

**Date: June 29, 2001**

**Centers for Medicare & Medicaid Services  
Office of the Administrator**

**Office of Equal Opportunity and Civil Rights  
(FAJ)**

- Provides agency-wide leadership and advice on issues of diversity, civil right, and promotion of a supportive work environment for Agency employees.
- Develops, implements and manages affirmative employment programs. Provides principal advisory, advocacy, and liaison services for the Administrator to Agency leadership and employees concerning equality in employment related issues to ensure a diverse workforce.
- Develops Equal Employment Opportunity (EEO) and civil rights compliance policy for the Agency. Assesses the Agency's compliance with applicable civil rights statutes, executive orders, regulations, policies, and programs.
- Identifies policy and operational issues and proposes solutions for resolving these issues in partnership with management, Office of the General Counsel, and other organizational entities.
- Receives and evaluates complaints for procedural sufficiency; investigates, adjudicates and resolves such complaints.
- Promotes the representation of minority groups, women, and individuals with disabilities through community outreach and other activities.
- Resolves informal discrimination complaints by means of EEO counseling and/or Alternative Dispute Resolution (ADR).
- Develops and analyzes data for internal and external reports reflecting the diversity of the Agency workforce and fairness in employment related actions. Makes recommendations to management on changes needed to ensure equal employment opportunity in every respect.
- Serves as the internal advocate for civil rights and related principles. Provides training, seminars, and technical guidance to Agency staff.