

MEMORANDUM OF UNDERSTANDING BETWEEN THE NATIONAL COUNCIL OF EEOC LOCALS, NO. 216 (THE COUNCIL) AND THE EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (THE AGENCY) CONCERNING A PILOT PROGRAM FOR OF THE AGENCY'S ONLINE INQUIRY AND INTAKE INTERVIEW SCHEDULING SYSTEM

WHEREAS, the Agency intends to implement a pilot of the Online Inquiry and Intake Interview Scheduling System ("the System") between January and April of 2017; and

WHEREAS, the Agency intends to implement a pilot program for the System in 5 (five) Offices, nationwide (Charlotte, Chicago, New Orleans, Phoenix, and Seattle) prior to full implementation; and

WHEREAS, the pilot program for the System will commence for a minimum of three (3) months, and will have a more than de minimus change in the working conditions of bargaining unit employees in the pilot offices,

THE PARTIES HEREBY agree as follows:

(1) The offices in the pilot program of the System will participate for 90 days from the date of implementation. This MOU incorporates by reference the spreadsheets attached as Exhibits A-E. This MOU may be extended beyond 90 days with the mutual consent of the parties;

(2) The pilot offices will be Charlotte, Chicago, New Orleans, Phoenix, and Seattle.

A. The pilot is not intended to supersede Intake MOUs in these pilot offices, which remain in effect, including, but not limited to, the schedule for investigative staff to rotate into intake. During the term of the pilot, no changes will be made to existing MOUs regarding hours of work or intake practices. Following review of the pilot management reserves its rights under Article 7 of the CBA with respect to nationwide roll out of on-line scheduling.

B. No change to Bargaining Unit staff tours of duty, work schedules, leave which has already been approved, and/or granted reasonable accommodation requests shall occur due to this pilot.

C. To the extent that management determines to reassign any workload as a result of this pilot, e.g., intake mail or calls, from the pilot offices to other offices in the district of the pilot offices, the Council shall be given Article 7 notification prior to such reassignments.

(3)A. The Office of Field Programs (OFP) and the Office of Information Technology (OIT) will coordinate to provide a live demonstration and training to occur on the Wednesday core day for bargaining unit employees in the pilot offices prior to the implementation of the System. The demonstration and training will provide step-by-step instructions on how to use the new online inquiry system, including

the related updates to IMS and the new appointment calendaring tool. The demonstration and training will provide an opportunity for questions and answers. Bargaining Unit staff will be given at least a one week notice of the demonstration and training. The training will be recorded and be made available on demand to bargaining unit staff in the pilot offices who are unable to attend the live demonstration

B. Local management will provide such staff adequate time to view the recorded training prior to conducting intake under the pilot. Bargaining Unit Staff shall record attendance at the demonstration and training in Quicktime under the appropriate training code.

C. The agency will make every effort to provide appropriate equipment necessary to capture electronic signatures in the pilot intake rooms. To the extent that equipment sharing among intake rooms is necessary, appointment scheduling will be adjusted, but will not change the intake hours.

D. Each pilot office has a designated representative who works with the Digital Charge System workgroup. The representative, whose contact information will be provided as part of the demonstration and training, will be available to receive feedback from bargaining unit employees and answer questions that may arise during the pilot period. All feedback shall be memorialized and the union shall be provided a copy of all feedback.

(4) A. At least one week prior to the demonstration and training of the pilot, each bargaining unit employee will be provided with an inSite link which will contain copies of the Interim Online Inquiry and Intake Interview Scheduling Guidance and the two (2) User Guides OIT has prepared regarding the new online inquiry and scheduling system: (1) the IMSNXG Online Inquiry User Guide; and (2) EEOC Scheduling tool via the Public Portal – EEOC Staff & Calendar Administrator User’s Guide.

B. Because the System is new and will be initially piloted in the five (5) offices, there may be updates to OIT’s User Guides throughout the pilot. The updates shall bear a watermark with the date. Bargaining unit Staff will be notified when updates are made so that they may access these User Guides through InSite for the most up-to-date versions. The documents will be identified in inSite by date of revision.

(5) At least one week prior to implementation of the pilot, management will e-mail all bargaining unit employees in the pilot offices the inSite link to OFP’s March 13, 2008 Memorandum from Director, Office of Field Programs, to All District, Field, Area, and Local Directors, entitled “Implementation of New Intake Procedures.”

(6) A. For the duration of the pilot of the System, bargaining unit employees in the pilot offices will not be evaluated based on their good faith use of the System or any consequences related to such use of the system, such as complaints by charging parties of availability of appointment times, wait times due to not having an appointment, appointment not taken at the scheduled time due to reasons beyond the investigative staff control, or investigative staff learning use of the system during the intake interview, nor shall any bargaining unit employee be required to perform any tasks related to the System which are reserved for the CRTIU Supervisor in the pilot offices and/or any It staff or other non-bargaining unit employee(s).

B. Employee evaluations shall take into account all time used to address pilot related issues.

(7)A. Appointment Schedules- Management shall not allow an appointment time to be posted for scheduling that is to occur less than one and a half hours prior to the pilot offices' established intake schedule end time. The appointment schedules in the pilot shall provide buffer time between the end of one appointment and the beginning of the next.

B. Bargaining unit staff participating in the pilot shall not be disciplined or subjected to adverse action for not completing the interview by the scheduled appointment slot end time where there are pilot-related equipment or system problems. Bargaining Unit staff shall not be required to work overtime or skip lunch in order to complete assigned intake appointments and/or handle walk-ins.

C. Appointment assignments shall be equitable. Employees who volunteer their bilingual skills, who are not on a bilingual position description, shall not be given a disproportionate number of intake appointments.

(8) Number of Intake Appointments- To the extent that the Interim Online Intake Guidance requires that **"Each office will provide a sufficient number of intake appointments available through the online calendar to handle the number of PCPs who attempt to schedule intake appointments and all appointments in the office should be managed through the system. Upon review of the criteria used in developing their initial online intake interview calendars, the majority of offices considered intake receipts and available staff, among other criteria. (Emphasis in the original):"**

A. Prior to implementation of the pilot the Agency shall provide the Council with the online interview calendars, the data relied upon to develop the online intake interview calendars, most recent information on the staffing of the pilot offices;

B. Whenever a pilot office is unable to provide a sufficient number of appointments given the available staff, the Agency shall: (1) Make overtime funds available and follow the requirements of Article 30; (2) Make maxiflex schedules available to those who volunteer by expanding the Maxiflex pilot MOU to include the affected offices; (3) Assign overflow appointments to the CRTIU supervisor and/or available enforcement supervisors; or (4) temporarily cease the appointment scheduling tool until another resolution is determined.

C. To the extent that the Interim Online Intake Guidance requires that: **"each office should review its online intake interview calendar configuration at 30, 60, and 90 day intervals following the launch of the online system. Offices should assess whether the number of interviews and the length of interviews are effective in meeting the needs of both the office and the public, and make adjustments as appropriate:"** whenever management intends to make such an adjustment the Council shall be notified prior to such adjustment and in a timely manner to preserve the Union's rights to negotiate the impact and implementation of the changes.

D. The parties agree to meet every month during the pilot to evaluate the impact and to determine whether any modifications may be necessary.

9. Respondent contact information database- To the extent that the Interim Online Guidance requires that **"When the digitally-signed charge is returned through the Charging Party Portal, it is already in IMS and notice will be served to Respondent through the Respondent Portal:"**

A. The agency shall share the pilot offices' Respondent contact lists with the other pilot offices. The agency will also provide the pilot offices with its nationwide Respondent contact list.

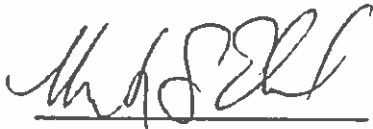
B. Where Respondent is not already in the Respondent Portal, investigative staff time expended on acquiring contact information, serving hardcopy notice, communication attempts with Respondent to register for the portal, will be taken into account in making work assignments and scheduling appointments.

10. During the pendency of the pilot program, OFP will work with OIT and the FMP Analysts to analyze and evaluate the success of the pilot. OFP will also explore the possibility of seeking feedback by way of short surveys of external users. The Agency shall either partner with the Council to develop a survey or comply with Article 48.00 to develop its own survey, in order to get feedback of bargaining staff affected by the pilot. The FMP Analysts will collect, compile and independently provide feedback. Information collected during the pilot from internal bargaining unit employee System users will be shared with the National Council President prior to expansion of the System nationwide beyond the terms of the pilot;

11. Prior to the conclusion of the initial 90-day pilot of the System, the parties will meet and discuss either continuing the pilot, discontinuing the pilot or expanding the pilot. The goal of the Agency will be to eventually implement the System nationwide with no gap between the pilot, any expansion of the pilot, and nationwide implementation. The Agency will notify the Council in a timely manner, in writing, of the nationwide implementation proposal, pursuant to Article 7. The parties agree to continue this pilot, including identifying and implementing corrections to problems that may be identified, until an MOU addressing nationwide use of the system is completed.

12. Any disputes concerning the application or interpretation of this agreement shall be resolved through the grievance or other appropriate third party process.

FOR THE AGENCY:



2/15/2017

Date

FOR THE NATIONAL COUNCIL:



2/16/17

Date

Item	Item	Description	Configuration Value
1	Office Name	Name of the EEOC office	Charlotte
2	Office Number	EEOC internal number for the Office	430
3	Timezone	The timezone the office is in	Eastern Standard Time
4	Office Description	The Office description which will be seen by the PCP	<p>Welcome to the EEOC Charlotte District Office, located at 129 West Trade Street, Suite 400, Charlotte, North Carolina 28202. The office is located in Uptown Charlotte on the corner of South Church Street and West Trade Street. It is three blocks north of the Charlotte Transportation Center/Arena City Link.</p> <p>The Charlotte District Office conducts interviews Monday through Thursday from 8:30 a.m. to 3:00 p.m. and on Fridays from 8:30 a.m. to 12:00 p.m.</p> <p>Individuals wishing to file charges of discrimination may schedule an interview for time slots available between 8:30 a.m. and 3:00 p.m. from Monday through Thursday and 8:30 a.m. to 12:00 p.m. on Fridays (except on federal holidays). Please arrive to the office 15 minutes prior to the start time of your appointment.</p> <p>Note that even if the calendar is full, a person may still walk in to the office. We strongly encourage people to call prior to visiting the office as a walk in.</p> <p>If you need a reasonable accommodation, such as a translator or an ASL interpreter, please schedule your appointment for at least two weeks after the submission of your inquiry.</p>
5	Office Address (First Time Visitors Splash Screen)	The Office address that will be included in user email notifications.	129 West Trade Street, Suite 400, Charlotte, North Carolina 28202
6	Appointment Durations (30min increment)	The appointment durations as seen by the PCP (EEOC can override)	90 minutes
7	Appointment Slots - week days, appointment slots and number of appointments	When PCPs can book appointments with EEOC	<p>Monday through Thursday: 8:30 am - 10:00 am (1 appt) and 1:30 pm - 3:00 pm (1 appt)</p> <p>Fridays: 8:30 am - 10:00 am (1 appt)</p>
8	Min Booking Time for PCP	The minimum advance time for PCP to book an appointment	3 days
9	Max Booking Time for PCP	The maximum advance time for PCP to book an appointment	4 weeks

#	Item	Description	Configuration Value
1	Office Name	Name of the EEOC Office	Chicago
2	Office Number	EEOC internal number for the Office	440
3	Timezone	The timezone the office is in	Central
4	Office Description	The Office description which will be seen by the PCP	Welcome to the EEOC Chicago office located at 500 West Madison, Suite 2000, Chicago, IL 60661. The office is located in downtown Chicago on the corner of Madison and Canal Street, one block west of the Chicago river and three blocks east of the Kennedy expressway. The Chicago District Office is open Monday through Friday, 8:30 a.m. to 4:00 p.m. Everyone visiting our offices must present a photo ID at the building security desk. Individuals wishing to file charges of discrimination may schedule an interview for time slots available between 8:30 a.m. and 3:00 p.m. on Monday through Friday, except federal holidays. If you are unable to schedule an appointment, walk-ins may be seen if arrival time is prior to 11:30 a.m. If you need a reasonable accommodation, such as a translator or an ASL interpreter, please schedule your appointment for at least two weeks after the submission of your inquiry.
5	Office Address (First Time Visitors Splash Screen)	The Office address that will be included in user email notifications.	500 West Madison, Suite 2000, Chicago, IL 60661
6	Appointment Durations (30min increment)	The appointment durations as seen by the PCP (EEOC can override)	90 minutes
7	Appointment Slots - week days, appointment slots and number of appointments	When PCPs can book appointments with EEOC	Mon through Friday 8:45 4 appts, 10:45 4 appts, 1:00 4 appts, 3:00 4 appts
8	Min Booking Time for PCP	The minimum advance time for PCP to book an appointment	3 days
9	Max Booking Time for PCP	The maximum advance time for PCP to book an appointment	8 weeks

#	Item	Description	Configuration Value
1	Office Name	Name of the EEOC office	New Orleans
2	Office Number	EEOC internal number for the Office	461
3	Timezone	The timezone the office is in	Central
4	Office Description	The Office description which will be seen by the PCP	Welcome to the EEOC New Orleans Field Office. 500 Poydras Street, Suite 809, New Orleans, LA 70130. The office is located in the Hale Boggs Federal Building at the corner of Poyras and Camp streets. If you wish to enter you must bring with you appropriate identification. Be prepared to be searched at the entrance. Individuals wishing to be interviewed may schedule an appointment between 8:00 a.m. to 3:00 p.m. Monday through Friday except on Wednesdays. After 3:00 pm charges will be taken but without an interview. If you wish to call the New Orleans Field Office directly you may do so by calling (504) 595-2826. TTY (504) 595-2958. Fax: (504) 595-2884. When leaving a message containing your contact information such as name and phone number please remember to speak slowly and clearly. If you need a reasonable accommodation, such as a translator or an ASL interpreter, please schedule your appointment for at least two weeks after
5	Office Address (First Time Visitors Splash Screen)	The Office address that will be included in user email notifications.	500 Poydras Street, Suite 809, New Orleans, LA 70130
6	Appointment Durations (30min increment)	The appointment durations as seen by the PCP (EEOC can override)	90 minutes
7	Appointment Slots - week days, appointment slots and number of appointments	When PCPs can book appointments with EEOC	Monday through Friday (except Wednesdays) 8:30 a.m.; 10:30 a.m.; and 1:30 p.m. (Three appointments each day)
8	Min Booking Time for PCP	The minimum advance time for PCP to book an appointment	Two weeks
9	Max Booking Time for PCP	The maximum advance time for PCP to book an appointment	Six weeks (Subject to change)

Item	Description	Configuration Value
1 Office Name	Name of the EEOC office	Phoenix District Office
2 Office Number	EEOC internal number for the Office	540
3 Timezone	The timezone the office is in	Mountain
4 Office Description	The Office description which will be seen by the PCP	Phoenix, AZ 85012. The office is located at the SW corner of Central & Osborn. There is a light rail stop directly across from the building. The lobby hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. Interviews are conducted every day except Wednesdays until 3:00 p.m. Please see the appointment schedule. If you elect to walk-in without an appointment, we cannot guarantee you will be interviewed that day. If you need a reasonable accommodation, such as a translator or an ASL interpreter, please schedule your appointment for at least two weeks after the submission of your inquiry. Please call 602-640-5000 or contact us via e-mail at phoenix.intake@eEOC.gov with questions or to request a reasonable accommodation.
5 Office Address (First Time Visitors Splash Screen)	The Office address that will be included in user email notifications.	3300 N. Central Ave., Ste. 690, Phoenix, AZ 85012
6 Appointment Durations (30min increment)	The appointment durations as seen by the PCP (EEOC can override)	90 minutes
7 Appointment Slots - week days, appointment slots and number of appointments	When PCPs can book appointments with EEOC	Mon,Tue,Thur,Fri 8:15 a.m. (3 appointments); 10:00 a.m. (2 appointments); 12:45 p.m. (2 appointments);
8 Min Booking Time for PCP	The minimum advance time for PCP to book an appointment	1 day
9 Max Booking Time for PCP	The maximum advance time for PCP to book an appointment	3 weeks

Item	Description	Configuration Value
1 Office Name	Name of the EEOC office	Seattle Field Office
2 Office Number	EEOC internal number for the Office	551
3 Timezone	The timezone the office is in	Pacific
4 Office Description	The Office description which will be seen by the PCP	Welcome to the EEOC Seattle Field Office, located in the old Federal Office Building at 909 1st Avenue, Suite 400, Seattle, WA 98104-1061. The office is located in downtown Seattle, on 1st Avenue between Madison St. and Marion St., on the 4th floor of the old Federal Office Building. The office is open Monday through Friday, from 8:00 a.m. to 4:30 p.m. Walk-in intake days are on Monday and Wednesday, from 9:00 a.m. to 11:00 a.m. Please call (206) 220-6884 before visiting the office. If you need a reasonable accommodation, such as a translator or an ASL interpreter, please schedule your appointment for at least two weeks after the submission of your inquiry.
5 Office Address	The Office address that will be included in user email notifications.	909 1st Avenue, Suite 400, Seattle, WA 98104-1061
6 Appointment Durations (30min increment)	The appointment durations as seen by the PCP (EEOC can override)	90 minutes
7 Appointment Slots - week days, appointment slots and number of appointments	When PCPs can book appointments with EEOC	Do not schedule appointments for Monday (Block all day), Tuesday (Block 12:00 P.M. TO 1:30 P.M.)--There should be one 30 min slot scheduled through the Office Scheduler. There should be two 30 min slots on Wednesday (Block all day). Thursday (Block 12:00P.M. TO 1:30P.M.--*PLEASE BLOCK THE ENTIRE DAY FOR THE SECOND THURSDAY OF EACH MONTH)--There should be one 30 min slot scheduled through the Office Scheduler. Do not schedule appointments for Friday (Block all day).
8 Min Booking Time for PCP	The minimum advance time for PCP to book an appointment	1 day
9 Max Booking Time for PCP	The maximum advance time for PCP to book an appointment	6 weeks