC, the Texas Commission on Human Rights, FTA and the DOT).

The Complainant(s) must sign the EEO Discrimination Complaint Form issued by the EEO Officer before an informal process can begin. The EEO Officer has fifteen (15) working days to counsel and make efforts to resolve the issue informally. However, if at the end of this time period, there is no resolution in sight, the Complainant(s) will be informed of their right to proceed with a formal complaint, if they wish to continue to pursue their allegations and have the EEO Officer begin a formal investigation. Complainant may proceed to file a formal complaint within 5 working days.

Filing a Formal Complaint

The Complainant(s) must sign the Internal Discrimination Complaint Form issued by the EEO Officer before a formal investigation can begin. The Complainant(s) should be prepared to support any allegations claimed to be discriminatory by furnishing all pieces of pertinent evidence: letters, memos, dates, times, and/or witnesses to the alleged claim in the complaint. A mere allegation of discrimination maybe insufficient in order to make a determination. Be aware that the investigative part of the process is designed to establish the facts once clear basic information is provided. To

Rejecting a Complaint

If the EEO Officer decides to reject a complaint, the Complainant(s) will be notified in writing within ten (10) working days after filing a formal complaint.

It is within the authority of the EEO Officer to reject any claim, if the officer determines that the allegations are not within the realm of the discrimination guidelines. If the EEO Officer makes this determination, then such notice of rejection will be final and cannot be appealed unless new evidence can be presented to the EEO Officer and such evidence falls within the discrimination guidelines of race, color, religion, national origin, disability, sex or age.

Investigation

If a formal complaint is accepted, the EEO Officer will investigate it. The investigation will be



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completed within twenty-five (25) working days of receiving formal. An investigation may be extended beyond the twenty-five (25) working days if it is deemed necessary in order to conduct a thorough and in-depth investigation. The EEO Officer will conduct interviews, take affidavits as needed from Complainant(s) and other apparent witnesses, and will gather any other pertinent information from various sources.

In order to properly investigate any allegation of discrimination, it will be imperative that any employee with relevant knowledge assist in the investigation. Such participation may be in the form of verbal communications, written statements or providing other records that may be determined to be of a relevant matter. All employees deemed to have relevant knowledge of the allegations shall participate to the best of his or her ability during these investigations.

Informal Resolution

During and at the conclusion of the investigation, the EEO Officer, when feasible and consistent with SCRPT policies and procedures, will continue to attempt to resolve the complaint on an informal basis. The Complainant(s) must sign and date any resolution offered that has been accepted. Such acceptance constitutes settlement of the complaint, however, any resolution offered and acceptance does not constitute an admission of any wrong doing by SCRPT or any of its agents.

One of the major objectives of the complaint process is fairness and early resolution of complaints. Consequently, SCRPT regards the efforts made by all parties in early resolution attempts as extremely important and crucial to the integrity and intent of this process.

Complaint Disposition

At the conclusion of the investigation, the EEO Officer will issue findings of fact and conclusion and will make recommendations for corrective action if required or other resolutions. The Complainant will be contacted to receive and sign-off their acknowledgment of receipt of the EEO Officer's disposition of their complaint. Thereafter, the accused person(s) will be notified of the EEO Officer's recommendations.

Appeal of Disposition

If the Complainant(s) is not in agreement with the EEO Officer's findings and determination contained in the disposition, he or she may appeal the EEO Officer's decision in writing within ten (10) working days to the Executive Director.

The Executive Director will then investigate the alleged violation and review relevant facts and upon completion of the investigation, the Executive Director will issue a decision within ten (10) working days in consultation with the EEO Officer.

If the Complainant(s) is not in agreement with the Executive Director's finding and determination, he or she may appeal the Executive Director's decision in writing within seven (7) working days to the SCRPT Board of Directors.

Complainant(s) will be advised that if the final decision is unacceptable, appeal may be made to the EEOC, Texas Commission on Human Rights, or FTA.

Special Provision

If any allegation of discrimination arises with the EEO Officer and/or against the EEO Officer, such allegations will be referred to the Executive Director to process and investigate accordingly. Any attempts of resolution will be according to the above stated procedures.



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SCRPT

EEO Discrimination Complaint Form

This information on this form is to be completed for all alleged discrimination and sexual harassment complaints. The completed copy is to be signed by the complainant. Upon completion, please forward to the EEO officer.

Complainant's Name:		Work Phone:	Home Phone:
Job Title:			Date of Hire:
Are you currently employed by SCRPT?: Yes No		Supervisor's Name:	Date of the alleged discriminatory practice:
The discrimination occurred in connection with: Interview Hiring Selection Promotion Layoff Transfer Disciplinary Action Compensation Training Other (specify)			
Basis of the alleged discriminatory practice: Race Sex Color National Origin Religion Age Disability Retaliation Sexual Harassment Other (specify)			
Have you made an effort to resolve this issue with your supervisor?: Yes No		If no, do you give the EEO Officer your permission to speak to your supervisor?: Yes No	
If yes, what action if any was taken?:			
Person(s) who you believe discriminated against you:			
Name		Title	Location
Facts of the alleged discrimination are (attach additional sheets if necessary):			
Complainant's Signature		Date	
EEO Officer's Signature		Date	

For more information regarding SCRPT Equal Opportunity & Affirmative Action Plan (Title VI) please contact:

1. Dianne Mason, Agency Representative
4912 Lee Street,
Greenville, Texas 75401
903-454-1444 ext.17

2. SCRPT Current Board Chairperson
4912 Lee Street
Greenville, Texas 75401
903-454-1444

3. Assistant Commissioner Access and Intake Division
Texas Department of Aging and Disability Services
P.O. Box 149030
Austin, Texas 78714-9030
Or
Regional Manager
U.S. Department of Health & Human Services Offices of Civil Rights
1301 Young Street, Suite 1169
Dallas, Texas 75202