

***United States Equal Employment Opportunity Commission***

**OFFICE OF FEDERAL OPERATIONS**



***Annual Report on the  
Federal Workforce***

**Fiscal Year 2003**



**FY 2003 Annual Report  
On the Federal Workforce  
Table of Contents**

**PREFACE** ..... i

**EXECUTIVE SUMMARY** ..... iii

**PART I      SUMMARY OF EEO STATISTICS IN THE FEDERAL GOVERNMENT** .... I-1

**Section A. Federal Sector Workforce** ..... I-1

- 1. Background and Statutory Authority ..... I-1
- 2. Composition of the Federal Work Force ..... I-1
- 3. Grade and Pay ..... I-2

**Section B. EEO Complaint Processing by Federal Agencies** ..... I-7

- 1. Pre-Complaint Counseling Stage ..... I-8
  - a. Pre-Complaint Counseling Workload ..... I-8
  - b. Timeliness of Pre-Complaint Counseling Activities ..... I-8
  - c. ADR Usage in the Pre-Complaint Stage ..... I-9
  - d. Resolutions in the Pre-Complaint Stage ..... I-10
- 2. Formal Complaint Stage ..... I-12
  - a. Formal Complaint Workload ..... I-12
  - b. Timeliness of Formal Complaint Activities ..... I-13
  - c. ADR Usage in the Formal Complaint Stage ..... I-16
  - d. Resolutions in the Formal Complaint Stage ..... I-17

**Section C. Hearings** ..... I-21

- 1. Hearings Inventory ..... I-21
- 2. Hearings Requested ..... I-22
- 3. Hearings Closures ..... I-22
- 4. Agency Actions on AJ Decisions ..... I-23
- 5. Monetary Benefits Awarded at the Hearing Stage ..... I-24

**Section D. Appeals** ..... I-25

- 1. Appellate Inventory ..... I-25
- 2. Appellate Receipts ..... I-26
- 3. Appellate Closures ..... I-26
- 4. Monetary Benefits Awarded on Appeal ..... I-27

**PART II      COMPARISONS AND PROFILES FOR SELECTED FEDERAL AGENCIES** II-1

**Section A. Agency Profiles** ..... II-1

**Section B. Agency Comparisons** ..... II-B-1

**APPENDIX I      GLOSSARY / DEFINITIONS ..... Appendix I-1**

**APPENDIX II      FEDERAL SECTOR EEO COMPLAINT  
PROCESSING PROCEDURES ..... Appendix II-1**

**APPENDIX III      FEDERAL WORKFORCE TABLES ..... Appendix III-1**  
**(Actual tables are only available on EEOC's web-site at**  
**<http://www.eeoc.gov/federal/FSP2003/Index.html>)**

## **PREFACE**

The U.S. Equal Employment Opportunity Commission (EEOC or Commission) was established by Title VII of the Civil Rights Act of 1964 (Title VII), with a mission of eradicating discrimination in the workplace. In the federal sector, the EEOC enforces Title VII, which prohibits employment discrimination on the basis of race, color, religion, sex, and national origin; the Age Discrimination in Employment Act of 1967 (ADEA), which prohibits employment discrimination against individuals 40 years of age and older; the Equal Pay Act of 1963 (EPA), which prohibits discrimination on the basis of gender in compensation for substantially similar work under similar conditions; and Sections 501 and 505 of the Rehabilitation Act of 1973 (Rehabilitation Act), which prohibit employment discrimination against federal employees and applicants with disabilities.

This is the EEOC's annual report to the President and to Congress on equal employment programs in the federal workplace. This annual report is submitted pursuant to the EEOC's responsibility for monitoring federal agency compliance with Section 717 of Title VII and Section 501 of the Rehabilitation Act. This report covers fiscal year (FY) 2003, the period from October 1, 2002, through September 30, 2003.

The Commission is charged with monitoring federal agency compliance with EEO laws and procedures, and reviewing and assessing the effect of agencies' compliance with requirements to maintain continuing affirmative employment programs to promote EEO and to identify and eliminate barriers to equality of employment opportunity. Agencies are also required to provide the EEOC information concerning pre-complaint counseling, complaint processing, and the disposition of complaints of discrimination. Additionally, agencies must provide reports detailing their alternative dispute resolution (ADR) programs. Agencies are required to allocate sufficient resources for their EEO programs; provide for the prompt, fair, and impartial processing of EEO complaints; and conduct a continuing campaign to eradicate discrimination from their personnel policies, practices, and working conditions. Agencies must also establish a system for periodically evaluating the sufficiency and effectiveness of their EEO programs.

To prepare this report, the Commission relied on federal agencies' submissions of timely and reliable data to the EEOC. This data, however, has not been verified.



## **EXECUTIVE SUMMARY**

### **STATE OF EEO IN THE FEDERAL GOVERNMENT**

- In FY 2003, there were 2.4 million women and men employed by the federal government across the country and around the world.
  - 57.4% were men and 42.6% were women, a ratio which has remained essentially unchanged for the last ten years.
  - 67.1% were White, 18.6% were Black, 7.2% were Hispanic, 5.5% were Asian or Pacific Islander, 1.5% were American Indian or Alaskan Native.
  - Although there have been some modest gains in the last decade, the number of Hispanics and White women employed by the federal government remained below their availability in the civilian labor force as reported in the 2000 census.
  - The number of employees with targeted disabilities has been steadily declining, resulting in a net loss of about 20% in the past ten years. By 2003, individuals with targeted disabilities were only 1% of the total workforce.
  - Women have made the most gains in securing senior level positions in the federal government, occupying 25.5% of those positions in 2003, up from 16.4% in 1994.
  - The average grade level for white collar federal employees was 10.1. Blacks (9.0), Hispanics (9.4) and American Indian/Alaskan Natives (8.5) all had average grade levels lower than the government-wide average.
  - The average grade for women was 9.3, more than one-and-one-half grades below the average grade level for men of 10.9.
  - The average grade level for people with targeted disabilities was 8.4, nearly two grades below the government-wide average of 10.1.
  
- In FY 2003, 18,077 individuals filed 20,226 complaints against the federal government alleging employment discrimination.

- ❑ The number of complaints filed declined by 8% from the number filed the previous year, but there was a 4% increase in the number of individuals who filed complaints over the same period. Eleven percent (11%) of the complaints filed were by individuals who had already filed at least one other complaint during the year.
- ❑ Pre-complaint EEO counseling and alternative dispute resolution programs were successful at addressing employee concerns before they resulted in a EEO formal complaint. Of the 45,030 instances of counseling in FY 2003, 62% did not result in the filing of a formal complaint.
- ❑ Federal agencies, as a whole, continued to exceed the regulatory time frames for investigating EEO complaints. There were a total of 13,248 investigations completed government-wide in FY 2003 in an average of 267 days. Regulations require these investigations to be completed in 180 days or less. Only 5,307, or 40%, of the investigations were completed within this regulatory time frame.
- ❑ Agencies averaged 475 days in FY 2003 to issue a final agency decision when there was no decision from an EEOC administrative judge, well over the approximately 270 days allowed by regulations for agencies to issue merit decisions. This average processing time increased significantly from the year before when final agency decisions were issued in an average of 326 days.
- ❑ Since FY 1999, EEOC's hearings inventory has decreased by nearly 34% from 12,808 cases to 8,467 in FY 2003.
- ❑ At the end of FY 2003, EEOC's appellate inventory stood at 3,831, a 68% reduction from the inventory high of 11,918 appeals in January 2000. The average processing time for appeals in FY 2003 was 285 days, a 39% reduction from FY 2002's average of 467 days.
- ❑ In FY 2003, agencies paid monetary awards totaling \$40.3 million to EEO complainants in response to final agency decisions, settlement agreements and final agency actions in which agencies agreed to fully implement EEOC AJ decisions. An additional \$20.9 million was awarded in the appellate process.

**PART I**  
**SUMMARY OF EEO STATISTICS IN THE FEDERAL GOVERNMENT**

**Section A**      ***Federal Sector Workforce***

**1. Background and Statutory Authority**

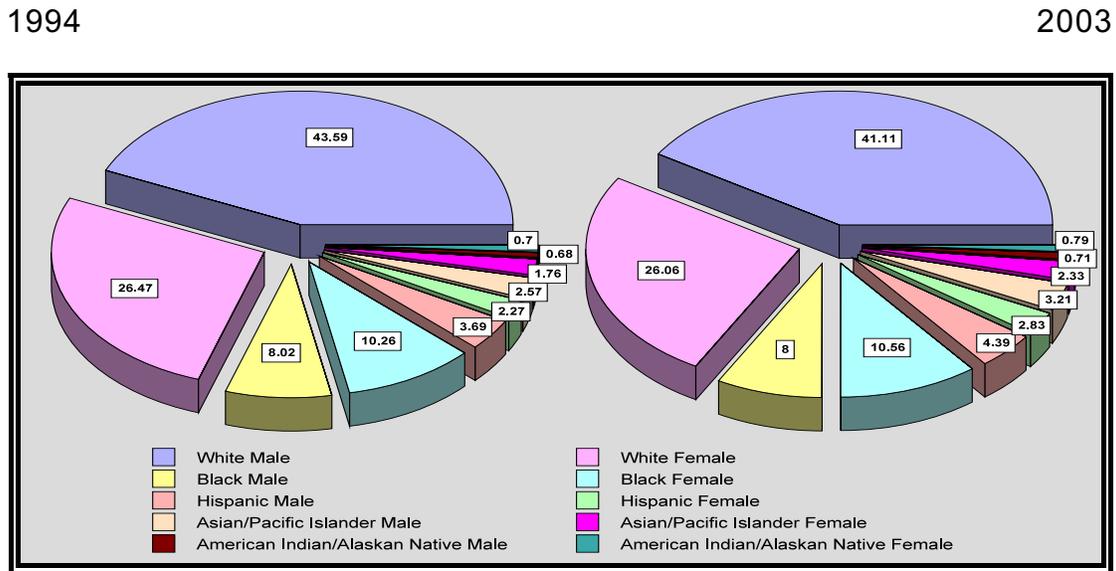
Section 717 of Title VII, Section 501 of the Rehabilitation Act, and subsequent statutes and Executive Orders require federal agencies to take affirmative steps to prohibit and prevent discrimination. Additionally, they convey to the EEOC enforcement authority for the prohibition of employment discrimination in the federal government; oversight authority for federal agencies' affirmative EEO programs; and responsibility for the review and evaluation of federal agencies' equal opportunity programs, including progress reports required from each department or agency. The data reported herein regarding agencies' processing of EEO complaints will constitute the benchmark data which will be used to measure each agency's future performance.

**2. Composition of the Federal Work Force**

The United States employs over two million men and women across the country and around the world. To ensure our nation's continued growth, prosperity and security, federal agencies must position themselves to attract, develop and retain a competitive, highly qualified workforce. Equal opportunity is key to accomplishing this goal by promoting open and fair competition in the federal workplace, without regard to race, color, religion, national origin, sex or disability.

The Federal Government had a permanent workforce of 2,630,755 in FY 1994, and 2,428,330 individuals in FY 2003. Figure 1 shows the participation rate of the identified groups below:

**Figure 1 - Composition of Federal Workforce**  
 Percentage of Total Employees  
 FY 1994 / FY 2003



**3. Grade and Pay**

- a. **Senior Pay Level** - The Civil Service Reform Act of 1978 established the Senior Executive Service (SES) as a separate personnel system covering a majority of the top managerial, supervisory, and policy-making positions in the Executive Branch of government. Senior Pay Level (SPL) positions include the SES, Executive Service, Senior Foreign Service, and other employees earning salaries above grade 15 in the General Schedule. The SPL represents 1.05% of the total federal white collar workforce.
  - ▶ At the end of FY 2003, of the 15,308 SPL positions in the federal government, 7.09% were occupied by Blacks; 3.43% by Hispanics; 2.51% by Asians/Pacific Islanders; and 0.78% by American Indians/Alaskan Natives. By comparison, at the end of FY 1994, of the 13,385 SPL positions, 5.68% were held by Blacks; 2.18% by Hispanics; 1.35% by Asians/Pacific Islanders; and 0.60% by American Indians/Alaskan Natives.
  - ▶ Women occupied 25.52% of SPL positions (up from 16.35% in FY 1994).
  - ▶ The SPL participation rate for people with disabilities was 3.80%, while the participation rate for people with targeted disabilities was 0.42%. In 1994, the SPL participation rate for people with disabilities was 3.91% and for people with targeted disabilities was 0.37%.

- ▶ In the “feeder grades” to SPL positions, GS grades 14 and 15, in FY 2003 women comprised 30.36%; Blacks comprised 8.78%; Hispanics comprised 3.89%, Asian/Pacific Islanders comprised 5.24%; American Indians/Alaskan Natives comprised 0.96%, and individuals with targeted disabilities comprised 0.51%.

**Table 1 - Senior Pay Level Representation**  
FY 1994 / FY 2003

	FY 1994		FY 2003	
	Number	%	Number	%
<b>Women</b>	2,188	16.35%	3,906	25.52%
<b>Men</b>	11,197	83.65%	11,402	74.48%
<b>Blacks</b>	760	5.68%	1,085	7.09%
<b>Hispanics</b>	292	2.92%	525	3.43%
<b>Asians/Pacific Islanders</b>	181	1.35%	384	2.51%
<b>American Indians/Alaskan Natives</b>	80	0.60%	120	0.78%
<b>Individuals with Targeted Disabilities</b>	50	0.37%	64	0.42%

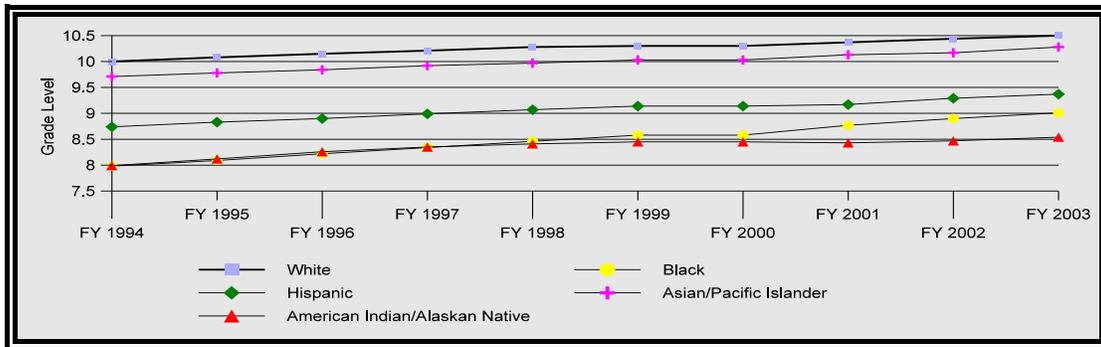
**b. White Collar Pay Grades**

- ▶ The average grade level for the total white collar workforce in the GS 1-15 pay grades increased from GS 10.04 in FY 2002, to 10.11 in FY 2003. Of white collar employees, 31.38% were in grades 1-8, 42.06% were in grades 9-12, and 26.56% were in grades 13-15.
- ▶ The white collar participation rate in FY 2003 for Blacks was 17.06%; for Hispanics was 6.96%; for Asians/Pacific Islanders was 4.60%; and for American Indians/Alaskan Natives was 1.86%. These participation rates have remained essentially unchanged since FY 2000.<sup>1</sup>

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<sup>1</sup>Part II also contains information on the top major occupations in selected government agencies. These mission-oriented occupations with 100 or more employees frequently serve as gateways into upper management positions. Thus, data on participation rates of persons holding positions in an agency’s major occupation can serve as a diagnostic tool to help determine possible areas where barriers to equal opportunity may exist.

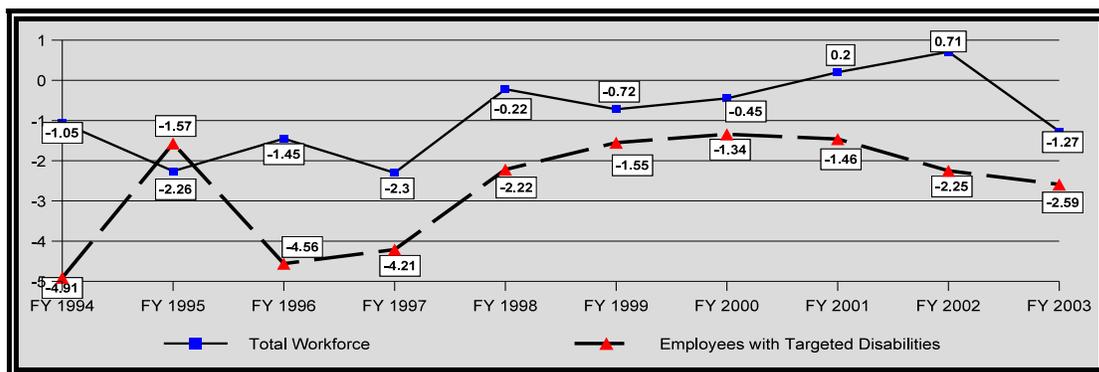
**Figure 2 - Average White Collar Grade By Race/National Origin  
FY 1994 - FY 2003**



- ▶ Women held 48.58% of all white collar federal jobs in FY 2003, a slight decrease from FY 2002's rate of 48.77%.
- ▶ Approximately 33.12% of women employed in the federal white collar workforce were in grades 5-8. The average white collar grade for women was GS 9.28, almost one full grade below the government wide average of 10.11.
- ▶ The average grade level for men (10.91) was 1.63 grades higher than that for women.
- ▶ The average grade level for people with disabilities was 9.4, almost one full grade below the government-wide average grade level for people with no disabilities (10.16). The average grade level for people with targeted disabilities was 8.38, nearly two grades below the government-wide average.

**Figure 3 - Comparison of the Net Change for the Total Workforce and  
Employees with Targeted Disabilities**

Percentage Change from FY 1994 to FY 2003



- ▶ The total federal workforce has declined from 2,630,755 employees in FY 1994 to 2,428,330 employees in FY 2003, a net change of -7.7%. However, the number of federal employees with targeted disabilities has declined from 31,860 in FY 1994 to 25,551 in FY 2003, a net change of -19.8%.
- ▶ From FY 1999 to FY 2003, the rate of decline for employees with targeted disabilities was more than eight and a half times greater than the rate of decline for the federal workforce as a whole.

**- EEO Program Tips -**

**Workforce Recruitment Program** - The President's New Freedom Initiative calls for improving access for people with disabilities to all aspects of mainstream American life, including employment. Coordinated by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) and the U.S. Department of Defense, the Workforce Recruitment Program partners with federal agencies, each of which makes a commitment to provide summer jobs and a staff recruiter. Each year, recruiters interview some 1,500 students with disabilities at about 175 college and university campuses across the nation and develop a data base listing the qualification of each student. These candidates represent all majors, and range from college freshmen to graduate and law students. This is an excellent pool from which to consider internship positions. ODEP's database is released in March 2004. Consider using this Workforce Recruitment Program to fill summer or permanent hiring needs with talented college students with disabilities!



**Section B - *EEO Complaint Processing by Federal Agencies***

To become a model EEO program, agencies must operate their EEO programs efficiently and take proactive steps to prevent unlawful discrimination from occurring. Agencies are required, among other things, to maintain an efficient, fair and impartial complaint resolution process. The goal of the complaint process is to identify unlawful discrimination, including retaliation based on prior EEO activity, as soon as possible. When an agency identifies unlawful discrimination, it is required to end the discrimination, to prevent its recurrence, and to provide appropriate remedies. An additional benefit of processing complaints expeditiously is to bring closure to disputes as soon as possible.

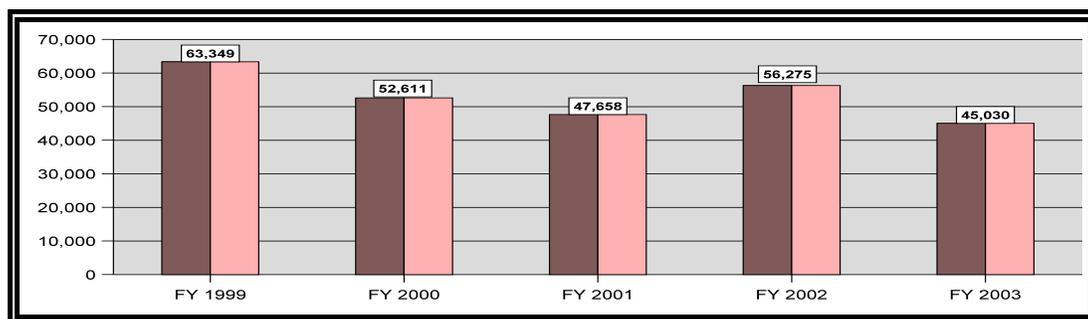
An integral part of establishing a model EEO program is the effective use of Alternative Dispute Resolution<sup>2</sup> (ADR) to resolve disputes early in, and throughout, the EEO process. The EEO process has become increasingly more costly, adversarial, and lengthy. If an EEO complaint is pursued through the administrative appeal stage, the average processing time is over 2 years. ADR presents one significant way of addressing these concerns. Used properly, ADR can provide fast and cost-effective results while at the same time improving workplace communication and morale.

Since FY 2000, when the EEOC's regulations began requiring all federal agencies to establish or make available an ADR program, the total instances of counseling have decreased government-wide. After reaching its peak in FY 1999, the instances of counseling have substantially decreased from 63,349 in FY 1999 to 45,030 in FY 2003.

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<sup>2</sup>ADR is a process in which a neutral third party assists in resolving disputes by using various techniques (mediation, settlement conference, early neutral evaluation, facilitation, etc.) to reach a resolution acceptable to the parties.

**Figure 4 - Instances of EEO Counseling<sup>3</sup>**  
FY 1999 - FY 2003



## 1. Pre-Complaint Counseling Stage

### a. Pre-Complaint Counseling Workload

- ▶ In FY 2003, Federal agencies provided pre-complaint counseling in 45,030 instances, a decrease of almost 20% from the 56,275 instances of counseling in FY 2002 and a 29% decrease from the 63,349 instances of counseling in FY 1999.
- ▶ While 69% of counseling was performed by EEO counselors in FY 2003, 31% was conducted by ADR program intake counselors. However, actual participation in ADR is not dependent on where an individual receives his/her initial counseling.

### b. Timeliness of Pre-Complaint Counseling Activities

- ▶ The 30-day pre-complaint counseling period may be extended an additional 60 days by written agreement or when the parties elect ADR. On average, agencies failed to meet timeliness requirements for providing EEO counseling.
- ▶ The 90-day regulatory time limit was exceeded by EEO Counselors 12% of the time and by ADR intake counselors 23% of the time.
- ▶ Small agencies, on average, completed counseling in a more timely manner than large agencies.

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<sup>3</sup>The "Instances of Counseling" total for FY 2002 has been corrected from the number reported in EEOC's FY 2002 Annual Report. Please note that the instances of counseling by an ADR intake officer in FY 2000 were excluded due to concerns about the accuracy of the data.

**- EEO Program Tips -**

To improve pre-complaint counseling times:

- 1) Establish time frames for each major counseling task or activity.
- 2) Monitor compliance with the established time frames and take immediate appropriate action for non-compliance.
- 3) Require supervisors and managers to cooperate promptly with counselors. Advise counselors how to escalate non-cooperation from management.

**Table 2 - Timeliness of Pre-Complaint Counseling  
FY 2003**

Indicator	Government-Wide Average	Cabinet Agency Average	Mid-Size Agency Average	Small Agency Average
% of instances of counseling completed within 30 days	37%	36%	45%	60%
% of instances of counseling that exceeded 90 day time limit	15%	16%	9%	8%

**c. ADR Usage in the Pre-Complaint Stage**

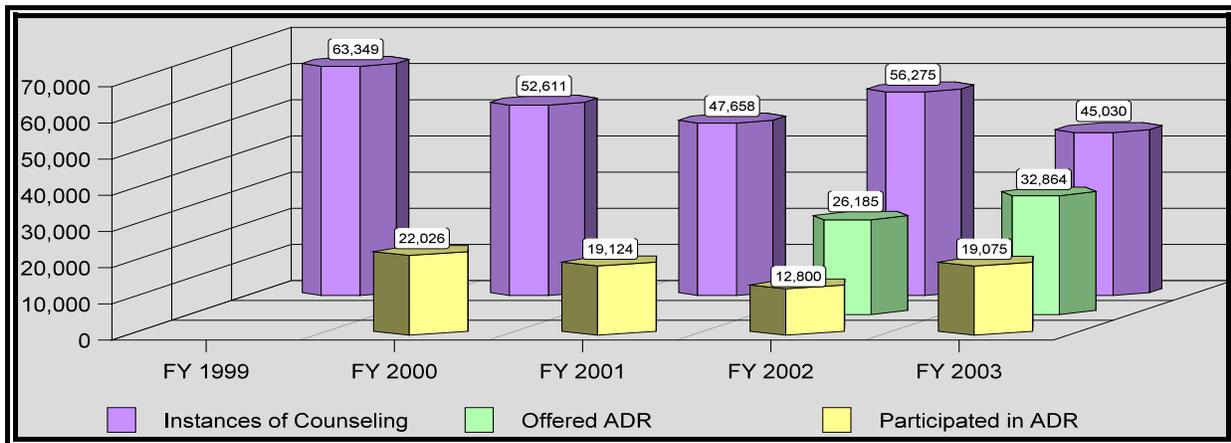
- ▶ In FY 2003, ADR was used in 42% of all instances of EEO counseling, which represents an increase of 49% from the ADR participation rate (23%) in FY 2002. This increase is due, in large part, to an ADR offer rate that climbed from 47% in FY 2002 to 73% in FY 2003.
- ▶ To reach EEOC's goal that parties participate in ADR in half of all instances of counseling, agencies should strive to offer ADR to at least 75% of all pre-complaint disputes.

**- EEO Program Tips -**

To improve an ADR program:

- 1) Obtain top-down support, including an ADR policy, mandatory management participation, and sufficient funding.
- 2) Establish a One-Stop Shop - a standalone ADR program that handles all types of workplace disputes.
- 3) Make a commitment to train all managers and employees on the benefits of ADR.

**Figure 6 - ADR Usage in the Pre-Complaint Stage<sup>4</sup>**  
FY 1999 - 2003



**d. Resolutions in the Pre-Complaint Stage**

- ▶ Of the 45,030 instances of counseling in FY 2003, 28,011 (62%) did not result in a complaint filed, including all settlements.
- ▶ In FY 2003, 11,629 instances of counseling were resolved through ADR, resulting in a 60% resolution rate.
- ▶ In FY 2003, 16,382 instances of counseling were resolved by an EEO Counselor, resulting in a 64% resolution rate.
- ▶ Since FY 2000, ADR has averaged a 60% resolution rate in the pre-complaint stage, while EEO counselors have averaged 56%.

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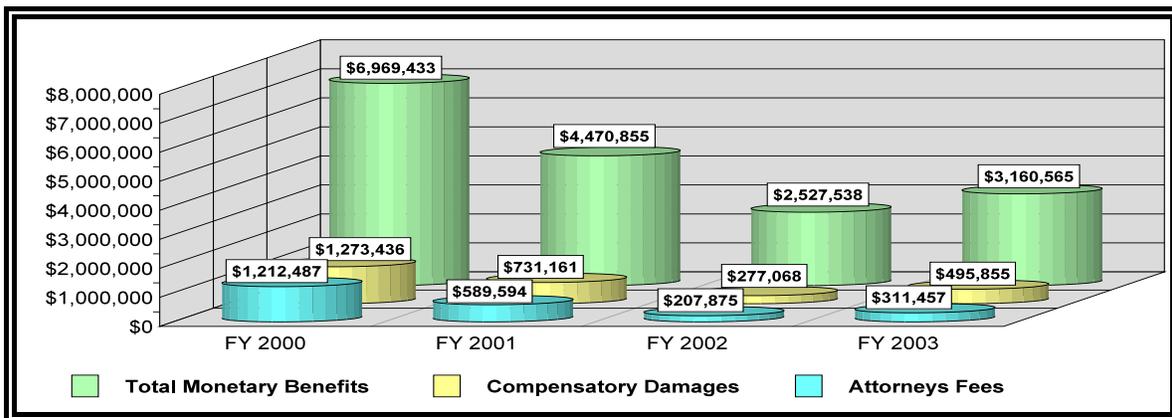
<sup>4</sup>The EEOC did not collect data pertaining to ADR activities in FY 1999 and did not collect ADR offer rates until FY 2002.

**Table 3 - Comparison of Pre-Complaint Resolutions  
FY 2000 - FY 2003**

Fiscal Year	Completed Instances of Counseling			Settlements		No Formal Complaint		Monetary Benefits	
	Total	ADR	Counseling	ADR	Counseling	ADR	Counseling	ADR	Counseling
2000	52,611	15,985	36,626	7,056	7,162	2,954	10,915	\$1,547,486	\$5,421,947
2001	47,658	18,143	29,515	8,318	3,632	1,787	10,620	\$2,331,867	\$2,138,988
2002	56,275	12,886	43,389	5,888	3,162	2,129	23,151	\$1,942,638	\$584,900
2003	45,030	19,382	25,648	7,168	1,031	4,461	15,351	\$1,384,474	\$1,776,091

- ▶ Of the resolved instances of counseling in FY 2003, 8,199 entered into settlement agreements, including 603 settlements with monetary benefits, totaling \$3,160,565.
- ▶ In FY 2003, individuals in 7,168 instances of counseling settled their dispute through ADR, including 464 with monetary settlements totaling \$1,384,474.
- ▶ In FY 2003, individuals in 1,031 instances of counseling settled their dispute through an EEO Counselor, including 139 with monetary settlements totaling \$1,776,091.

**Figure 7 - Total Monetary Benefits in the Pre-Complaint Stage<sup>5</sup>  
FY 2000 - FY 2003**



<sup>5</sup>The EEOC did not collect pre-complaint monetary benefits in FY 1999.

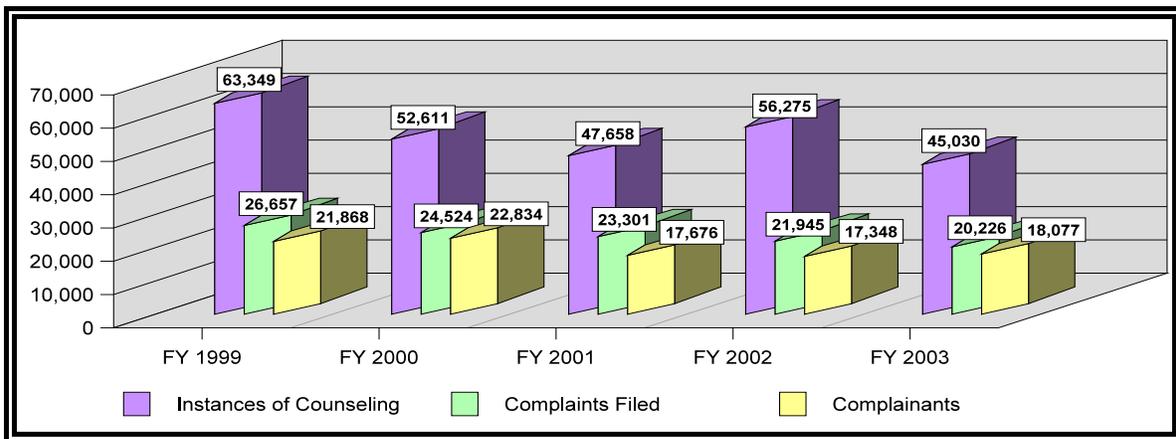
2. **Formal Complaint Stage**

a. **Formal Complaint Workload**

i. **Analysis of Complaint Activities**

- ▶ The number of complaints filed decreased almost 8%, from 21,945 complaints filed in FY 2002 to 20,226 complaints filed in FY 2003.
- ▶ A five-year trend shows that both the instances of EEO counseling and the number of complaints filed have decreased by 29% and 24%, respectively.
- ▶ Although the number of complaint filings decreased, the number of individuals who filed complaints in FY 2003 increased by 4% (from 17,348 in FY 2002 to 18,077 in FY 2003), however, they decreased by 17.3% from the 21,868 in FY 1999.

**Figure 8 - Complaints Filed Compared to Complainants and Instances of Counseling<sup>6</sup>  
FY 1999 - FY 2003**



ii. **Analysis of Bases and Issues in Complaints Filed**

- ▶ As in previous years, reprisal was the most frequent basis alleged for all complaints filed, representing 40% of all complaints filed.

<sup>6</sup>The FY 2002 complainants total in this figure include 27 complainants from the Department of Education not shown in the FY 2002 Annual Report.

**EEOC FY 2003 Annual Report on the Federal Workforce**

**Table 4 - Top 5 Bases Alleged (As Percentage of Total Complaints)  
FY 1999 - FY 2003**

Bases	FY 1999	FY 2000	FY 2001	FY2002	FY 2003
Reprisal	53%	40%	40%	37%	40%
Age	29%	24%	25%	24%	29%
Race - Black	34%	34%	26%	26%	26%
Sex - Female	30%	24%	25%	24%	25%
Disability - Physical	24%	18%	21%	22%	24%

- ▶ "Non-sexual Harassment" was the most frequently cited of all issues alleged in complaints, followed by "Promotion/Non-selection," and "Terms/Conditions of Employment."

**Table 5 - Top 3 Issues Alleged (As Percentage of Total Complaints)  
FY 1999 - FY 2003**

Issues	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Harassment - Non-Sexual	41%	22%	26%	25%	28%
Promotion/Non-selection	32%	18%	20%	17%	22%
Terms/Conditions	23%	15%	15%	14%	13%

**- EEO Program Tips -**

To prevent unlawful discrimination and retaliation:

- 1) Train all employees, including managers and supervisors on what constitutes unlawful discrimination/reprisal, the types of disciplinary actions that may be taken, and effective communication skills.
- 2) Evaluate managers and supervisors on efforts to ensure equality of opportunity for all employees.
- 3) Agencies should ensure that managers and supervisors have and utilize effective managerial and supervisory skills.

**b. Timeliness of Formal Complaint Activities**

**i. Timeliness of Investigations**

- ▶ Regulations require that complaint investigations be completed within 180 days unless extended by written agreement, complaint amendment, or complaint consolidation.
- ▶ On average, agencies failed to meet timeliness requirements for completing complaint investigations. Agencies exceeded the 180 day time limit in 60% of investigations completed in FY 2003.
- ▶ Even with a written agreement to extend the investigation or when a complaint is consolidated or amended, regulations require that all complaint investigations be completed within 360 days. On average, agencies exceeded the 360 day time limit in 20% of investigations completed in FY 2003.
- ▶ On average, small agencies completed investigations in a more timely manner than larger agencies.

**- EEO Program Tips -**

To improve investigation times:

- 1) Ensure EEO offices are adequately staffed with individuals who have the necessary knowledge, skills, and abilities.
- 2) Eliminate unnecessary and redundant procedures that prohibit timely investigations.
- 3) Develop or improve investigative tracking systems to monitor investigative time frames.
- 4) Ensure agencies' EEO policy provides for full cooperation of employees under his/her supervision with EEO office officials such as EEO Counselors, EEO Investigators, etc., to gain timely compliance from complainants and agency management officials.

**Table 6 - Timeliness of Agency Investigations**  
FY 2003

Indicator	Government-Wide Average	Cabinet Agency Average	Mid-Size Agency Average	Small Agency Average
Average Days to Complete Investigations	267	265	310	238

- ▶ Federal sector agencies are failing to timely investigate allegations of discrimination for many reasons. EEOC review of the investigatory practices of four agencies found, among other reasons, that poorly staffed EEO offices, unnecessary and time consuming procedures, delays in obtaining affidavits, and inadequate tracking and monitoring systems contributed to untimely investigations.
- ▶ On average, contract investigations were less timely (averaging 288 days) than those completed by in-house by agencies (averaging 253 days).
- ▶ On average, it cost agencies an average \$2,179 for contractors and \$2,648 for in-house investigators to conduct an investigation.

**ii. Timeliness of Final Agency Decisions with no Administrative Judge's Decision**

- ▶ Regulations require agencies to issue merit decisions within approximately 270 days unless there is an authorized reason to extend the investigation time beyond 180 days.
- ▶ On average, agencies failed to meet the timeliness requirements for taking final action on complaints where hearings were not requested. Agencies averaged 475 days to issue a final agency decision when there was no decision from an EEOC AJ.

**- EEO Program Tips -**

To Improve Final Agency Decision times:

- 1) Issue dismissal decisions within 30 days following receipt of a complaint.
- 2) Assign a complaint for final decision drafting no later than the 36th day following a complainant's receipt of the hearing request notice (allowing 30 days for the complainant to make an election and 5 days for the agency to receive it).
- 3) Specify a firm deadline for completing a draft decision. When determining the deadline, consider the time for review, revision, final approval, and the need to meet the regulatory time limit under 29 C.F.R. 1614.110(b).

- ▶ Government-wide, agencies took 207 days to issue a decision dismissing a complaint on procedural grounds such as untimely EEO counselor contact or failure to state a claim. EEO Management Directive 110 requires agencies to process dismissals expeditiously.

**EEOC FY 2003 Annual Report on the Federal Workforce**

- ▶ On average, smaller agencies issued final agency decisions without an AJ decision faster than large agencies.

**Table 7 - Timeliness of Complaint Processing**  
FY 2003

Indicator	Government-Wide Average	Cabinet Agency Average	Mid-Size Agency Average	Small Agency Average
Average Days for Final Decisions without AJ Decision	475	472	529	468

**c. ADR Usage in the Formal Complaint Stage**

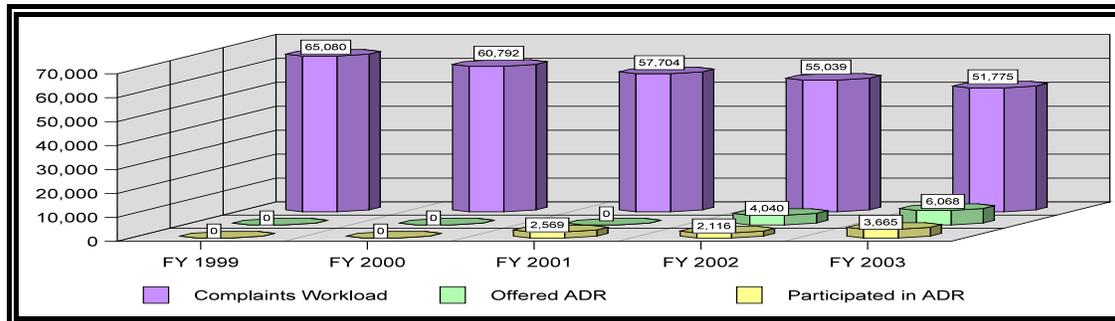
- ▶ As a result of an ADR offer rate of 12% in FY 2003, ADR was utilized in only 7% of the complaints workload during the formal complaint stage.
- ▶ A three-year trend analysis shows that the ADR participation rate has increased from 4% in FY 2001 to 7% in FY 2003.

**- EEO Program Tips -**

To Increase ADR Usage in the Formal Complaint Stage:

- 1) Conduct ADR after the complainant has reviewed the investigative file but prior to issuing the 29 C.F.R. §1614.108(f) notice. See MD-110, Chapter 6, Section XI. Settlement opportunities may improve because the parties have a better understanding of the facts.
- 2) If a factual record has been developed (i.e., the report of investigation), consider using ADR techniques that permit evaluative feedback by the neutral, such as settlement conferences and early neutral evaluation.

**Figure 9 - ADR Usage in the Formal Complaint Stage<sup>7</sup>**  
FY 1999 - 2003



<sup>7</sup>During the formal complaint stage, the EEOC did not collect the number of ADR offers until FY 2002 and ADR participation rates until FY 2001.

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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- ▶ When ADR was employed during the formal complaint stage, mediation was the most frequently used technique (85%).

### **- EEO Program Tips -**

The benefits of ADR include:

- 1) By providing a safe forum for an open discussion, ADR may repair working relationships;
- 2) With management showing a commitment to discuss employees' concerns, ADR may improve office morale;
- 3) Settlement agreements are risk free for agencies because they do not require admissions of liability;
- 4) Settlements through ADR are cost-effective because only 7% resulted in monetary benefits in FY 2003 and the average amount of monetary benefits was \$3,607 over the last three years;
- 5) Because parties have control over the resolution of their dispute, settlement agreements may be more durable than court decisions; and
- 6) Since ADR averages a 60% resolution rate, it will save the parties significant time and resources, which also help agencies get to green on the Presidential Management Agenda (PMA) for human capital.

#### **d. Resolutions in the Formal Complaint Stage**

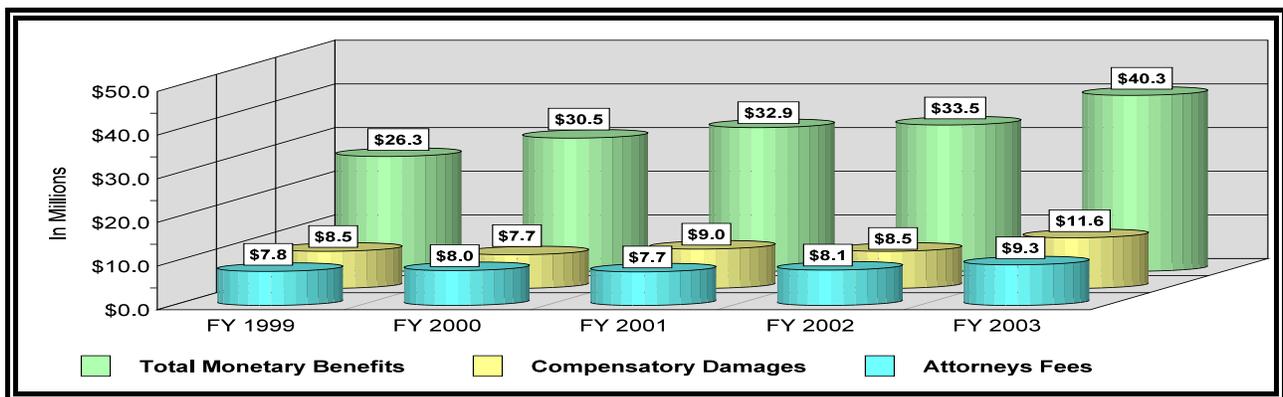
- ▶ Government-wide, 19,772 EEO complaints were resolved in FY 2003: 3,893 (19.7%) resulted in a final action on the merits following an EEOC AJ's decision; 5,287 (26.7%) were final agency decisions on the merits without an AJ's decision; 2,723 (13.8%) were procedural dismissals; 5,573 (28.2%) were settlements; and 2,296 (11.6%) were withdrawals.

**Table 8 - EEO Complaint Resolutions by Type with Government-wide Average Processing Times (APT) in Days**

	Resolutions		Final Agency Actions With AJ Decisions		Final Agency Decisions Without AJ Decisions		Procedural Dismissals		Settlements		Withdrawals	
	Total	APT	Total	APT	Total	APT	Total	APT	Total	APT	Total	APT
FY 1999	29,822	423	3937	814	6238	566	9903	192	6961	436	2783	339
FY 2000	27,177	472	5,766	772	5,216	N/A	7,836	N/A	5,794	507	2,565	350
FY 2001	25,283	464	3,830	800	5,247	402	8,308	N/A	5,261	523	2,547	389
FY 2002	22,889	418	3,841	833	5,467	326	5,770	205	5,606	482	2,205	309
FY 2003	19,772	541	3,893	796	5,287	475	2,723	207	5,573	507	2,296	380

- ▶ EEOC collects data on benefits awarded and actions taken in response to settlement agreements, final agency decisions, and final agency actions in which agencies agreed to fully implement EEOC AJ decisions.
  - ▶ Total amounts of monetary awards have increased 53%, from \$26.3 million in FY 1999 to \$40.3 million in FY 2003.
  - ▶ The per capita increased from \$6,203 in FY 1999 to \$6,926 in FY 2003.
  - ▶ Agencies reported paying more than \$11.6 million in compensatory damages for complaints closed in FY 2003 – an increase of 36% from FY 1999.
  - ▶ Attorney's fees reached \$9.3 million in FY 2003 - an increase of 19% from FY 1999.

**Figure 10 - Total Monetary Benefits in the Formal Complaint Stage  
FY 1999 - FY 2003**



**Table 9- Agency Resolutions with Benefits<sup>8</sup>**

		Findings of Discrimination			Settlements		Monetary Benefits	
FY	Total	Number	% of Total Closures	% of Merits Closures	Number	% of Total Closures	Amount	Per Capita
1999	29,822	245	0.8%	2.4%	6,961	23.3%	\$26,326,791	\$3,653
2000	27,177	305	1.1%	3.0%	5,794	21.3%	\$30,484,672	\$4,998
2001	25,283	261	1.0%	2.9%	5,261	20.8%	\$32,941,218	\$5,965
2002	22,889	248	1.1%	2.7%	4,475	19.6%	\$33,528,757	\$7,099
2003	19,772	264	1.3%	2.9%	5,573	28.2%	\$40,328,926	\$6,909

- ▶ Of the 19,772 complaint closures in FY 2003, 7,869 (40%) resulted in either a settlement or a withdrawal (without any monetary or non-monetary benefits) from the EEO process.
- ▶ In FY 2003, 1,546 complaints were resolved of the 3,652 complaints where ADR was attempted, resulting in a 42% resolution rate.
- ▶ In FY 2003, 6,323 complaints were resolved through means other than a formal ADR process, resulting in a 35% resolution rate.
- ▶ Since FY 2000, ADR has averaged a 57% resolution rate in the formal complaint stage, while the non-ADR process has averaged only 30%.
- ▶ Of the resolved complaints in FY 2003, 5,573 resulted in settlement agreements.
- ▶ In FY 2003, individuals in 1,375 complaints settled their dispute through ADR, including 785 settlements with monetary benefits, totaling \$6,027,764.
- ▶ In FY 2003, individuals in 4,198 complaints settled their dispute through means other than a formal ADR process.

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<sup>8</sup> Does not include benefits awarded by EEOC on appeal.

**Table 10 - Comparison of Formal Complaint Resolutions  
by Settlement or Withdrawal With and Without ADR<sup>9</sup>  
FY 2000 - FY 2003**

Fiscal Year	Total Complaint Closures*	Settlements		Withdrawals		Monetary Benefits	
	Total	ADR	Non-ADR	ADR	Non-ADR	ADR	Non-ADR
2000	27,177	980	4,814	160	2,405	\$4,528,032	N/A
2001	25,283	1,336	3,925	150	2,397	\$6,790,337	N/A
2002	22,889	1,131	4,475	120	2,085	\$5,914,384	N/A
2003	19,772	1,375	4,198	171	2,125	\$6,027,764	N/A

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<sup>9</sup>The EEOC has not collected data on the amount of monetary benefits obtained during non-ADR settlements in the formal complaint stage.

\*Formal complaint resolutions include withdrawals, settlements, final agency actions with and without an AJ decision.

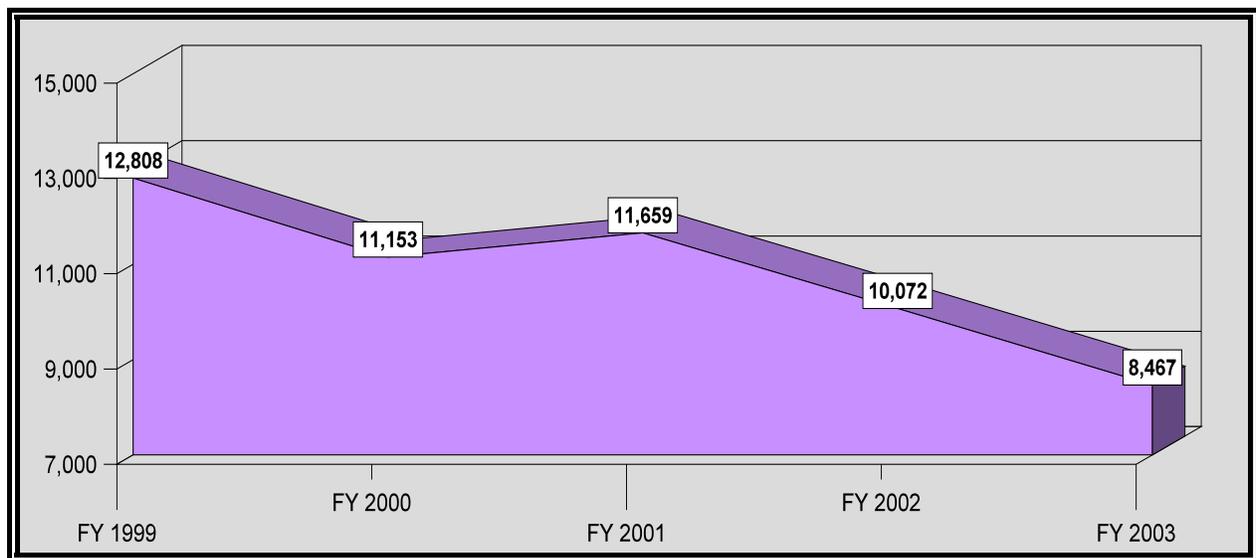
**Section C - Hearings**

In a federal sector discrimination complaint at the hearings stage, an EEOC Administrative Judge (AJ) may oversee discovery and hold a hearing or issue a decision on the record. If a hearing is held, an AJ will hear testimony from witnesses, review relevant evidence, and make findings of fact and law in a decision issued to the parties. In lieu of holding a hearing, an AJ may, in appropriate cases, procedurally dismiss a case or issue a summary judgment decision.

**1. Hearings Inventory**

- ▶ Since FY 1999, the hearings inventory has decreased by nearly 34% from 12,808 cases to 8,467 cases.
- ▶ The reduction in the hearings inventory reflects greater efficiency in case processing which resulted in increased case closures, as well as a decrease in hearing requests.

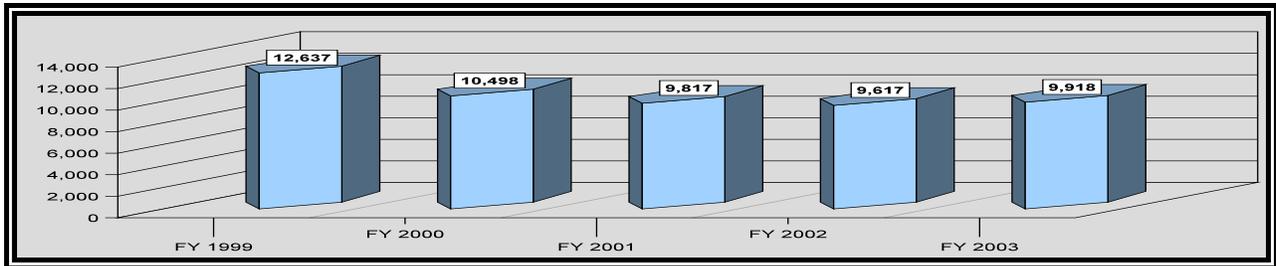
**Figure 11 - Hearings Inventory**  
FY 1999 - FY 2003



## 2. Hearings Requested

- ▶ In FY 2003, hearing requests increased, by 3% to 9,918 from the 9,617 hearing requests in FY 2002, but have decreased generally by 22% from the 12,637 hearing requests in FY 1999.

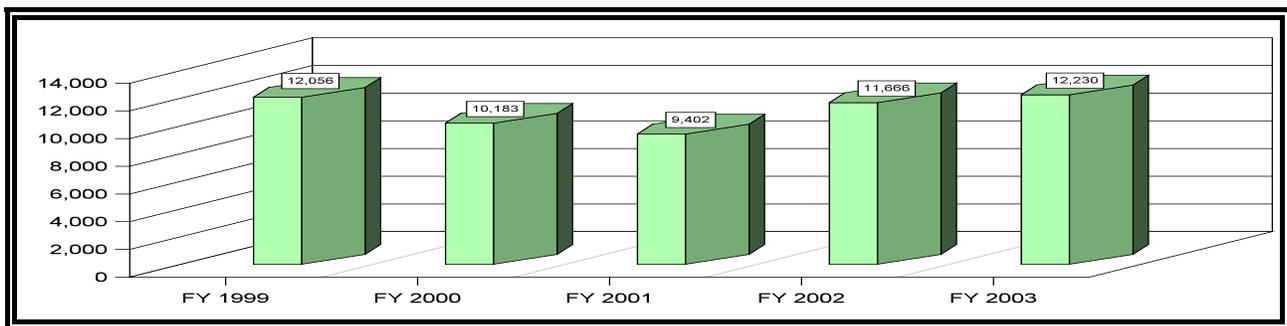
**Figure 12 - Requests for EEOC Hearings<sup>10</sup>**  
FY 1999 - FY 2003



## 3. Hearings Closures

- ▶ During FY 2003, the EEOC's Hearings Program resolved 12,230 cases, including 106 class actions, a 5% increase over the 11,666 cases closed in FY 2002.
- ▶ Of the 12,124 individual cases closed in FY 2003: 1,974 (16.3%) were by decision following a hearing; 2,804 (23.1%) were by decisions on the record; 3,951 (32.6%) were closed by settlements; 1,551 (12.8%) were by procedural dismissal; and 1,844 (15.2%) were withdrawals.

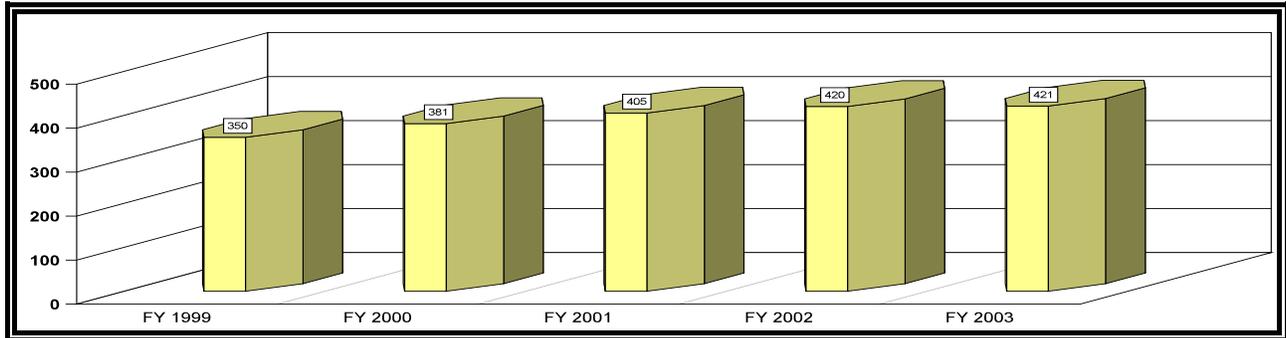
**Figure 13 - Hearings Program Closures<sup>11</sup>**  
FY 1999 - FY 2003



<sup>10</sup>Some of the totals have been corrected from totals reported in previous Annual Reports.

<sup>11</sup>Some of the totals have been corrected from totals reported in previous Annual Reports.

**Figure 14 - Average Processing Days for Hearings  
FY 1999 - FY 2003**



- ▶ While the average processing time for hearings held steady between FY 2002 and FY 2003, the average age of the pending inventory declined over the same period from 347 days in FY 2002 to 296 days in FY 2003. In doing so, the FY 2003 average age of the opened hearing inventory returned to its FY 1999 level (also 296 days).

**4. Agency Actions on AJ Decisions**

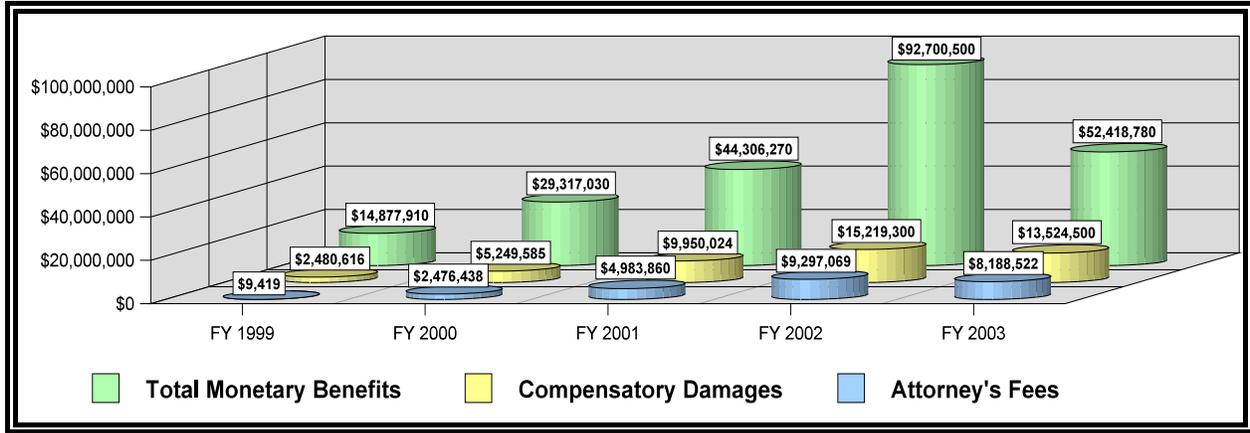
- ▶ Agencies may either fully implement an AJ’s final decision, or appeal the AJ’s decision to EEOC's Office of Federal Operations (OFO).
- ▶ In FY 2003, agencies appealed only 2% of all AJ decisions. However, agencies appealed 37% of the cases where an AJ found discrimination.

**Table 11 - Agency Actions on AJ Decisions  
FY 2000 - FY 2003**

Fiscal Year	Finding Discrimination		Finding No Discrimination		Totals	
	Fully Implemented	Appealed	Fully Implemented	Appealed	Fully Implemented	Appealed
2000	143	67	3,935	14	4,078	81
2001	194	122	3,636	44	3,830	166
2002	197	106	3,644	0	3,841	106
2003	159	92	3,639	3	3,798	95

5. Monetary Benefits Awarded at the Hearing Stage

Figure 15 - Monetary Benefits Awarded from Hearings  
FY 1999 - FY 2003



- ▶ In FY 2003, AJ decisions and settlements at the hearings stage awarded \$52.4 million in benefits to complainants. Monetary benefits at the hearing stage have steadily increased since FY 1999.

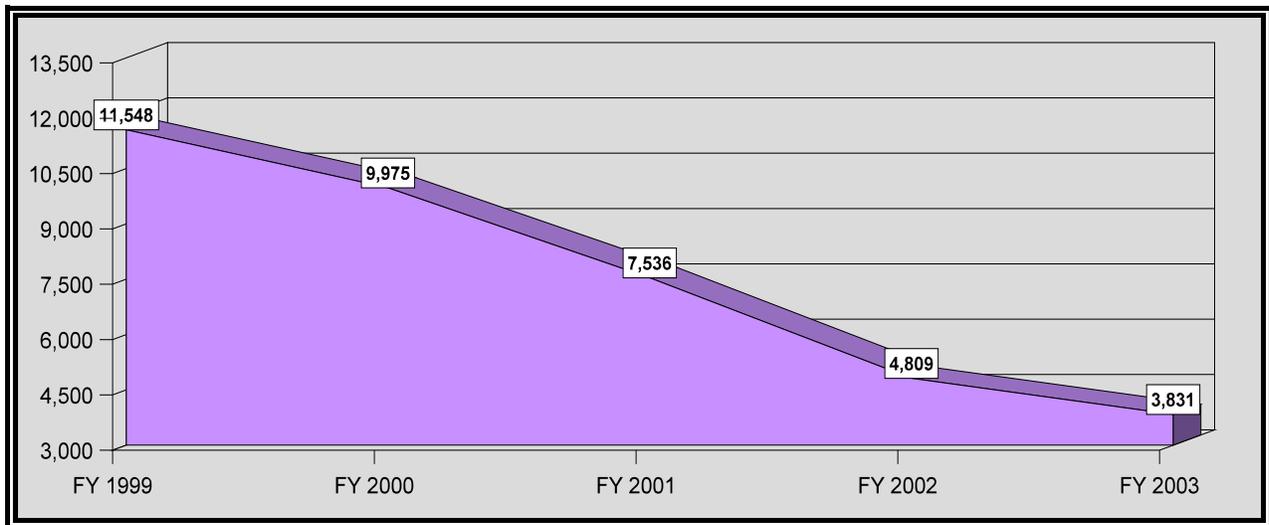
**Section D - Appeals**

Complainants may appeal to OFO from final agency actions taken on their EEO complaints and when they believe that an agency has failed to comply with a settlement agreement or a final order fully implementing an AJ's finding of discrimination. Agencies must appeal to OFO if they do not fully implement a decision rendered by an EEOC AJ. The principle of demonstrated commitment from agency leadership extends to the appellate stage of complaints processing, where agencies are required to comply fully and timely with OFO corrective action.

**1. Appellate Inventory**

- ▶ At the conclusion of FY 2003, OFO's appellate inventory stood at 3,831, a 20% reduction from the FY 2002 ending inventory of 4,809 and a 68% reduction in inventory from the inventory high of 11,918 appeals in January 2000.

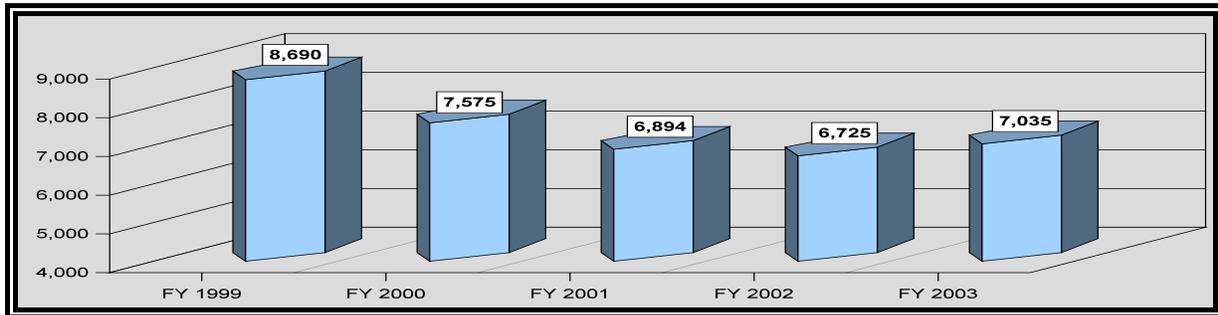
**Figure 16 - Appellate Inventory**  
FY 1999 - FY 2003



## 2. Appellate Receipts

- ▶ 7,035 appeals were filed in FY 2003, a 4% increase from the 6,725 appeals filed in FY 2002, but a 19% decrease from the 8,690 appeals filed in FY 1999.

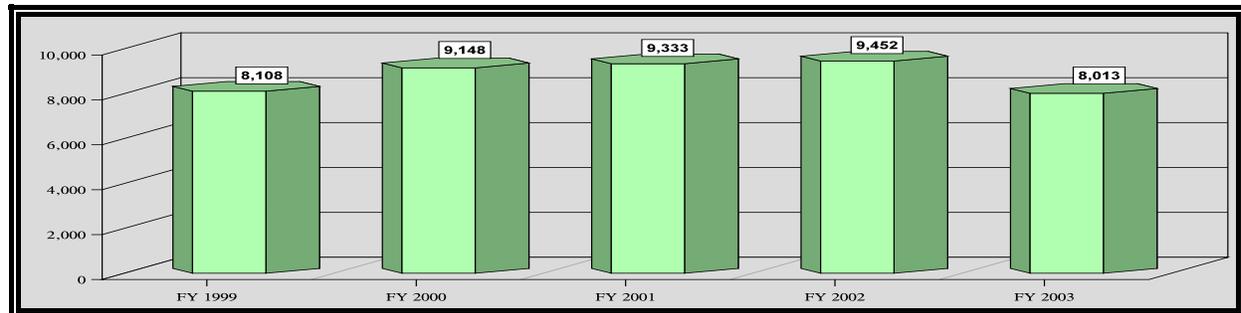
**Figure 17 - Appeals Filed**  
FY 1999 - FY 2003



## 3. Appellate Closures

- ▶ OFO closed a total of 8,013 cases in FY 2003, of which 6,403 were Title VII cases (80% of the total); 2,214 appeals involved the Rehabilitation Act (28% of the total); 1,981 appeals alleged violations of the ADEA (25% of the total); and 104 appeals involved the Equal Pay Act of 1963 (1% of the total).<sup>12</sup>
- ▶ In FY 2003, OFO closed 3,370 appeals addressing the merits of the underlying discrimination claims, and made a total of 218 findings of discrimination (or 6.5% of the total). Reprisal, disability, and gender (female) were the most prevalent bases of discrimination in the findings OFO issued in FY 2003.

**Figure 18 Appellate Closures**  
FY 1999 - FY 2003

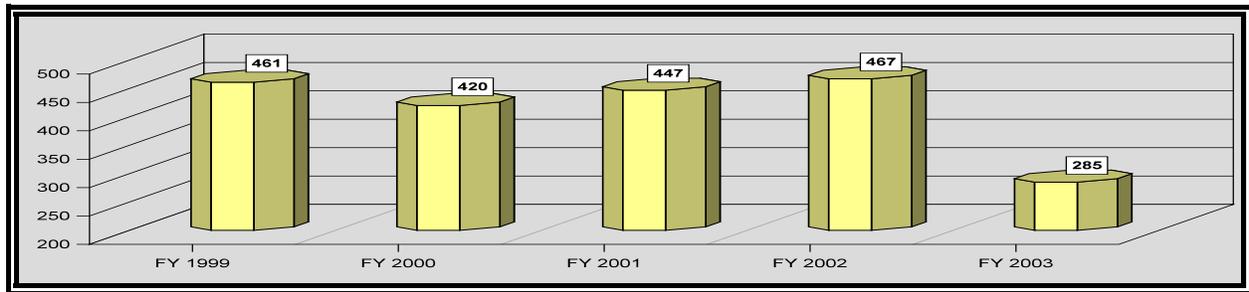


<sup>12</sup>The number and percentage of resolutions by statute will be greater than the number of cases closed, since one or more statutory basis or bases may be alleged in each appeal.

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- ▶ OFO resolved 3,158 (45%) of the 7,035 appeals received in FY 2003, within 180 days.
- ▶ The average age of an open appeal in the inventory at the end of FY 2003 was 190 days - a 26% reduction from the 256-day average age at the end of FY 2002 and a 41% reduction from the 321-day average age at the end of FY 1999.
- ▶ The average processing time for appeals in FY 2003 was 285 days - a 39% decrease from FY 2002's average of 467 days.

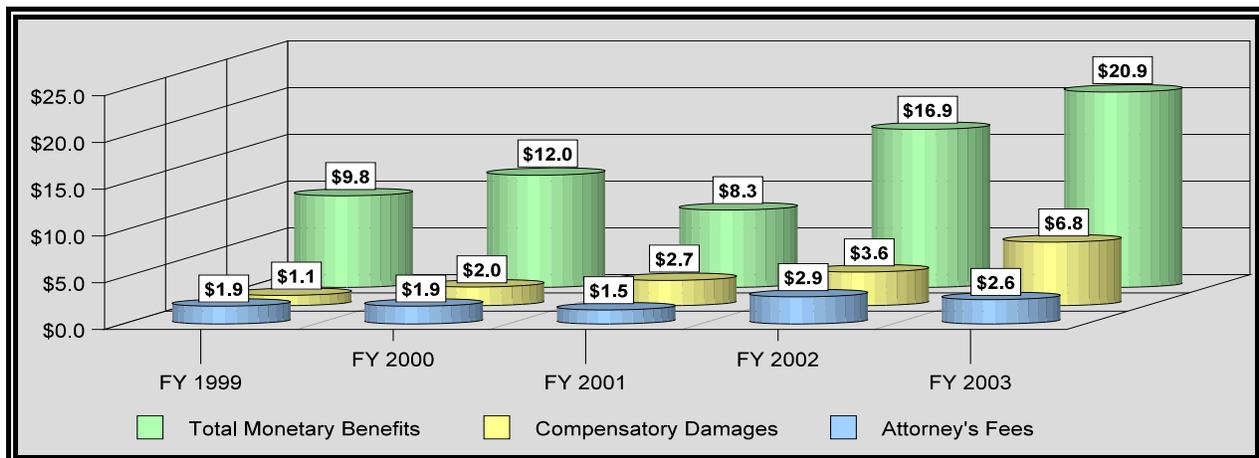
**Figure 19 - Average Processing Days on Appeal**  
FY 1999 - FY 2003



**4. Monetary Benefits Awarded on Appeal**

- ▶ In FY 2003, the \$20.9 million in monetary benefits awarded on appeal increased by 24% from the \$16.9 million awarded in FY 2002 and increased 113% from the \$9.8 million awarded in FY 1999.

**Figure 20 - Monetary Benefits Awarded on Appeal**  
(In Millions of Dollars)





**PART II**

**PROFILES AND COMPARISONS FOR SELECTED FEDERAL AGENCIES**

**Section A      Agency Profiles**

What follows are individual profiles of federal agencies with a total work force of 500 or more employees. These profiles of selected indicators were created from data submitted by agencies in annual "462" reports, and the Civilian Personnel Data File (CPDF), which is maintained by the Office of Personnel Management (OPM). On page II-FedGov-1 is a similar profile for the federal government as a whole for comparison purposes.

The agency profile narratives compare FY 2002 and FY 2003 data. Each agency's profile narrative highlights the participation by race, national origin, gender, and disability of employees in the workforce as a whole, as well as in the agency's major occupations, Senior Pay Level, and the "feeder grades" (GS-14 and GS-15). By comparing these participation rates agencies can identify possible barriers to equality of opportunity and take steps to eliminate those barriers.

The profile narratives also offer data concerning agencies' success in implementing alternative dispute resolution (ADR) activities at the pre-complaint and formal complaint stages of the discrimination complaint process. EEOC is firmly committed to using Alternative Dispute Resolution (ADR) to resolve workplace disputes. Used properly and in appropriate circumstances, ADR can provide faster and less expensive results while at the same time improving workplace communication and morale.

Each profile narrative also contains a number of measures related to the agencies' EEO complaint activities, including the number of complaints filed, complainants, complaints closed, merit decisions, findings of discrimination, and settlements. Also included are the total amounts of money paid by the agency for corrective actions and settlements, total amounts awarded in specific categories, and the average time it took for an agency to process complaints. By providing this information to the President, Congress, and public, agencies maintain transparency in their EEO operations.

Immediately following the profile of each agency is a table containing data on the agency's performance for selected EEO measures in FY 2003. The table highlights discrimination complaint processing activities for each agency and reflects the change in the data provided in FY 2002 and FY 2003. This data is provided to agencies to help them identify areas in which they are achieving success, as well as those in which they still face challenges.

The EEOC relies on each agency to provide accurate and reliable data for its complaint processing program. Although the EEOC reviews and analyzes the data submitted, each agency remains ultimately responsible for the accuracy of its own data.

**Department of Homeland Security** - The Department of Homeland Security (DHS) was created on March 1, 2003. By September 30, 2003, DHS had a permanent workforce of 109,655 employees. One prior independent agency, the former Federal Emergency Management Agency (FEMA) was folded entirely into DHS, and is therefore no longer the subject of an agency profile narrative.

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However, because FEMA continued to process its EEO complaints during FY 2003, its complaint processing data is reported in each of the complaint processing tables.<sup>13</sup> Sub-elements of numerous agencies also were incorporated into DHS, including the following:

<b>Department of Agriculture</b>	The Plum Island Animal Disease Center and part of the Animal and Plant Health Inspection Service
<b>Department of Commerce</b>	Critical Infrastructure Assurance Office
<b>Department of Defense</b>	National Communications System and Defense Nuclear Facilities Safety Board
<b>Department of Energy</b>	Lawrence Livermore National Laboratory, National Infrastructure Simulation and Analysis Center, and Nuclear Incident Response
<b>Department of Health and Human Services</b>	Civilian Biodefense Research Programs and Chemical, Biological, Radiological, and Nuclear Response Assets
<b>Department of Justice</b>	Immigration and Naturalization Service*, National Domestic Preparedness Office, and National Infrastructure Protection Service
<b>Department of Transportation</b>	Coast Guard* and Transportation Security Administration*
<b>Department of Treasury</b>	Customs Service*, Secret Service*, and Federal Law Enforcement Training Center*
<b>General Services Administration</b>	Federal Protective Services* and Federal Computer Incident Response Center

\* Reported complaint processing data as sub-element of Homeland Security-MOU

As a result of the creation of DHS, readers of this Report should exercise care when comparing data from the above agencies in FY 2003 to that from prior years. By way of example, Table 10 indicates that in FY 2002, the Department of Justice had a permanent workforce of 124,539 employees, but only 98,180 permanent employees in FY 2003, and its participation rate for Hispanics fell from 14.22% in FY 2002 to 8.44% in FY 2003. Similarly, the agency profile for the Department of Treasury no longer reflects that Customs Inspector is one of its major occupations.

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<sup>13</sup>DHS entered into Memoranda of Understanding (MOU) with a number of agencies from which it received employees and functions, including the General Services Administration, Department of Justice, Department of Transportation, and Department of the Treasury. Under each MOU, the agencies that transferred functions and employees to DHS continued to process formal complaints for those transferred employees on behalf of DHS. By contrast, DHS processed new EEO complaints and signed final agency actions. Seven MOU sub-elements submitted to the EEOC complaint data provided by the agencies of origin, and the EEOC aggregated that data for the Homeland Security-MOU report. Homeland Security MOU complaint data is presented at the end of each complaint processing table under Homeland Security-MOU. The DHS profile chapter contains a table that presents FEMA indicators, MOU indicators, and combined indicators for the reporting sub-elements of DHS. The narrative portion of the DHS profile section includes the combined data from FEMA and the reporting MOU sub-elements.



**THE FEDERAL GOVERNMENT**

Permanent Workforce: 2,428,330  
Total Reported Workforce: 2,867,837

- The Federal Government's permanent workforce participation rate for women was 42.57%; for Blacks was 18.56%; for Hispanics was 7.22%; for Asians/Pacific Islanders was 5.54%; and for American Indians/Alaskan Natives was 1.5%.
- The Federal Government's GS-14 and GS-15 grade level participation rate for women was 30.36%; for Blacks was 8.78%; for Hispanics was 3.89%; for Asians/Pacific Islanders was 5.24%; and for American Indians/Alaskan Natives was 0.96%.
- The Federal Government's Senior Pay Level participation rate for women was 25.25%; for Blacks was 7.09%; for Hispanics was 3.43%; for Asians/Pacific Islanders was 2.51%; and for American Indians/Alaskan Natives was 0.78%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- Federal agencies completed 19,382 ADR efforts during the pre-complaint stage, of which 11,629 resulted in a settlement.
- There were 45,030 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 18,077 individuals filed 20,226 EEO complaints.
- Federal agencies completed 3,652 ADR efforts during the formal complaint stage, of which 1,546 resulted in a settlement.
- Federal agencies settled 5,573 complaints.
- Federal agencies paid \$40,328,925 for corrective actions: \$4,313,643 for front and/or back pay awards; \$15,120,528 for lump sum payments; \$11,559,078 for compensatory damages; and \$9,335,676 for attorney's fees.
- Federal agencies issued 9,180 decisions on the merits. There were 264 findings of discrimination issued.
- Federal agencies took an average of 541 days to process a complaint from filing to closing. The average processing time for a merit decision was 854 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

Federal Government EEO Indicators		FY 2002	FY 2003	CHANGE
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	56,275	45,030	-20.0%
	% Counseled within regulatory time frame	n/a	88%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	46.5%	73%	
	ADR Election Rate	48.9%	58%	
	ADR Participation Rate	22.8%	42.4%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	21,945	20,226	-7.8%
	Total Workforce	2,768,213	2,867,837	3.6%
	Total Complainants	17,319	18,077	4.4%
	% of Complainants Filing Single Complaint	79%	89.3%	
	% of Workforce who are EEO Complainants	0.6%	0.6%	
<b>Investigations</b>	Total Completed	13,753	13,248	-3.7%
	Average Processing Time for Investigation (Days)	267	267	0.0%
	Amount Spent on In-House Investigations	\$24,418,155	\$21,175,550	-13.3%
	Amount Spent on Contract Investigations	\$11,795,940	\$11,437,504	-3.0%
<b>Type of Closures</b>	Total Closures	22,769	19,772	-13.2%
	Agency Dismissals	5,325	2,429	-54.4%
	Administrative Judge Dismissals	325	294	-9.5%
	Withdrawals	2,205	2,296	4.1%
	Settlements	5,606	5,573	-0.6%
	Merit Decisions (with and without an AJ decision)	9,308	9,180	-1.4%
	<b>Average Processing Days</b> (from date complaint filed)			
All Closures	418	541	29.4%	
Agency Dismissals	n/a	207		
Administrative Judge Dismissals	n/a	622		
Withdrawals	309	380	23.0%	
Settlements	482	507	5.2%	
Merit Decisions (with no AJ decision)	326	475	45.7%	
Merit Decisions (with and without an AJ decision)	470	854	81.7%	
<b>Merit Decisions</b>	Total Number	9,308	11,903	27.9%
	Decisions with Finding of Discrimination	248	264	6.5%
	% of Decisions with Finding of Discrimination	2.7%	2.2%	
<b>Corrective Actions/Benefits</b>	Total Number	5,854	5,823	-0.5%
	Amount of Frontpay/Backpay Benefits	5,266,637	4,313,643	-18.1%
	Amount of Lump Sum Payments	11,612,063	15,120,528	30.2%
	Amount of Compensatory Damages	8,505,452	11,559,078	35.9%
	Amount of Attorneys' Fees	8,144,603	9,335,676	14.6%
<b>Appeals</b>	Cases Received For Review	6,725	7,040	4.7%
	Number of Cases Closed	9,452	8,013	-15.2%

NOTE: NA = Not Applicable



**List of Agencies Included in the Agency Profile Section**

The following agencies have profiles listed alphabetically in this part:

Agency for International Development	Federal Trade Commission
Agriculture, Department of	General Services Administration
Air Force, Department of the	Government Printing Office
Armed Forces Retirement Home	Health and Human Services, Department of
Army, Department of the	Homeland Security, Department of
Army and Air Force Exchange Service	Housing and Urban Development, Department of
Broadcasting Board of Governors	Interior, Department of the
Commerce, Department of	Justice, Department of
Commodity Futures Trading Commission	Labor, Department of
Corporation for National Service	National Aeronautics and Space Administration
Court Services and Offender Supervision Agency	National Archives and Records Administration
Defense Commissary Agency	National Credit Union Administration
Defense Contract Audit Agency	National Gallery of Art
Defense Contract Management Agency	National Labor Relations Board
Defense Education Activity	National Science Foundation
Defense Finance and Accounting Service	Navy, Department of the
Defense Human Resources Activity	Nuclear Regulatory Commission
Defense Information Systems Agency	Office of Personnel Management
Defense Inspector General, Office of the	Pension Benefit Guaranty Corporation
Defense Logistics Agency	Railroad Retirement Board
Defense, Office of the Secretary of	Securities and Exchange Commission
Defense Security Service	Small Business Administration
Defense Threat Reduction Agency	Smithsonian Institution
Education, Department of	Social Security Administration
Energy, Department of	State, Department of
Environmental Protection Agency	Tennessee Valley Authority
Equal Employment Opportunity Commission	Transportation, Department of
Federal Communications Commission	Treasury, Department of
Federal Deposit Insurance Corporation	U.S. Postal Service
Federal Energy Regulatory Commission	Veterans Affairs, Department of

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### **AGENCY FOR INTERNATIONAL DEVELOPMENT (AID)**

Permanent Workforce: 1,706

Total Reported Workforce: 2,171

- AID's permanent workforce participation rate for women was 51.17%; for Blacks was 30.71%; for Hispanics was 3.28%; for Asians/Pacific Islanders was 4.1%; and for American Indians/Alaskan Natives was 0.18%.
- AID's top three major occupations were reported as Miscellaneous Administration and Program, Management and Program Analysis, and Auditing.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 51.31%; for Blacks was 26.18%; for Hispanics was 5.24%; for Asians/Pacific Islanders was 3.14%; and for American Indians/Alaskan Natives was 0%.
  - In the Management and Program Analysis occupation, the participation rate for women was 55.9%; for Blacks was 27.43%; for Hispanics was 1.74%; for Asians/Pacific Islanders was 2.08%; and for American Indians/Alaskan Natives was 0.69%.
  - In the Auditing occupation, the participation rate for women was 34.43%; for Blacks was 36.89%; for Hispanics was 4.1%; for Asians/Pacific Islanders was 9.02%; and for American Indians/Alaskan Natives was 0%.
- AID's GS-14 and GS-15 grade level participation rate for women was 37.83%; for Blacks was 13.16%; for Hispanics was 3.07%; for Asians/Pacific Islanders was 4.71%; and for American Indians/Alaskan Natives was 0.11%.
- AID's Senior Pay Level participation rate for women was 27.78%; for Blacks was 14.58%; for Hispanics was 2.78%; for Asians/Pacific Islanders was 2.08%; and for American Indians/Alaskan Natives was 0.69%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At AID, employees with targeted disabilities represented 0.59% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- AID did not report any completed ADR efforts during the pre-complaint stage.
- There were 33 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 11 individuals filed 11 EEO complaints.
- AID completed 1 ADR effort during the complaint stage, and it resulted in a settlement.
- AID settled 3 complaints.
- AID paid \$36,000 in monetary benefits: \$25,000 for front and/or back pay awards; \$0 for lump sum payments; \$6,000 for compensatory damages; and \$5,000 for attorney's fees.
- AID issued 2 decisions on the merits. There was one finding of discrimination issued.
- AID took an average of 531 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,022 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Agency for International Development EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	18	33	83.3%
	% Counseled within regulatory time frame	88.9%	93.9%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	5.6%	0%	
	ADR Election Rate	0%	0%	
	ADR Participation Rate	0%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	7	11	57.1%
	Total Workforce	2,179	2,171	-0.4%
	Total Complainants	7	11	57.1%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.3%	0.5%	
<b>Investigations</b>	Total Completed	30	6	-80.0%
	Average Processing Time for Investigation (Days)	329	279	-15.2%
	Amount Spent on In-House Investigations	\$17	\$0	-100.0%
	Amount Spent on Contract Investigations	\$40,334	\$19,293	-52.2%
<b>Type of Closures</b>	Total Closures	17	7	-58.8%
	Agency Dismissals	3	2	-33.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	2	0	-100.0%
	Settlements	2	3	50.0%
	Merit Decisions (with and without an AJ decision)	10	2	-80.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	889	531	-40.3%
	Agency Dismissals	144	94	-34.7%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1,163	0	-100.0%
	Settlements	659	496	-24.7%
	Final Agency Decisions (with no AJ decision)	650	501	-22.9%
	Merit Decisions (with and without an AJ decision)	1,103	1,022	-7.3%
<b>Merit Decisions</b>	Total Number	10	2	-80.0%
	Decisions with Finding of Discrimination	0	1	NA
	% of Decisions with Finding of Discrimination	0.0%	50.0%	
<b>Corrective Actions/Benefits</b>	Total Number	2	4	100.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$25,000	NA
	Amount of Lump Sum Payments	\$29,000	\$0	-100.0%
	Amount of Compensatory Damages	\$0	\$6,000	NA
	Amount of Attorneys' Fees	\$16,000	\$5,000	-68.8%
<b>Appeals</b>	Cases Received For Review	5	8	60.0%
	Number of Cases Closed	4	12	200.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF AGRICULTURE (USDA)**

Permanent Workforce: 89,853

Total Reported Workforce: 112,843

- USDA's permanent workforce participation rate for women was 42.85%; for Blacks was 10.63%; for Hispanics was 5.42%; for Asians/Pacific Islanders was 2.44%; and for American Indians/Alaskan Natives was 2.46%.
- USDA's top three major occupations were reported as General Business and Industry, Loan Specialist, and Soil Conservation.
  - In the General Business and Industry occupation, the participation rate for women was 83.87%; for Blacks was 11.96%; for Hispanics was 5.84%; for Asians/Pacific Islanders was 1.1%; and for American Indians/Alaskan Natives was 2.24%.
  - In the Loan Specialist occupation, the participation rate for women was 44.39%; for Blacks was 7.46%; for Hispanics was 5.04%; for Asians/Pacific Islanders was 1.05%; and for American Indians/Alaskan Natives was 1.52%.
  - In the Soil Conservation occupation, the participation rate for women was 22.55%; for Blacks was 7.26%; for Hispanics was 3.92%; for Asians/Pacific Islanders was 0.95%; and for American Indians/Alaskan Natives was 2.6%.
- USDA's GS-14 and GS-15 grade level participation rate for women was 27.05%; for Blacks was 8.8%; for Hispanics was 3.14%; for Asians/Pacific Islanders was 4.09%; and for American Indians/Alaskan Natives was 0.97%.
- USDA's Senior Pay Level participation rate for women was 22.32%; for Blacks was 9.79%; for Hispanics was 3.87%; for Asians/Pacific Islanders was 2.51%; and for American Indians/Alaskan Natives was 0.68%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At USDA, employees with targeted disabilities represented 1.05% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- USDA completed 276 ADR efforts during the pre-complaint stage, of which 105 resulted in a settlement.
- There were 1,356 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 605 individuals filed 686 EEO complaints.
- USDA completed 44 ADR efforts during the complaint stage, of which 30 resulted in a settlement.
- USDA settled 250 complaints.
- USDA paid \$2,552,452 in monetary benefits: \$29,131 for front and/or back pay awards; \$1,619,811 for lump sum payments; \$292,150 for compensatory damages; and \$611,359 for attorney's fees.
- USDA issued 269 decisions on the merits. There were 5 findings of discrimination issued.
- USDA took an average of 808 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,113 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Agriculture EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling*</b>	Instances of EEO Counselor Counseling	1,113	1,313	18.0%
	% Counseled within regulatory time frame	91%	81.7%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	67.8%	79.7%	
	ADR Election Rate	24.7%	28.3%	
	ADR Participation Rate	16.7%	22.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	773	686	-11.3%
	Total Workforce	114,978	112,843	-1.9%
	Total Complainants	721	605	-16.1%
	% of Complainants Filing Single Complaint	93%	88%	
	% of Workforce who are EEO Complainants	0.6%	0.5%	
<b>Investigations</b>	Total Completed	2,875	452	-84.3%
	Average Processing Time for Investigation (Days)	329	464	41.0%
	Amount Spent on In-House Investigations	\$695	\$0	-100.0%
	Amount Spent on Contract Investigations	\$0	\$1,698,546	NA
<b>Type of Closures</b>	Total Closures	695	610	-12.2%
	Agency Dismissals	121	48	-60.3%
	Administrative Judge Dismissals	3	0	-100.0%
	Withdrawals	78	43	-44.9%
	Settlements	326	250	-23.3%
	Merit Decisions (with and without an AJ decision)	146	269	84.2%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	478	808	69.0%
	Agency Dismissals	513	426	-17.0%
	Administrative Judge Dismissals	780	0	-100.0%
	Withdrawals	569	463	-18.6%
	Settlements	708	613	-13.4%
	Final Agency Decisions (with no AJ decision)	718	958	33.4%
	Merit Decisions (with and without an AJ decision)	582	1,113	91.2%
<b>Merit Decisions</b>	Total Number	146	269	84.2%
	Decisions with Finding of Discrimination	7	5	-28.6%
	% of Decisions with Finding of Discrimination	4.8%	1.9%	
<b>Corrective Actions/Benefits</b>	Total Number	333	255	-23.4%
	Amount of Frontpay/Backpay Benefits	\$3,338	\$29,131	772.7%
	Amount of Lump Sum Payments	\$189,256	\$1,619,811	755.9%
	Amount of Compensatory Damages	\$405,408	\$292,150	-27.9%
	Amount of Attorneys' Fees	\$120,763	\$611,359	406.2%
<b>Appeals</b>	Cases Received For Review	157	140	-10.8%
	Number of Cases Closed	284	145	-48.9%

**NOTE:** NA = Not Applicable

\*The FY 2003 counseling percentages do not total 100% because the agency did not provide counseling times for all FY 2003 counselings.

**U.S. DEPARTMENT OF THE AIR FORCE (USAF)**

Permanent Workforce: 132,948  
Total Reported Workforce: 170,434

- USAF's permanent workforce participation rate for women was 32.41%; for Blacks was 10.81%; for Hispanics was 6.81%; for Asians/Pacific Islanders was 2.25%; and for American Indians/Alaskan Natives was 1.2%.
- USAF's top three major occupations were reported as General Engineering, Electronics Engineering, and Management and Program Analyst.
  - In the General Engineering occupation, the participation rate for women was 11.63%; for Blacks was 3.33%; for Hispanics was 4.05%; for Asians/Pacific Islanders was 4.82%; and for American Indians/Alaskan Natives was 0.65%.
  - In the Electronics Engineering occupation, the participation rate for women was 8.63%; for Blacks was 5.48%; for Hispanics was 2.97%; for Asians/Pacific Islanders was 9.2%; and for American Indians/Alaskan Natives was 0.92%.
  - In the Management and Program Analyst occupation, the participation rate for women was 56.15%; for Blacks was 10.87%; for Hispanics was 4.43%; for Asians/Pacific Islanders was 1.36%; and for American Indians/Alaskan Natives was 1.33%.
- USAF's GS-14 and GS-15 grade level participation rate for women was 18.95%; for Blacks was 3.72%; for Hispanics was 2.56%; for Asians/Pacific Islanders was 1.73%; and for American Indians/Alaskan Natives was 0.51%.
- USAF's Senior Pay Level participation rate for women was 16.31%; for Blacks was 2.15%; for Hispanics was 1.29%; for Asians/Pacific Islanders was 3%; and for American Indians/Alaskan Natives was 0.86%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At USAF, employees with targeted disabilities represented 0.87% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- USAF completed 518 ADR efforts during the pre-complaint stage, of which 196 resulted in a settlement.
- There were 1,748 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 475 individuals filed 540 EEO complaints.
- USAF completed 145 ADR efforts during the complaint stage, of which 122 resulted in a settlement.
- USAF settled 151 complaints.
- USAF paid \$549,976 in monetary benefits: \$123,745 for front and/or back pay awards; \$242,299 for lump sum payments; \$63,000 for compensatory damages; and \$120,932 for attorney's fees.
- USAF issued 321 decisions on the merits. There were 13 findings of discrimination issued.
- USAF took an average of 440 days to process a complaint from filing to closing. The average processing time for a merit decision was 698 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of the Air Force EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	1,758	1,587	-9.7%
	% Counseled within regulatory time frame	87.2%	88.9%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	68.3%	62.1%	
	ADR Election Rate	33.4%	47.0%	
	ADR Participation Rate	22.8%	29.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	540	540	0.0%
	Total Workforce	139,782	170,434	21.9%
	Total Complainants	478	475	-0.6%
	% of Complainants Filing Single Complaint	88.5%	88%	
	% of Workforce who are EEO Complainants	0.3%	0.3%	
<b>Investigations</b>	Total Completed	405	276	-31.9%
	Average Processing Time for Investigation (Days)	199	205	3.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$103,361	\$69,000	-33.2%
<b>Type of Closures</b>	Total Closures	557	624	12.0%
	Agency Dismissals	86	77	-10.5%
	Administrative Judge Dismissals	3	13	333.3%
	Withdrawals	80	62	-22.5%
	Settlements	178	151	-15.2%
	Merit Decisions (with and without an AJ decision)	209	321	53.6%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	466	440	-5.6%
	Agency Dismissals	224	136	-39.3%
	Administrative Judge Dismissals	432	814	88.4%
	Withdrawals	359	274	-23.7%
	Settlements	246	82	-66.7%
	Final Agency Decisions (with no AJ decision)	376	444	18.1%
	Merit Decisions (with and without an AJ decision)	794	698	-12.1%
<b>Merit Decisions</b>	Total Number	209	321	53.6%
	Decisions with Finding of Discrimination	14	13	-7.1%
	% of Decisions with Finding of Discrimination	6.7%	4.1%	
<b>Corrective Actions/Benefits</b>	Total Number	192	161	-16.1%
	Amount of Frontpay/Backpay Benefits	\$124,444	\$123,745	-0.6%
	Amount of Lump Sum Payments	\$731,540	\$242,299	-66.9%
	Amount of Compensatory Damages	\$446,600	\$63,000	-85.9%
	Amount of Attorneys' Fees	\$192,182	\$120,932	-37.1%
<b>Appeals</b>	Cases Received For Review	232	227	-2.2%
	Number of Cases Closed	333	278	-16.5%

**NOTE:** NA = Not Applicable

**ARMED FORCES RETIREMENT HOME (AFRH)**

Permanent Workforce: 629

Total Reported Workforce: 640

- AFRH's permanent workforce participation rate for women was 60.57%; for Blacks was 62.48%; for Hispanics was 3.97%; for Asians/Pacific Islanders was 3.18%; and for American Indians/Alaskan Natives was 0%.
- AFRH reported no major occupations.
- AFRH's GS-14 and GS-15 grade level participation rate for women was 30%; for Blacks was 40%; for Hispanics was 0%; for Asians/Pacific Islanders was 20%; and for American Indians/Alaskan Natives was 0%.
- AFRH's Senior Pay Level participation rate for women was 33.33%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At AFRH, employees with targeted disabilities represented 0.64% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- AFRH did not report any completed ADR efforts during the pre-complaint stage.
- There were no reported instances of pre-complaint counseling. No one filed any EEO complaints.
- AFRH did not report any completed ADR efforts during the formal complaint stage.
- AFRH reported settling no complaints.
- AFRH reported paying no monetary benefits.
- AFRH issued 12 decisions on the merits. There were no findings of discrimination issued.
- AFRH took an average of 561 days to process a complaint from filing to closing. The average processing time for a merit decision was 561 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Armed Forces Retirement Home EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	6	0	-100.0%
	% Counseled within regulatory time frame	100%	0%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	0%	
	ADR Election Rate	14.3%	0%	
	ADR Participation Rate	14.3%	0.0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	6	0	-100.0%
	Total Workforce	731	640	-12.4%
	Total Complainants	2	0	-100.0%
	% of Complainants Filing Single Complaint	97.1%	0%	
	% of Workforce who are EEO Complainants	1.8%	0%	
<b>Investigations</b>	Total Completed	5	1	-80.0%
	Average Processing Time for Investigation (Days)	500	126	-74.8%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$1,250	\$150	-88.0%
<b>Type of Closures</b>	Total Closures	6	12	100.0%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	0	-100.0%
	Settlements	2	0	-100.0%
	Merit Decisions (with and without an AJ decision)	3	12	300.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	377	561	48.8%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	70	0	-100.0%
	Settlements	492	0	-100.0%
	Final Agency Decisions (with no AJ decision)	312	248	-20.5%
	Merit Decisions (with and without an AJ decision)	403	561	39.2%
<b>Merit Decisions</b>	Total Number	3	12	300.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	2	0	-100.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$0	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	0	3	NA
	Number of Cases Closed	0	1	NA

NOTE: NA = Not Applicable

**U.S. DEPARTMENT OF THE ARMY (Army)**

Permanent Workforce: 205,878

Total Reported Workforce: 220,863

- Army's permanent workforce participation rate for women was 37.17%; for Blacks was 15.25%; for Hispanics was 6.58%; for Asians/Pacific Islanders was 3.98%; and for American Indians/Alaskan Natives was 1.08%.
- Army's top three major occupations were reported as Civil Engineering, General Engineering, and Management and Program Analyst.
  - In the Civil Engineering occupation, the participation rate for women was 13.51%; for Blacks was 3.9%; for Hispanics was 4.5%; for Asians/Pacific Islanders was 8.23%; and for American Indians/Alaskan Natives was 0.55%.
  - In the General Engineering occupation, the participation rate for women was 10.56%; for Blacks was 4.35%; for Hispanics was 5.43%; for Asians/Pacific Islanders was 8.3%; and for American Indians/Alaskan Natives was 1.01%.
  - In the Management and Program Analyst occupation, the participation rate for women was 65.14%; for Blacks was 13.79%; for Hispanics was 4.96%; for Asians/Pacific Islanders was 3.67%; and for American Indians/Alaskan Natives was 1.23%.
- Army's GS-14 and GS-15 grade level participation rate for women was 20.54%; for Blacks was 5.89%; for Hispanics was 2.84%; for Asians/Pacific Islanders was 4%; and for American Indians/Alaskan Natives was 0.7%.
- Army's Senior Pay Level participation rate for women was 15.95%; for Blacks was 4.29%; for Hispanics was 0.92%; for Asians/Pacific Islanders was 3.07%; and for American Indians/Alaskan Natives was 0.92%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At Army, employees with targeted disabilities represented 0.82% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- Army completed 326 ADR efforts during the pre-complaint stage, of which 165 resulted in a settlement.
- There were 2,058 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 1,003 individuals filed 1,069 EEO complaints.
- Army completed 266 ADR efforts during the complaint stage, of which 170 resulted in a settlement.
- Army settled 458 complaints.
- Army paid \$3,995,743 in monetary benefits: \$222,118 for front and/or back pay awards; \$1,483,409 for lump sum payments; \$1,399,352 for compensatory damages; and \$890,864 for attorney's fees.
- Army issued 370 decisions on the merits. There were 18 findings of discrimination issued.
- Army took an average of 352 days to process a complaint from filing to closing. The average processing time for a merit decision was 621 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of the Army EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	1,963	1,790	-8.8%
	% Counseled within regulatory time frame	87%	87.3%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	48.8%	66.1%	
	ADR Election Rate	24.9%	24.8%	
	ADR Participation Rate	12.2%	16.4%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	1,124	1,069	-4.9%
	Total Workforce	203,563	220,863	8.5%
	Total Complainants	1,073	1,003	-6.5%
	% of Complainants Filing Single Complaint	95.5%	93.8%	
	% of Workforce who are EEO Complainants	0.5%	0.5%	
<b>Investigations</b>	Total Completed	571	468	-18.0%
	Average Processing Time for Investigation (Days)	259	248	-4.2%
	Amount Spent on In-House Investigations	\$629,115	\$550,084	-12.6%
	Amount Spent on Contract Investigations	\$0	\$0	NA
<b>Type of Closures</b>	Total Closures	1,362	1,114	-18.2%
	Agency Dismissals	251	145	-42.2%
	Administrative Judge Dismissals	27	28	3.7%
	Withdrawals	142	113	-20.4%
	Settlements	483	458	-5.2%
	Merit Decisions (with and without an AJ decision)	454	370	-18.5%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	386	352	-8.8%
	Agency Dismissals	122	74	-39.3%
	Administrative Judge Dismissals	652	409	-37.3%
	Withdrawals	198	203	2.5%
	Settlements	304	256	-15.8%
	Final Agency Decisions (with no AJ decision)	329	280	-14.9%
	Merit Decisions (with and without an AJ decision)	655	621	-5.2%
<b>Merit Decisions</b>	Total Number	454	370	-18.5%
	Decisions with Finding of Discrimination	25	18	-28.0%
	% of Decisions with Finding of Discrimination	5.5%	4.9%	
<b>Corrective Actions/Benefits</b>	Total Number	508	476	-6.3%
	Amount of Frontpay/Backpay Benefits	\$183,874	\$222,118	20.8%
	Amount of Lump Sum Payments	\$1,710,781	\$1,483,409	-13.3%
	Amount of Compensatory Damages	\$500,386	\$1,399,352	179.7%
	Amount of Attorneys' Fees	\$554,202	\$890,864	60.7%
<b>Appeals</b>	Cases Received For Review	473	424	-10.4%
	Number of Cases Closed	595	532	-10.6%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **ARMY & AIR FORCE EXCHANGE SERVICE (AAFES)**

Permanent Workforce: 36,612

Total Reported Workforce: 37,973

- AAFES' permanent workforce participation rate for women was 64.59%; for Blacks was 28.27%; for Hispanics was 12.9%; for Asians/Pacific Islanders was 13.98%; and for American Indians/Alaskan Natives was 0.83%.
- AAFES' top three major occupations were reported as Retail Operations (Generalist), Retail Operations (Planner/Analyst), and Food Management.
  - In the Retail Operations (Generalist) occupation, the participation rate for women was 77.4%; for Blacks was 25.28%; for Hispanics was 13.31%; for Asians/Pacific Islanders was 18.22%; and for American Indians/Alaskan Natives was 0.84%.
  - In the Retail Operations (Planner/Analyst) occupation, the participation rate for women was 82.81%; for Blacks was 25.22%; for Hispanics was 16.28%; for Asians/Pacific Islanders was 17.41%; and for American Indians/Alaskan Natives was 0.94%.
  - In the Food Management occupation, the participation rate for women was 65.06%; for Blacks was 33.65%; for Hispanics was 12.87%; for Asians/Pacific Islanders was 16.75%; and for American Indians/Alaskan Natives was 0.76%.
- AAFES' GS-14 and GS-15 grade level participation rate for women was 33.21%; for Blacks was 8.11%; for Hispanics was 7.19%; for Asians/Pacific Islanders was 6.27%; and for American Indians/Alaskan Natives was 1.1%.
- AAFES' Senior Pay Level participation rate for women was 30.76%; for Blacks was 0%; for Hispanics was 7.69%; for Asians/Pacific Islanders was 7.69%; and for American Indians/Alaskan Natives was 7.69%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At AAFES, employees with targeted disabilities represented 1.88% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- AAFES completed 62 ADR efforts during the pre-complaint stage, of which 29 resulted in a settlement.
- There were 397 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 102 individuals filed 107 EEO complaints.
- AAFES completed 6 ADR efforts during the complaint stage, none of which resulted in a settlement.
- AAFES settled 16 complaints.
- AAFES paid \$38,712 in monetary benefits: \$1,281 for front and/or back pay awards; \$34,931 for lump sum payments; \$0 for compensatory damages; and \$2,500 for attorney's fees.
- AAFES issued 35 decisions on the merits. There were no findings of discrimination issued.
- AAFES took an average of 554 days to process a complaint from filing to closing. The average processing time for a merit decision was 756 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Army &amp; Air Force Exchange Service EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	273	397	45.4%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	100%	
	ADR Election Rate	19.4%	12.6%	
	ADR Participation Rate	19.4%	12.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	111	107	-3.6%
	Total Workforce	43,256	37,973	-12.2%
	Total Complainants	110	102	-7.3%
	% of Complainants Filing Single Complaint	99.1%	95.3%	
	% of Workforce who are EEO Complainants	0.3%	0.3%	
<b>Investigations</b>	Total Completed	89	77	-13.5%
	Average Processing Time for Investigation (Days)	276	282	2.2%
	Amount Spent on In-House Investigations	\$464,274	\$483,309	4.1%
	Amount Spent on Contract Investigations	\$0	\$0	NA
<b>Type of Closures</b>	Total Closures	105	92	-12.4%
	Agency Dismissals	19	23	21.1%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	15	18	20.0%
	Settlements	26	16	-38.5%
	Merit Decisions (with and without an AJ decision)	45	35	-22.2%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	481	554	15.2%
	Agency Dismissals	179	185	3.4%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	394	593	50.5%
	Settlements	461	602	30.6%
	Final Agency Decisions (with no AJ decision)	277	363	31.0%
	Merit Decisions (with and without an AJ decision)	649	756	16.5%
<b>Merit Decisions</b>	Total Number	45	35	-22.2%
	Decisions with Finding of Discrimination	2	0	-100.0%
	% of Decisions with Finding of Discrimination	4.4%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	28	16	-42.9%
	Amount of Frontpay/Backpay Benefits	\$31,482	\$1,281	-95.9%
	Amount of Lump Sum Payments	\$201,431	\$34,931	-82.7%
	Amount of Compensatory Damages	\$50,000	\$0	-100.0%
	Amount of Attorneys' Fees	\$12,000	\$2,500	-79.2%
<b>Appeals</b>	Cases Received For Review	27	25	-7.4%
	Number of Cases Closed	48	35	-27.1%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **BROADCASTING BOARD OF GOVERNORS (BBG)**

Permanent Workforce: 1,779

Total Reported Workforce: 1,899

- BBG's permanent workforce participation rate for women was 35.58%; for Blacks was 20.52%; for Hispanics was 8.32%; for Asians/Pacific Islanders was 12.87%; and for American Indians/Alaskan Natives was 0.28%.
- BBG's major occupation was reported as General Arts and Information.
  - In the General Arts and Information occupation, the participation rate for women was 32.65%; for Blacks was 11.11%; for Hispanics was 11.11%; for Asians/Pacific Islanders was 21.88%; and for American Indians/Alaskan Natives was 0.11%.
- BBG's GS-14 and GS-15 grade level participation rate for women was 23.33%; for Blacks was 8.67%; for Hispanics was 7%; for Asians/Pacific Islanders was 5%; and for American Indians/Alaskan Natives was 0.33%.
- BBG's Senior Pay Level participation rate for women was 30%; for Blacks was 0%; for Hispanics was 5%; for Asians/Pacific Islanders was 5%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At BBG, employees with targeted disabilities represented 0.9% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- BBG completed 3 ADR efforts during the pre-complaint stage, of which 1 resulted in a settlement.
- There were 145 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 18 individuals filed 18 EEO complaints.
- BBG did not report any completed ADR efforts during the formal complaint stage.
- BBG settled 9 complaints.
- BBG paid \$49,145 in monetary benefits: \$4,000 for front and/or back pay awards; \$40,445 for lump sum payments; \$0 for compensatory damages; and \$4,700 for attorney's fees.
- BBG issued 14 decisions on the merits. There were no findings of discrimination issued.
- BBG took an average of 420 days to process a complaint from filing to closing. The average processing time for a merit decision was 359 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Broadcasting Board of Governors EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	85	142	67.1%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	2.3%	12.1%	
	ADR Election Rate	100%	16.7%	
	ADR Participation Rate	2.3%	2.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	35	18	-48.6%
	Total Workforce	1872	1899	1.4%
	Total Complainants	34	18	-47.1%
	% of Complainants Filing Single Complaint	97.1%	100%	
	% of Workforce who are EEO Complainants	1.8%	0.9%	
<b>Investigations</b>	Total Completed	21	17	-19.0%
	Average Processing Time for Investigation (Days)	157	208	32.5%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$0	\$34,400	NA
<b>Type of Closures</b>	Total Closures	34	29	-14.7%
	Agency Dismissals	6	3	-50.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	3	3	0.0%
	Settlements	11	9	-18.2%
	Merit Decisions (with and without an AJ decision)	14	14	0.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	312	420	34.6%
	Agency Dismissals	51	617	1109.8%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	252	325	29.0%
	Settlements	289	480	66.1%
	Final Agency Decisions (with no AJ decision)	111	393	254.1%
	Merit Decisions (with and without an AJ decision)	455	359	-21.1%
<b>Merit Decisions</b>	Total Number	14	14	0.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0	0%	
<b>Corrective Actions/Benefits</b>	Total Number	11	9	-18.2%
	Amount of Frontpay/Backpay Benefits	\$649	\$4,000	516.3%
	Amount of Lump Sum Payments	\$33,000	\$40,445	22.6%
	Amount of Compensatory Damages	\$23,000	\$0	-100.0%
	Amount of Attorneys' Fees	\$51,232	\$4,700	-90.8%
<b>Appeals</b>	Cases Received For Review	5	4	-20.0%
	Number of Cases Closed	17	13	-23.5%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF COMMERCE (Commerce)**

Permanent Workforce: 35,374

Total Reported Workforce: 44,687

- Commerce's permanent workforce participation rate for women was 46.37%; for Blacks was 17.02%; for Hispanics was 3.41%; for Asians/Pacific Islanders was 7.45%; and for American Indians/Alaskan Natives was 0.59%.
- Commerce's top three major occupations were reported as Meteorology, Statistician, and Patent Examining.
  - In the Meteorology occupation, the participation rate for women was 9.75%; for Blacks was 2.26%; for Hispanics was 2.11%; for Asians/Pacific Islanders was 2.11%; and for American Indians/Alaskan Natives was 0.43%.
  - In the Statistician occupation, the participation rate for women was 53.36%; for Blacks was 21.13%; for Hispanics was 5.01%; for Asians/Pacific Islanders was 4.62%; and for American Indians/Alaskan Natives was 0.39%.
  - In the Patent Examining occupation, the participation rate for women was 26.76%; for Blacks was 14.19%; for Hispanics was 4.15%; for Asians/Pacific Islanders was 32.46%; and for American Indians/Alaskan Natives was 0.31%.
- Commerce's GS-14 and GS-15 grade level participation rate for women was 27.96%; for Blacks was 8.24%; for Hispanics was 2.44%; for Asians/Pacific Islanders was 10.69%; and for American Indians/Alaskan Natives was 0.36%.
- Commerce's Senior Pay Level participation rate for women was 24.72%; for Blacks was 7.92%; for Hispanics was 1.7%; for Asians/Pacific Islanders was 4.15%; and for American Indians/Alaskan Natives was 0.38%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At Commerce, employees with targeted disabilities represented 0.9% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- Commerce completed 30 ADR efforts during the pre-complaint stage, of which 5 resulted in a settlement.
- There were 209 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 164 individuals filed 171 EEO complaints.
- Commerce completed 5 ADR efforts during the complaint stage, of which 1 resulted in a settlement.
- Commerce settled 102 complaints.
- Commerce paid \$407,366 in monetary benefits: \$15,556 for front and/or back pay awards; \$205,237 for lump sum payments; \$5,249 for compensatory damages; and \$181,324 for attorney's fees.
- Commerce issued 178 decisions on the merits. There was one finding of discrimination issued.
- Commerce took an average of 653 days to process a complaint from filing to closing. The average processing time for a merit decision was 765 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Commerce EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	276	189	-31.5%
	% Counseled within regulatory time frame	80.8%	82%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	89.2%	66.5%	
	ADR Election Rate	6.3%	15.8%	
	ADR Participation Rate	5.6%	10.5%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	177	171	-3.4%
	Total Workforce	38,401	44,687	16.4%
	Total Complainants	157	164	4.5%
	% of Complainants Filing Single Complaint	88.7%	95.9%	
	% of Workforce who are EEO Complainants	0.4%	0.4%	
<b>Investigations</b>	Total Completed	248	180	-27.4%
	Average Processing Time for Investigation (Days)	243	542	123.0%
	Amount Spent on In-House Investigations	\$1,215,006	\$542,158	-55.4%
	Amount Spent on Contract Investigations	\$18,565	\$158,915	756.0%
<b>Type of Closures</b>	Total Closures	367	332	-9.5%
	Agency Dismissals	41	36	-12.2%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	17	16	-5.9%
	Settlements	147	102	-30.6%
	Merit Decisions (with and without an AJ decision)	161	178	10.6%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	621	653	5.2%
	Agency Dismissals	173	189	9.2%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	758	469	-38.1%
	Settlements	650	649	-0.2%
	Final Agency Decisions (with no AJ decision)	473	566	19.7%
	Merit Decisions (with and without an AJ decision)	650	765	17.7%
<b>Merit Decisions</b>	Total Number	161	178	10.6%
	Decisions with Finding of Discrimination	0	1	NA
	% of Decisions with Finding of Discrimination	0.0%	0.6%	
<b>Corrective Actions/Benefits</b>	Total Number	147	103	-29.9%
	Amount of Frontpay/Backpay Benefits	\$7,872	\$15,556	97.6%
	Amount of Lump Sum Payments	\$350,155	\$205,237	-41.4%
	Amount of Compensatory Damages	\$0	\$5,249	NA
	Amount of Attorneys' Fees	\$74,689	\$181,324	142.8%
<b>Appeals</b>	Cases Received For Review	82	77	-6.1%
	Number of Cases Closed	101	97	-4.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **COMMODITY FUTURES TRADING COMMISSION (CFTC)**

Permanent Workforce: 490

Total Reported Workforce: 536

- CFTC's permanent workforce participation rate for women was 48.98%; for Blacks was 28.16%; for Hispanics was 2.24%; for Asians/Pacific Islanders was 4.69%; and for American Indians/Alaskan Natives was 2.24%.
- CFTC's top two major occupations were reported as General Inspection, Investigation, and Compliance, and General Attorney.
  - In the General Inspection, Investigation, and Compliance occupation, the participation rate for women was 41.27%; for Blacks was 19.05%; for Hispanics was 1.59%; for Asians/Pacific Islanders was 1.59%; and for American Indians/Alaskan Natives was 0%.
  - In the General Attorney occupation, the participation rate for women was 41.52%; for Blacks was 6.43%; for Hispanics was 2.92%; for Asians/Pacific Islanders was 5.26%; and for American Indians/Alaskan Natives was 0%.
- CFTC's GS-14 and GS-15 grade level participation rate for women was 36.65%; for Blacks was 11.52%; for Hispanics was 1.05%; for Asians/Pacific Islanders was 6.81%; and for American Indians/Alaskan Natives was 0%.
- CFTC's Senior Pay Level participation rate for women was 27.27%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At CFTC, employees with targeted disabilities represented 0.2% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- CFTC completed 4 ADR efforts during the pre-complaint stage, none of which resulted in a settlement.
- There were 65 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 9 individuals filed 9 EEO complaints.
- CFTC completed 1 ADR effort during the complaint stage, and it resulted in a settlement.
- CFTC settled 2 complaints.
- CFTC reported paying no monetary benefits.
- CFTC issued 2 decisions on the merits. There were no findings of discrimination issued.
- CFTC took an average of 391 days to process a complaint from filing to closing. The average processing time for a merit decision was 607 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Commodity Futures Trading Commission EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	28	60	114.3%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0%	7.7%	
	ADR Election Rate	0%	100%	
	ADR Participation Rate	0%	7.7%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	4	9	125.0%
	Total Workforce	527	536	1.7%
	Total Complainants	4	9	125.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.8%	1.7%	
<b>Investigations</b>	Total Completed	6	7	16.7%
	Average Processing Time for Investigation (Days)	158	81	-48.7%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$15,595	\$19,755	26.7%
<b>Type of Closures</b>	Total Closures	4	4	0.0%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	2	2	0.0%
	Merit Decisions (with and without an AJ decision)	2	2	0.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	307	391	27.4%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	350	175	-50.0%
	Final Agency Decisions (with no AJ decision)	123	607	393.5%
	Merit Decisions (with and without an AJ decision)	123	607	393.5%
<b>Merit Decisions</b>	Total Number	2	2	0.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	2	2	0.0%
	Amount of Frontpay/Backpay Benefits	\$16,412	\$0	-100.0%
	Amount of Lump Sum Payments	\$0	\$0	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	0	0	NA
	Number of Cases Closed	1	0	-100.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **CORPORATION FOR NATIONAL & COMMUNITY SERVICE (CNCS)**

Permanent Workforce: 191

Total Reported Workforce: 581

- CNCS' permanent workforce participation rate for women was 58.12%; for Blacks was 32.98%; for Hispanics was 4.71%; for Asians/Pacific Islanders was 2.62%; and for American Indians/Alaskan Natives was 0%.
- CNCS reported no major occupations.
- CNCS' GS-14 and GS-15 grade level participation rate for women was 18.18%; for Blacks was 18.18%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- CNCS' Senior Pay Level participation rate for women was 20%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At CNCS, employees with targeted disabilities represented 2.62% of the total workforce.
- CNCS completed 1 ADR efforts during the pre-complaint stage, but it did not result in a settlement.
- There were 12 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 8 individuals filed 8 EEO complaints.
- CNCS completed 2 ADR efforts during the complaint stage, of which 1 resulted in a settlement.
- CNCS settled 7 complaints.
- CNCS paid \$370,492 in monetary benefits: \$147,500 for front and/or back pay awards; \$128,950 for lump sum payments; \$73,992 for compensatory damages; and \$20,050 for attorney's fees.
- CNCS reported issuing no decisions on the merits.
- CNCS took an average of 320 days to process a complaint from filing to closing.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Corporation for National &amp; Community Service EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	28	11	-60.7%
	% Counseled within regulatory time frame	78.6%	81.8%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	17.7%	8.3%	
	ADR Election Rate	83.3%	100%	
	ADR Participation Rate	14.7%	8.3%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	10	8	-20.0%
	Total Workforce	599	581	-3.0%
	Total Complainants	10	8	-20.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	1.7%	1.4%	
<b>Investigations</b>	Total Completed	9	8	-11.1%
	Average Processing Time for Investigation (Days)	195	184	-5.6%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$31,525	\$18,181	-42.3%
<b>Type of Closures</b>	Total Closures	11	9	-18.2%
	Agency Dismissals	2	1	-50.0%
	Administrative Judge Dismissals	0	1	NA
	Withdrawals	1	0	-100.0%
	Settlements	2	7	250.0%
	Merit Decisions (with and without an AJ decision)	6	0	-100.0%
<b>Average Processing Days</b> (from date complaint filed)	All Closures	456	320	-29.8%
	Agency Dismissals	127	188	48.0%
	Administrative Judge Dismissals	0	794	NA
	Withdrawals	488	0	-100.0%
	Settlements	746	271	-63.7%
	Final Agency Decisions (with no AJ decision)	312	188	-39.7%
	Merit Decisions (with and without an AJ decision)	464	0	-100.0%
<b>Merit Decisions</b>	Total Number	6	0	-100.0%
	Decisions with Finding of Discrimination	1	0	-100.0%
	% of Decisions with Finding of Discrimination	16.7%	NA	
<b>Corrective Actions/Benefits</b>	Total Number	3	7	133.3%
	Amount of Frontpay/Backpay Benefits	\$2,259	\$147,500	6429.4%
	Amount of Lump Sum Payments	\$6,700	\$128,950	1824.6%
	Amount of Compensatory Damages	\$10,060	\$73,992	635.5%
	Amount of Attorneys' Fees	\$30,010	\$20,050	-33.2%
<b>Appeals</b>	Cases Received For Review	2	3	50.0%
	Number of Cases Closed	1	3	200.0%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **COURT SERVICES & OFFENDER SUPERVISION AGENCY (CSOSA)**

Permanent Workforce: 967

Total Reported Workforce: 1,006

- CSOSA's permanent workforce participation rate for women was 62.87%; for Blacks was 80.56%; for Hispanics was 3.52%; for Asians/Pacific Islanders was 1.45%; and for American Indians/Alaskan Natives was 0.1%.
- CSOSA's major occupation was reported as Social Science.
  - In the Social Science occupation, the participation rate for women was 60.11%; for Blacks was 81.2%; for Hispanics was 4.22%; for Asians/Pacific Islanders was 1.05%; and for American Indians/Alaskan Natives was 0%.
- CSOSA's GS-14 and GS-15 grade level participation rate for women was 48.78%; for Blacks was 57.32%; for Hispanics was 1.22%; for Asians/Pacific Islanders was 3.66%; and for American Indians/Alaskan Natives was 0%.
- CSOSA's Senior Pay Level participation rate for women was 36.36%; for Blacks was 63.64%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At CSOSA, employees with targeted disabilities represented 0.21% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- CSOSA completed 4 ADR efforts during the pre-complaint stage, of which 2 resulted in a settlement.
- There were 25 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 5 individuals filed 5 EEO complaints.
- CSOSA completed 2 ADR efforts during the complaint stage, of which none resulted in a settlement.
- CSOSA settled 1 complaints.
- CSOSA reported paying no monetary benefits.
- CSOSA issued 6 decisions on the merits. There were no findings of discrimination issued.
- CSOSA took an average of 410 days to process a complaint from filing to closing. The average processing time for a merit decision was 503 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Court Services &amp; Offender Supervision Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	43	25	-41.9%
	% Counseled within regulatory time frame	97.7%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	81.4%	76.0%	
	ADR Election Rate	2.9%	26.3%	
	ADR Participation Rate	2.3%	20.0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	20	5	-75.0%
	Total Workforce	920	1,006	9.3%
	Total Complainants	20	5	-75.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	2.2%	0.5%	
<b>Investigations</b>	Total Completed	11	5	-54.5%
	Average Processing Time for Investigation (Days)	227	415	82.8%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$34,954	\$33,381	-4.5%
<b>Type of Closures</b>	Total Closures	8	10	25.0%
	Agency Dismissals	4	2	-50.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	1	0.0%
	Settlements	0	1	NA
	Merit Decisions (with and without an AJ decision)	3	6	100.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	226	410	81.4%
	Agency Dismissals	74	182	145.9%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	145	501	245.5%
	Settlements	0	217	NA
	Final Agency Decisions (with no AJ decision)	157	295	87.9%
	Merit Decisions (with and without an AJ decision)	455	503	10.5%
<b>Merit Decisions</b>	Total Number	3	6	100.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	0	1	NA
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$0	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	4	1	-75.0%
	Number of Cases Closed	1	3	200.0%

NOTE: NA = Not Applicable

**DEFENSE COMMISSARY AGENCY (DCA)**

Permanent Workforce: 12,038

Total Reported Workforce: 15,590

- DCA's permanent workforce participation rate for women was 59.32%; for Blacks was 26.35%; for Hispanics was 8.69%; for Asians/Pacific Islanders was 16.68%; and for American Indians/Alaskan Natives was 0.88%.
- DCA's major occupation was reported as Commissary Store Management.
  - In the Commissary Store Management occupation, the participation rate for women was 37.9%; for Blacks was 17.7%; for Hispanics was 7.9%; for Asians/Pacific Islanders was 8.8%; and for American Indians/Alaskan Natives was 1%.
- DCA's GS-14 and GS-15 grade level participation rate for women was 26.56%; for Blacks was 8.59%; for Hispanics was 2.34%; for Asians/Pacific Islanders was 0.78%; and for American Indians/Alaskan Natives was 3.13%.
- DCA's Senior Pay Level participation rate for women was 20%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DCA, employees with targeted disabilities represented 1.3% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DCA completed 41 ADR efforts during the pre-complaint stage, of which 17 resulted in a settlement.
- There were 292 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 156 individuals filed 160 EEO complaints.
- DCA completed 84 ADR efforts during the complaint stage, of which 39 resulted in a settlement.
- DCA settled 69 complaints.
- DCA paid \$936,633 in monetary benefits: \$203,385 for front and/or back pay awards; \$571,948 for lump sum payments; \$132,500 for compensatory damages; and \$28,800 for attorney's fees.
- DCA issued 52 decisions on the merits. There were 8 findings of discrimination issued.
- DCA took an average of 303 days to process a complaint from filing to closing. The average processing time for a merit decision was 453 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Commissary Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	227	218	-4.0%
	% Counseled within regulatory time frame	96.5%	91.3%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	16.9%	56.1%	
	ADR Election Rate	90.5%	25.0%	
	ADR Participation Rate	15.3%	14.0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	139	160	15.1%
	Total Workforce	15,624	15,590	-0.2%
	Total Complainants	135	156	15.6%
	% of Complainants Filing Single Complaint	97.1%	97.5%	
	% of Workforce who are EEO Complainants	0.9%	1.0%	
<b>Investigations</b>	Total Completed	77	61	-20.8%
	Average Processing Time for Investigation (Days)	252	205	-18.7%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$19,250	\$15,250	-20.8%
<b>Type of Closures</b>	Total Closures	142	171	20.4%
	Agency Dismissals	23	31	34.8%
	Administrative Judge Dismissals	2	2	0.0%
	Withdrawals	6	17	183.3%
	Settlements	46	69	50.0%
	Merit Decisions (with and without an AJ decision)	65	52	-20.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	446	303	-32.1%
	Agency Dismissals	178	408	129.2%
	Administrative Judge Dismissals	438	163	-62.8%
	Withdrawals	167	64	-61.7%
	Settlements	414	205	-50.5%
	Final Agency Decisions (with no AJ decision)	249	433	73.9%
	Merit Decisions (with and without an AJ decision)	425	453	6.6%
<b>Merit Decisions</b>	Total Number	65	52	-20.0%
	Decisions with Finding of Discrimination	3	8	166.7%
	% of Decisions with Finding of Discrimination	4.6%	15.4%	
<b>Corrective Actions/Benefits</b>	Total Number	49	77	57.1%
	Amount of Frontpay/Backpay Benefits	\$138,349	\$203,385	47.0%
	Amount of Lump Sum Payments	\$183,450	\$571,948	211.8%
	Amount of Compensatory Damages	\$116,174	\$132,500	14.1%
	Amount of Attorneys' Fees	\$71,785	\$28,800	-59.9%
<b>Appeals</b>	Cases Received For Review	48	44	-8.3%
	Number of Cases Closed	82	57	-30.5%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **DEFENSE CONTRACT AUDIT AGENCY (DCAA)**

Permanent Workforce: 4,020

Total Reported Workforce: 4,079

- DCAA's permanent workforce participation rate for women was 47.21%; for Blacks was 10.72%; for Hispanics was 5.27%; for Asians/Pacific Islanders was 7.24%; and for American Indians/Alaskan Natives was 0.35%.
- DCAA's major occupation was reported as Auditing.
  - In the Auditing occupation, the participation rate for women was 41.57%; for Blacks was 9.36%; for Hispanics was 5.29%; for Asians/Pacific Islanders was 7.8%; and for American Indians/Alaskan Natives was 0.29%.
- DCAA's GS-14 and GS-15 grade level participation rate for women was 31.53%; for Blacks was 4.95%; for Hispanics was 3.15%; for Asians/Pacific Islanders was 3.6%; and for American Indians/Alaskan Natives was 0%.
- DCAA's Senior Pay Level participation rate for women was 20%; for Blacks was 6.67%; for Hispanics was 6.67%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DCAA, employees with targeted disabilities represented 1.34% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DCAA completed 3 ADR efforts during the pre-complaint stage, all of which resulted in a settlement.
- There were 37 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 21 individuals filed 23 EEO complaints.
- DCAA completed 5 ADR efforts during the complaint stage, of which 3 resulted in a settlement.
- DCAA settled 12 complaints.
- DCAA paid \$11,735 in monetary benefits: \$235 for front and/or back pay awards; \$11,500 for lump sum payments; \$0 for compensatory damages; and \$0 for attorney's fees.
- DCAA issued 9 decisions on the merits. There were no findings of discrimination issued.
- DCAA took an average of 665 days to process a complaint from filing to closing. The average processing time for a merit decision was 675 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Contract Audit Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	70	37	-47.1%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	16.7%	18.9%	
	ADR Election Rate	16.7%	85.7%	
	ADR Participation Rate	2.8%	16.2%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	37	23	-37.8%
	Total Workforce	4,137	4,079	-1.4%
	Total Complainants	31	21	-32.3%
	% of Complainants Filing Single Complaint	83.8%	91.3%	
	% of Workforce who are EEO Complainants	0.7%	0.5%	
<b>Investigations</b>	Total Completed	28	11	-60.7%
	Average Processing Time for Investigation (Days)	205	211	2.9%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$6,250	\$2,750	-56.0%
<b>Type of Closures</b>	Total Closures	64	32	-50.0%
	Agency Dismissals	3	4	33.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	6	7	16.7%
	Settlements	33	12	-63.6%
	Merit Decisions (with and without an AJ decision)	22	9	-59.1%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	980	665	-32.1%
	Agency Dismissals	42	72	71.4%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	290	431	48.6%
	Settlements	1,040	992	-4.6%
	Final Agency Decisions (with no AJ decision)	865	264	-69.5%
	Merit Decisions (with and without an AJ decision)	1,083	675	-37.7%
<b>Merit Decisions</b>	Total Number	22	9	-59.1%
	Decisions with Finding of Discrimination	1	0	-100.0%
	% of Decisions with Finding of Discrimination	4.5%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	34	12	-64.7%
	Amount of Frontpay/Backpay Benefits	\$1,002	\$235	-76.5%
	Amount of Lump Sum Payments	\$18,100	\$11,500	-36.5%
	Amount of Compensatory Damages	\$20,000	\$0	-100.0%
	Amount of Attorneys' Fees	\$29,339	\$0	-100.0%
<b>Appeals</b>	Cases Received For Review	2	3	50.0%
	Number of Cases Closed	7	4	-42.9%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **DEFENSE CONTRACT MANAGEMENT AGENCY (DCMA)**

Permanent Workforce: 10,683

Total Reported Workforce: 10,620

- DCMA permanent workforce participation rate for women was 38.55%; for Blacks was 12.79%; for Hispanics was 5.41%; for Asians/Pacific Islanders was 3.89%; and for American Indians/Alaskan Natives was 0.82%.
- DCMA top three major occupations were reported as General Business and Industry, Contracting, and Quality Assurance.
  - In the General Business and Industry occupation, the participation rate for women was 22.87%; for Blacks was 9%; for Hispanics was 4.21%; for Asians/Pacific Islanders was 3.83%; and for American Indians/Alaskan Natives was 1.06%.
  - In the Contracting occupation, the participation rate for women was 53.19%; for Blacks was 13.54%; for Hispanics was 5.24%; for Asians/Pacific Islanders was 3.62%; and for American Indians/Alaskan Natives was 0.57%.
  - In the Quality Assurance occupation, the participation rate for women was 14.36%; for Blacks was 10.29%; for Hispanics was 6.96%; for Asians/Pacific Islanders was 2.32%; and for American Indians/Alaskan Natives was 1.04%.
- DCMA GS-14 and GS-15 grade level participation rate for women was 30.78%; for Blacks was 8.45%; for Hispanics was 3.02%; for Asians/Pacific Islanders was 2.62%; and for American Indians/Alaskan Natives was 1.21%.
- DCMA Senior Pay Level participation rate for women was 22.22%; for Blacks was 11.11%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DCMA, employees with targeted disabilities represented 1.39% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DCMA completed 17 ADR efforts during the pre-complaint stage, of which 5 resulted in a settlement.
- There were 85 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 41 individuals filed 41 EEO complaints.
- DCMA completed 13 ADR efforts during the complaint stage, of which 8 resulted in a settlement.
- DCMA settled 26 complaints.
- DCMA paid \$178,819 in monetary benefits: \$31,563 for front and/or back pay awards; \$88,000 for lump sum payments; \$0 for compensatory damages; and \$59,256 for attorney's fees.
- DCMA issued 34 decisions on the merits. There were 2 findings of discrimination issued.
- DCMA took an average of 721 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,101 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Contract Management Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	105	76	-27.6%
	% Counseled within regulatory time frame	83.8%	94.7%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	62.1%	69.4%	
	ADR Election Rate	20%	25.4%	
	ADR Participation Rate	12.4%	17.7%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	70	41	-41.4%
	Total Workforce	11,335	10,620	-6.3%
	Total Complainants	65	41	-36.9%
	% of Complainants Filing Single Complaint	92.9%	100%	
	% of Workforce who are EEO Complainants	0.6%	0.4%	
<b>Investigations</b>	Total Completed	35	33	-5.7%
	Average Processing Time for Investigation (Days)	255	338	32.5%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$70,726	\$21,265	-69.9%
<b>Type of Closures</b>	Total Closures	63	77	22.2%
	Agency Dismissals	22	15	-31.8%
	Administrative Judge Dismissals	1	0	-100.0%
	Withdrawals	6	2	-66.7%
	Settlements	12	26	116.7%
	Merit Decisions (with and without an AJ decision)	22	34	54.5%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	465	721	55.1%
	Agency Dismissals	136	81	-40.4%
	Administrative Judge Dismissals	620	0	-100.0%
	Withdrawals	222	446	100.9%
	Settlements	424	614	44.8%
	Final Agency Decisions (with no AJ decision)	268	595	122.0%
	Merit Decisions (with and without an AJ decision)	876	1,101	25.7%
<b>Merit Decisions</b>	Total Number	22	34	54.5%
	Decisions with Finding of Discrimination	2	2	0.0%
	% of Decisions with Finding of Discrimination	9.1%	5.9%	
<b>Corrective Actions/Benefits</b>	Total Number	14	28	100.0%
	Amount of Frontpay/Backpay Benefits	\$2,176	\$31,563	1350.5%
	Amount of Lump Sum Payments	\$21,806	\$88,000	303.6%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$4,950	\$59,256	1097.1%
<b>Appeals</b>	Cases Received For Review	12	31	158.3%
	Number of Cases Closed	4	27	575.0%

NOTE: NA = Not Applicable

**DEFENSE EDUCATION ACTIVITY (DEdA)**

Permanent Workforce: 10,750

Total Reported Workforce: 17,300

- DEdA's permanent workforce participation rate for women was 71.33%; for Blacks was 10.93%; for Hispanics was 7.19%; for Asians/Pacific Islanders was 2.31%; and for American Indians/Alaskan Natives was 0.3%.
- DEdA's top three major occupations were reported as General Education and Training, Education and Vocational Training, and Human Resource Management.
  - In the General Education and Training occupation, the participation rate for women was 70.87%; for Blacks was 6.82%; for Hispanics was 2.72%; for Asians/Pacific Islanders was 2.57%; and for American Indians/Alaskan Natives was 0.29%.
  - In the Education and Vocational Training occupation, the participation rate for women was 83.48%; for Blacks was 9.86%; for Hispanics was 14.72%; for Asians/Pacific Islanders was 0.69%; and for American Indians/Alaskan Natives was 0.32%.
  - In the Human Resource Management occupation, the participation rate for women was 81.74%; for Blacks was 33.04%; for Hispanics was 6.96%; for Asians/Pacific Islanders was 2.61%; and for American Indians/Alaskan Natives was 0%.
- DEdA's GS-14 and GS-15 grade level participation rate for women was 49.14%; for Blacks was 13.79%; for Hispanics was 2.59%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- DEdA's Senior Pay Level participation rate for women was 36.84%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DEdA, employees with targeted disabilities represented 0.35% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DEdA completed 3 ADR efforts during the pre-complaint stage, none of which resulted in a settlement.
- There were 73 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 31 individuals filed 31 EEO complaints.
- DEdA completed 3 ADR efforts during the complaint stage, all of which resulted in a settlement.
- DEdA settled 22 complaints.
- DEdA paid \$99,392 in monetary benefits: \$2,302 for front and/or back pay awards; \$71,782 for lump sum payments; \$0 for compensatory damages; and \$25,308 for attorney's fees.
- DEdA issued 29 decisions on the merits. There were 2 findings of discrimination issued.
- DEdA took an average of 286 days to process a complaint from filing to closing. The average processing time for a merit decision was 233 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Education Activity EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	50	67	34.0%
	% Counseled within regulatory time frame	100%	91%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	9%	5.5%	
	ADR Election Rate	93.8%	75.0%	
	ADR Participation Rate	8.5%	4.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	50	31	-38.0%
	Total Workforce	17,800	17,300	-2.8%
	Total Complainants	50	31	-38.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.3%	0.2%	
<b>Investigations</b>	Total Completed	35	71	102.9%
	Average Processing Time for Investigation (Days)	479	305	-36.3%
	Amount Spent on In-House Investigations	\$0	\$17,500	NA
	Amount Spent on Contract Investigations	\$8,500	\$2,500	-70.6%
<b>Type of Closures</b>	Total Closures	58	56	-3.4%
	Agency Dismissals	20	2	-90.0%
	Administrative Judge Dismissals	0	2	NA
	Withdrawals	3	1	-66.7%
	Settlements	17	22	29.4%
	Merit Decisions (with and without an AJ decision)	18	29	61.1%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	284	286	0.7%
	Agency Dismissals	173	54	-68.8%
	Administrative Judge Dismissals	0	60	NA
	Withdrawals	184	393	113.6%
	Settlements	259	392	51.4%
	Final Agency Decisions (with no AJ decision)	64	177	176.6%
	Merit Decisions (with and without an AJ decision)	534	233	-56.4%
<b>Merit Decisions</b>	Total Number	18	29	61.1%
	Decisions with Finding of Discrimination	0	2	NA
	% of Decisions with Finding of Discrimination	0.0%	6.9%	
<b>Corrective Actions/Benefits</b>	Total Number	17	24	41.2%
	Amount of Frontpay/Backpay Benefits	\$15,000	\$2,302	-84.7%
	Amount of Lump Sum Payments	\$38,500	\$71,782	86.4%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$41,000	\$25,308	-38.3%
<b>Appeals</b>	Cases Received For Review	11	34	209.1%
	Number of Cases Closed	14	32	128.6%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **DEFENSE FINANCE AND ACCOUNTING SERVICE (DFAS)**

Permanent Workforce: 13,624

Total Reported Workforce: 14,193

- DFAS' permanent workforce participation rate for women was 62.17%; for Blacks was 21.68%; for Hispanics was 4.73%; for Asians/Pacific Islanders was 4.32%; and for American Indians/Alaskan Natives was 0.79%.
- DFAS' top three major occupations were reported as Financial Administration and Program, Accounting, and Information Technology Management.
  - In the Financial Administration and Program occupation, the participation rate for women was 60.58%; for Blacks was 19.02%; for Hispanics was 4.04%; for Asians/Pacific Islanders was 2.79%; and for American Indians/Alaskan Natives was 0.84%.
  - In the Accounting occupation, the participation rate for women was 55.46%; for Blacks was 16.5%; for Hispanics was 4.68%; for Asians/Pacific Islanders was 5.58%; and for American Indians/Alaskan Natives was 0.78%.
  - In the Information Technology Management occupation, the participation rate for women was 41.7%; for Blacks was 9.56%; for Hispanics was 2.15%; for Asians/Pacific Islanders was 2.22%; and for American Indians/Alaskan Natives was 0.37%.
- DFAS' GS-14 and GS-15 grade level participation rate for women was 36.99%; for Blacks was 13.11%; for Hispanics was 2.74%; for Asians/Pacific Islanders was 2.35%; and for American Indians/Alaskan Natives was 0.2%.
- DFAS' Senior Pay Level participation rate for women was 33.33%; for Blacks was 8.33%; for Hispanics was 0%; for Asians/Pacific Islanders was 4.17%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DFAS, employees with targeted disabilities represented 2.08% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DFAS did not report any completed ADR efforts during the pre-complaint stage.
- There were 215 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 106 individuals filed 118 EEO complaints.
- DFAS completed 19 ADR efforts during the complaint stage, of which 10 resulted in a settlement.
- DFAS settled 35 complaints.
- DFAS paid \$280,452 in monetary benefits: \$31,884 for front and/or back pay awards; \$93,667 for lump sum payments; \$53,500 for compensatory damages; and \$101,401 for attorney's fees.
- DFAS issued 62 decisions on the merits. There were 2 findings of discrimination issued.
- DFAS took an average of 526 days to process a complaint from filing to closing. The average processing time for a merit decision was 780 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Finance and Accounting Service EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	241	215	-10.8%
	% Counseled within regulatory time frame	95.4%	97.7%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0%	0%	
	ADR Election Rate	0%	0%	
	ADR Participation Rate	0%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	147	118	-19.7%
	Total Workforce	14,869	14,193	-4.5%
	Total Complainants	125	106	-15.2%
	% of Complainants Filing Single Complaint	85%	90%	
	% of Workforce who are EEO Complainants	0.8%	0.7%	
<b>Investigations</b>	Total Completed	62	84	35.5%
	Average Processing Time for Investigation (Days)	250	160	-36.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$36,461	\$62,345	71.0%
<b>Type of Closures</b>	Total Closures	162	126	-22.2%
	Agency Dismissals	41	23	-43.9%
	Administrative Judge Dismissals	0	1	NA
	Withdrawals	24	5	-79.2%
	Settlements	67	35	-47.8%
	Merit Decisions (with and without an AJ decision)	30	62	106.7%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	446	526	17.9%
	Agency Dismissals	134	56	-58.2%
	Administrative Judge Dismissals	0	550	NA
	Withdrawals	292	363	24.3%
	Settlements	504	406	-19.4%
	Final Agency Decisions (with no AJ decision)	369	205	-44.4%
	Merit Decisions (with and without an AJ decision)	916	780	-14.8%
<b>Merit Decisions</b>	Total Number	30	62	106.7%
	Decisions with Finding of Discrimination	1	2	100.0%
	% of Decisions with Finding of Discrimination	3.3%	3.2%	
<b>Corrective Actions/Benefits</b>	Total Number	68	37	-45.6%
	Amount of Frontpay/Backpay Benefits	\$155,000	\$31,884	-79.4%
	Amount of Lump Sum Payments	\$331,950	\$93,667	-71.8%
	Amount of Compensatory Damages	\$77,150	\$53,500	-30.7%
	Amount of Attorneys' Fees	\$55,500	\$101,401	82.7%
<b>Appeals</b>	Cases Received For Review	59	32	-45.8%
	Number of Cases Closed	63	59	-6.3%

NOTE: NA = Not Applicable

**DEFENSE HUMAN RESOURCES ACTIVITY (DHRA)**

Permanent Workforce: 731

Total Reported Workforce: 737

- DHRA's permanent workforce participation rate for women was 52.59%; for Blacks was 13.13%; for Hispanics was 5.88%; for Asians/Pacific Islanders was 5.2%; and for American Indians/Alaskan Natives was 0.41%.
- DHRA's top two major occupations were reported as Human Resource Management, and Information Technology Management.
  - In the Human Resource Management occupation, the participation rate for women was 63.46%; for Blacks was 16.67%; for Hispanics was 7.37%; for Asians/Pacific Islanders was 2.88%; and for American Indians/Alaskan Natives was 0.64%.
  - In the Information Technology Management occupation, the participation rate for women was 47.28%; for Blacks was 5.43%; for Hispanics was 7.07%; for Asians/Pacific Islanders was 11.96%; and for American Indians/Alaskan Natives was 0.54%.
- DHRA's GS-14 and GS-15 grade level participation rate for women was 45.86%; for Blacks was 5.1%; for Hispanics was 1.91%; for Asians/Pacific Islanders was 1.91%; and for American Indians/Alaskan Natives was 0%.
- DHRA's Senior Pay Level participation rate for women was 41.67%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DHRA, employees with targeted disabilities represented 0.82% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DHRA did not report any completed ADR efforts during the pre-complaint stage.
- There were 2 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). No one filed any EEO complaints.
- DHRA completed 2 ADR efforts during the complaint stage, both of which resulted in a settlement.
- DHRA settled 2 complaints.
- DHRA reported paying no monetary benefits.
- DHRA issued 2 decisions on the merits. There were no findings of discrimination issued.
- DHRA took an average of 401 days to process a complaint from filing to closing. The average processing time for a merit decision was 475 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Human Resources Activity EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	7	2	-71.4%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0%	0%	
	ADR Election Rate	0%	0%	
	ADR Participation Rate	0%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	6	0	-100.0%
	Total Workforce	609	737	21.0%
	Total Complainants	6	0	-100.0%
	% of Complainants Filing Single Complaint	100%	0%	
	% of Workforce who are EEO Complainants	1.0%	0.0%	
<b>Investigations</b>	Total Completed	3	4	33.3%
	Average Processing Time for Investigation (Days)	162	158	-2.5%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$4,500	\$9,231	105.1%
<b>Type of Closures</b>	Total Closures	9	4	-55.6%
	Agency Dismissals	2	0	-100.0%
	Administrative Judge Dismissals	1	0	-100.0%
	Withdrawals	2	0	-100.0%
	Settlements	1	2	100.0%
	Merit Decisions (with and without an AJ decision)	3	2	-33.3%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	763	401	-47.4%
	Agency Dismissals	321	0	-100.0%
	Administrative Judge Dismissals	1,122	0	-100.0%
	Withdrawals	619	0	-100.0%
	Settlements	764	327	-57.2%
	Final Agency Decisions (with no AJ decision)	826	0	-100.0%
	Merit Decisions (with and without an AJ decision)	1,033	475	-54.0%
<b>Merit Decisions</b>	Total Number	3	2	-33.3%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	1	2	100.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$10,000	\$0	-100.0%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	0	0	NA
	Number of Cases Closed	0	0	NA

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **DEFENSE INFORMATION SYSTEMS AGENCY (DISA)**

Permanent Workforce: 5,519

Total Reported Workforce: 5,178

- DISA's permanent workforce participation rate for women was 46.57%; for Blacks was 17.47%; for Hispanics was 3.19%; for Asians/Pacific Islanders was 6.01%; and for American Indians/Alaskan Natives was 0.56%.
- DISA's top three major occupations were reported as Telecommunications, Computer Science, and Information Technology Management.
  - In the Telecommunications occupation, the participation rate for women was 26.1%; for Blacks was 19.58%; for Hispanics was 3%; for Asians/Pacific Islanders was 4.59%; and for American Indians/Alaskan Natives was 0.36%.
  - In the Computer Science occupation, the participation rate for women was 26%; for Blacks was 10%; for Hispanics was 1.5%; for Asians/Pacific Islanders was 31%; and for American Indians/Alaskan Natives was 0.5%.
  - In the Information Technology Management occupation, the participation rate for women was 45.19%; for Blacks was 17.03%; for Hispanics was 4.05%; for Asians/Pacific Islanders was 3.73%; and for American Indians/Alaskan Natives was 0.92%.
- DISA's GS-14 and GS-15 grade level participation rate for women was 27.94%; for Blacks was 10.48%; for Hispanics was 2.4%; for Asians/Pacific Islanders was 5.39%; and for American Indians/Alaskan Natives was 0.4%.
- DISA's Senior Pay Level participation rate for women was 20.69%; for Blacks was 6.9%; for Hispanics was 3.45%; for Asians/Pacific Islanders was 3.45%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DISA, employees with targeted disabilities represented 1.16% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DISA completed 1 ADR efforts during the pre-complaint stage, and it resulted in a settlement.
- There were 26 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 15 individuals filed 15 EEO complaints.
- DISA completed 3 ADR efforts during the complaint stage, of which 1 resulted in a settlement.
- DISA settled 2 complaints.
- DISA paid \$424,432 in monetary benefits: \$294,326 for front and/or back pay awards; \$81,606 for lump sum payments; \$35,000 for compensatory damages; and \$13,500 for attorney's fees.
- DISA issued 8 decisions on the merits. There was one finding of discrimination issued.
- DISA took an average of 523 days to process a complaint from filing to closing. The average processing time for a merit decision was 798 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Information Systems Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	29	26	-10.3%
	% Counseled within regulatory time frame	82.8%	88.5%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	31%	7.7%	
	ADR Election Rate	66.7%	50%	
	ADR Participation Rate	20.7%	3.9%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	9	15	66.7%
	Total Workforce	6,063	5,178	-14.6%
	Total Complainants	7	15	114.3%
	% of Complainants Filing Single Complaint	77.8%	100%	
	% of Workforce who are EEO Complainants	0.1%	0.3%	
<b>Investigations</b>	Total Completed	2	4	100.0%
	Average Processing Time for Investigation (Days)	300	347	15.7%
	Amount Spent on In-House Investigations	\$500	\$0	-100.0%
	Amount Spent on Contract Investigations	\$0	\$1,000	NA
<b>Type of Closures</b>	Total Closures	12	14	16.7%
	Agency Dismissals	5	2	-60.0%
	Administrative Judge Dismissals	0	1	NA
	Withdrawals	2	1	-50.0%
	Settlements	5	2	-60.0%
	Merit Decisions (with and without an AJ decision)	0	8	NA
<b>Average Processing Days (from date complaint filed)</b>	All Closures	219	523	138.8%
	Agency Dismissals	308	11	-96.4%
	Administrative Judge Dismissals	308	214	-30.5%
	Withdrawals	224	89	-60.3%
	Settlements	128	305	138.3%
	Final Agency Decisions (with no AJ decision)	308	669	117.2%
	Merit Decisions (with and without an AJ decision)	0	798	NA
<b>Merit Decisions</b>	Total Number	0	8	NA
	Decisions with Finding of Discrimination	0	1	NA
	% of Decisions with Finding of Discrimination	0.0%	12.5%	
<b>Corrective Actions/Benefits</b>	Total Number	5	3	-40.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$294,326	NA
	Amount of Lump Sum Payments	\$6,350	\$81,606	1185.1%
	Amount of Compensatory Damages	\$0	\$35,000	NA
	Amount of Attorneys' Fees	\$0	\$13,500	NA
<b>Appeals</b>	Cases Received For Review	6	5	-16.7%
	Number of Cases Closed	7	6	-14.3%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **OFFICE OF THE INSPECTOR GENERAL, DEPARTMENT OF DEFENSE (DOIG)**

Permanent Workforce: 1,180

Total Reported Workforce: 1,215

- DOIG's permanent workforce participation rate for women was 42.54%; for Blacks was 19.5%; for Hispanics was 3.39%; for Asians/Pacific Islanders was 4.32%; and for American Indians/Alaskan Natives was 0.68%.
- DOIG's top two major occupations were reported as Auditing, and Criminal Investigating.
  - In the Auditing occupation, the participation rate for women was 43%; for Blacks was 18.29%; for Hispanics was 1.95%; for Asians/Pacific Islanders was 3.89%; and for American Indians/Alaskan Natives was 0.39%.
  - In the Criminal Investigating occupation, the participation rate for women was 20.9%; for Blacks was 7.72%; for Hispanics was 6.11%; for Asians/Pacific Islanders was 3.86%; and for American Indians/Alaskan Natives was 0.64%.
- DOIG's GS-14 and GS-15 grade level participation rate for women was 23.48%; for Blacks was 10%; for Hispanics was 3.48%; for Asians/Pacific Islanders was 3.04%; and for American Indians/Alaskan Natives was 0.87%.
- DOIG's Senior Pay Level participation rate for women was 20%; for Blacks was 0%; for Hispanics was 6.67%; for Asians/Pacific Islanders was 6.67%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DOIG, employees with targeted disabilities represented 1.19% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DOIG completed 1 ADR effort during the pre-complaint stage, but it did not result in a settlement.
- There were 4 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 2 individuals filed 2 EEO complaints.
- DOIG completed 2 ADR efforts during the complaint stage, none of which resulted in a settlement.
- DOIG settled 2 complaints.
- DOIG paid \$112,000 in monetary benefits: \$0 for front and/or back pay awards; \$4,000 for lump sum payments; \$0 for compensatory damages; and \$108,000 for attorney's fees.
- DOIG issued one decision on the merits. There were no findings of discrimination issued.
- DOIG took an average of 545 days to process a complaint from filing to closing. The average processing time for a merit decision was 799 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Office of the Inspector General, Department of Defense EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	44	4	-90.9%
	% Counseled within regulatory time frame	100%	75%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	2.3%	100%	
	ADR Election Rate	100%	25%	
	ADR Participation Rate	2.3%	25%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	4	2	-50.0%
	Total Workforce	1,223	1,215	-0.7%
	Total Complainants	4	2	-50.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.3%	0.2%	
<b>Investigations</b>	Total Completed	4	1	-75.0%
	Average Processing Time for Investigation (Days)	179	225	25.7%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$1,000	\$250	-75.0%
<b>Type of Closures</b>	Total Closures	3	6	100.0%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	3	NA
	Settlements	2	2	0.0%
	Merit Decisions (with and without an AJ decision)	1	1	0.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	558	545	-2.3%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	485	NA
	Settlements	407	507	24.6%
	Final Agency Decisions (with no AJ decision)	0	0	NA
	Merit Decisions (with and without an AJ decision)	859	799	-7.0%
<b>Merit Decisions</b>	Total Number	1	1	0.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	2	2	0.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$4,000	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$108,000	NA
<b>Appeals</b>	Cases Received For Review	0	1	NA
	Number of Cases Closed	1	1	0.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **DEFENSE LOGISTICS AGENCY (DLA)**

Permanent Workforce: 20,763

Total Reported Workforce: 21,262

- DLA's permanent workforce participation rate for women was 42.55%; for Blacks was 22.31%; for Hispanics was 4.61%; for Asians/Pacific Islanders was 2.82%; and for American Indians/Alaskan Natives was 1.1%.
- DLA's top three major occupations were reported as Contracting, Miscellaneous Administration and Program, and Inventory Management.
  - In the Contracting occupation, the participation rate for women was 65.66%; for Blacks was 28.19%; for Hispanics was 3.55%; for Asians/Pacific Islanders was 1.37%; and for American Indians/Alaskan Natives was 0.38%.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 44.67%; for Blacks was 17.55%; for Hispanics was 3.07%; for Asians/Pacific Islanders was 1.37%; and for American Indians/Alaskan Natives was 0.75%.
  - In the Inventory Management occupation, the participation rate for women was 62.75%; for Blacks was 37.36%; for Hispanics was 4.63%; for Asians/Pacific Islanders was 1.58%; and for American Indians/Alaskan Natives was 0.68%.
- DLA's GS-14 and GS-15 grade level participation rate for women was 34.68%; for Blacks was 8.83%; for Hispanics was 2.18%; for Asians/Pacific Islanders was 1.09%; and for American Indians/Alaskan Natives was 1.42%.
- DLA's Senior Pay Level participation rate for women was 30.43%; for Blacks was 13.04%; for Hispanics was 9%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DLA, employees with targeted disabilities represented 2.16% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DLA completed 58 ADR efforts during the pre-complaint stage, of which 40 resulted in a settlement.
- There were 518 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 160 individuals filed 167 EEO complaints.
- DLA completed 20 ADR efforts during the complaint stage, of which 11 resulted in a settlement.
- DLA settled 36 complaints.
- DLA paid \$499,358 in monetary benefits: \$196,948 for front and/or back pay awards; \$280,910 for lump sum payments; \$10,000 for compensatory damages; and \$11,500 for attorney's fees.
- DLA issued 100 decisions on the merits. There were 2 findings of discrimination issued.
- DLA took an average of 555 days to process a complaint from filing to closing. The average processing time for a merit decision was 699 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Logistics Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	680	506	-25.6%
	% Counseled within regulatory time frame	93.2%	98%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	76%	100%	
	ADR Election Rate	10.2%	10.8%	
	ADR Participation Rate	7.7%	10.8%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	181	167	-7.7%
	Total Workforce	21,872	21,262	-2.8%
	Total Complainants	172	160	-7.0%
	% of Complainants Filing Single Complaint	95%	95.8%	
	% of Workforce who are EEO Complainants	0.8%	0.8%	
<b>Investigations</b>	Total Completed	126	112	-11.1%
	Average Processing Time for Investigation (Days)	140	236	68.6%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$264,984	\$267,869	1.1%
<b>Type of Closures</b>	Total Closures	186	174	-6.5%
	Agency Dismissals	34	25	-26.5%
	Administrative Judge Dismissals	1	1	0.0%
	Withdrawals	18	12	-33.3%
	Settlements	37	36	-2.7%
	Merit Decisions (with and without an AJ decision)	96	100	4.2%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	442	555	25.6%
	Agency Dismissals	130	76	-41.5%
	Administrative Judge Dismissals	43	2,068	4709.3%
	Withdrawals	205	290	41.5%
	Settlements	375	533	42.1%
	Final Agency Decisions (with no AJ decision)	372	406	9.1%
	Merit Decisions (with and without an AJ decision)	618	699	13.1%
<b>Merit Decisions</b>	Total Number	96	100	4.2%
	Decisions with Finding of Discrimination	2	2	0.0%
	% of Decisions with Finding of Discrimination	2.1%	2.0%	
<b>Corrective Actions/Benefits</b>	Total Number	39	38	-2.6%
	Amount of Frontpay/Backpay Benefits	\$42,380	\$196,948	364.7%
	Amount of Lump Sum Payments	\$145,489	\$280,910	93.1%
	Amount of Compensatory Damages	\$0	\$10,000	NA
	Amount of Attorneys' Fees	\$23,204	\$11,500	-50.4%
<b>Appeals</b>	Cases Received For Review	68	80	17.6%
	Number of Cases Closed	91	112	23.1%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **OFFICE OF THE SECRETARY OF DEFENSE (SECDEF)**

Permanent Workforce: 3,871

Total Reported Workforce: 5,401

- SECDEF's permanent workforce participation rate for women was 42.68%; for Blacks was 22.89%; for Hispanics was 1.99%; for Asians/Pacific Islanders was 2.97%; and for American Indians/Alaskan Natives was 0.44%.
- SECDEF's top three major occupations were reported as Miscellaneous Administration and Program, Management and Program Analysis, and General Engineering.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 49.19%; for Blacks was 21.26%; for Hispanics was 2.43%; for Asians/Pacific Islanders was 1.01%; and for American Indians/Alaskan Natives was 0.4%.
  - In the Management and Program Analysis occupation, the participation rate for women was 53.41%; for Blacks was 17.27%; for Hispanics was 1.82%; for Asians/Pacific Islanders was 3.64%; and for American Indians/Alaskan Natives was 0%.
  - In the General Engineering occupation, the participation rate for women was 17.22%; for Blacks was 7.69%; for Hispanics was 2.56%; for Asians/Pacific Islanders was 7.69%; and for American Indians/Alaskan Natives was 0.73%.
- SECDEF's GS-14 and GS-15 grade level participation rate for women was 32.37%; for Blacks was 7.75%; for Hispanics was 1.75%; for Asians/Pacific Islanders was 3.45%; and for American Indians/Alaskan Natives was 0.28%.
- SECDEF's Senior Pay Level participation rate for women was 31.37%; for Blacks was 12.33%; for Hispanics was 2.48%; for Asians/Pacific Islanders was 3.22%; and for American Indians/Alaskan Natives was 0.64%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At SECDEF, employees with targeted disabilities represented 0.67% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- SECDEF completed 7 ADR efforts during the pre-complaint stage, of which 3 resulted in a settlement.
- There were 34 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 22 individuals filed 22 EEO complaints.
- SECDEF completed 5 ADR efforts during the complaint stage, of which 3 resulted in a settlement.
- SECDEF settled 7 complaints.
- SECDEF paid \$91,536 in monetary benefits: \$28,310 for front and/or back pay awards; \$8,000 for lump sum payments; \$0 for compensatory damages; and \$55,225 for attorney's fees.
- SECDEF issued 11 decisions on the merits. There was one finding of discrimination issued.
- SECDEF took an average of 790 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,287 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Office of the Secretary of Defense EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	35	26	-25.7%
	% Counseled within regulatory time frame	80%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	27.1%	47.1%	
	ADR Election Rate	100%	43.8%	
	ADR Participation Rate	27.1%	20.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	26	22	-15.4%
	Total Workforce	4,186	5,401	29.0%
	Total Complainants	26	22	-15.4%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.6%	0.4%	
<b>Investigations</b>	Total Completed	7	20	185.7%
	Average Processing Time for Investigation (Days)	344	399	16.0%
	Amount Spent on In-House Investigations	\$0	\$5,000	NA
	Amount Spent on Contract Investigations	\$0	\$0	NA
<b>Type of Closures</b>	Total Closures	12	24	100.0%
	Agency Dismissals	2	5	150.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	1	NA
	Settlements	3	7	133.3%
	Merit Decisions (with and without an AJ decision)	7	11	57.1%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	531	790	48.8%
	Agency Dismissals	240	112	-53.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	578	NA
	Settlements	423	521	23.2%
	Final Agency Decisions (with no AJ decision)	567	570	0.5%
	Merit Decisions (with and without an AJ decision)	713	1,287	80.5%
<b>Merit Decisions</b>	Total Number	7	11	57.1%
	Decisions with Finding of Discrimination	0	1	NA
	% of Decisions with Finding of Discrimination	0.0%	9.1%	
<b>Corrective Actions/Benefits</b>	Total Number	3	8	166.7%
	Amount of Frontpay/Backpay Benefits	\$0	\$28,310	NA
	Amount of Lump Sum Payments	\$0	\$8,000	NA
	Amount of Compensatory Damages	\$41,000	\$0	-100.0%
	Amount of Attorneys' Fees	\$0	\$55,225	NA
<b>Appeals</b>	Cases Received For Review	14	16	14.3%
	Number of Cases Closed	12	11	-8.3%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **DEFENSE SECURITY SERVICE (DSS)**

Permanent Workforce: 2,377

Total Reported Workforce: 2,528

- DSS' permanent workforce participation rate for women was 48.93%; for Blacks was 15.44%; for Hispanics was 3.66%; for Asians/Pacific Islanders was 2.23%; and for American Indians/Alaskan Natives was 0.75%.
- DSS' top two major occupations were reported as Security Administration, and General Investigation.
  - In the Security Administration occupation, the participation rate for women was 57.19%; for Blacks was 19.82%; for Hispanics was 3.33%; for Asians/Pacific Islanders was 1.75%; and for American Indians/Alaskan Natives was 1.05%.
  - In the General Investigation occupation, the participation rate for women was 37.21%; for Blacks was 9.34%; for Hispanics was 4.59%; for Asians/Pacific Islanders was 2.38%; and for American Indians/Alaskan Natives was 0.9%.
- DSS' GS-14 and GS-15 grade level participation rate for women was 33.06%; for Blacks was 8.87%; for Hispanics was 0.81%; for Asians/Pacific Islanders was 0.81%; and for American Indians/Alaskan Natives was 0%.
- DSS' Senior Pay Level participation rate for women was 66.67%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DSS, employees with targeted disabilities represented 0.88% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DSS did not report any completed ADR efforts during the pre-complaint stage.
- There were 20 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 9 individuals filed 9 EEO complaints.
- DSS did not report any completed ADR efforts during the formal complaint stage.
- DSS settled 5 complaints.
- DSS paid \$23,200 in monetary benefits: \$0 for front and/or back pay awards; \$23,200 for lump sum payments; \$0 for compensatory damages; and \$0 for attorney's fees.
- DSS issued 4 decisions on the merits. There were no findings of discrimination issued.
- DSS took an average of 492 days to process a complaint from filing to closing. The average processing time for a merit decision was 578 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Security Service EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	25	20	-20.0%
	% Counseled within regulatory time frame	96%	90%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	5%	
	ADR Election Rate	0%	0%	
	ADR Participation Rate	0%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	14	9	-35.7%
	Total Workforce	2,640	2,528	-4.2%
	Total Complainants	13	9	-30.8%
	% of Complainants Filing Single Complaint	93%	100%	
	% of Workforce who are EEO Complainants	0.5%	0.4%	
<b>Investigations</b>	Total Completed	3	3	0.0%
	Average Processing Time for Investigation (Days)	215	268	24.7%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$750	\$750	0.0%
<b>Type of Closures</b>	Total Closures	26	11	-57.7%
	Agency Dismissals	6	1	-83.3%
	Administrative Judge Dismissals	7	0	-100.0%
	Withdrawals	1	1	0.0%
	Settlements	8	5	-37.5%
	Merit Decisions (with and without an AJ decision)	3	4	33.3%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	608	492	-19.1%
	Agency Dismissals	82	47	-42.7%
	Administrative Judge Dismissals	1,041	0	-100.0%
	Withdrawals	101	180	78.2%
	Settlements	586	574	-2.0%
	Final Agency Decisions (with no AJ decision)	122	444	263.9%
	Merit Decisions (with and without an AJ decision)	613	578	-5.7%
<b>Merit Decisions</b>	Total Number	3	4	33.3%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	8	5	-37.5%
	Amount of Frontpay/Backpay Benefits	\$1,500	\$0	-100.0%
	Amount of Lump Sum Payments	\$44,500	\$23,200	-47.9%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$10,483	\$0	-100.0%
<b>Appeals</b>	Cases Received For Review	10	3	-70.0%
	Number of Cases Closed	4	12	200.0%

NOTE: NA = Not Applicable

**DEFENSE THREAT REDUCTION AGENCY (DTRA)**

Permanent Workforce: 893

Total Reported Workforce: 930

- DTRA's permanent workforce participation rate for women was 45.13%; for Blacks was 16.69%; for Hispanics was 9.29%; for Asians/Pacific Islanders was 3.02%; and for American Indians/Alaskan Natives was 0.22%.
- DTRA's major occupation was reported as Miscellaneous Administration and Program.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 33.83%; for Blacks was 13.53%; for Hispanics was 3.01%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 1.5%.
- DTRA's GS-14 and GS-15 grade level participation rate for women was 25.33%; for Blacks was 8.44%; for Hispanics was 3.11%; for Asians/Pacific Islanders was 4%; and for American Indians/Alaskan Natives was 0%.
- DTRA's Senior Pay Level participation rate for women was 8.33%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DTRA, employees with targeted disabilities represented 0.56% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DTRA completed 3 ADR efforts during the pre-complaint stage, of which 1 resulted in a settlement.
- There were 7 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 4 individuals filed 4 EEO complaints.
- DTRA did not report any completed ADR efforts during the formal complaint stage.
- DTRA settled 1 complaint.
- DTRA reported paying no monetary benefits.
- DTRA reported issuing no decisions on the merits.
- DTRA took an average of 54 days to process a complaint from filing to closing.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Defense Threat Reduction Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	10	4	-60.0%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	66.7%	100%	
	ADR Election Rate	50%	42.9%	
	ADR Participation Rate	33.3%	42.9%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	3	4	33.3%
	Total Workforce	992	930	-6.3%
	Total Complainants	3	4	33.3%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.3%	0.4%	
<b>Investigations</b>	Total Completed	1	2	100.0%
	Average Processing Time for Investigation (Days)	98	175	78.6%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$3,500	\$500	-85.7%
<b>Type of Closures</b>	Total Closures	6	2	-66.7%
	Agency Dismissals	0	1	NA
	Administrative Judge Dismissals	1	0	-100.0%
	Withdrawals	0	0	NA
	Settlements	3	1	-66.7%
	Merit Decisions (with and without an AJ decision)	2	0	-100.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	227	54	-76.2%
	Agency Dismissals	0	47	NA
	Administrative Judge Dismissals	87	0	-100.0%
	Withdrawals	0	0	NA
	Settlements	104	60	-42.3%
	Final Agency Decisions (with no AJ decision)	322	47	-85.4%
	Merit Decisions (with and without an AJ decision)	482	0	-100.0%
<b>Merit Decisions</b>	Total Number	2	0	-100.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	NA	
<b>Corrective Actions/Benefits</b>	Total Number	3	1	-66.7%
	Amount of Frontpay/Backpay Benefits	\$3,592	\$0	-100.0%
	Amount of Lump Sum Payments	\$3,252	\$0	-100.0%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	1	2	100.0%
	Number of Cases Closed	8	2	-75.0%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF EDUCATION (ED)**

Permanent Workforce: 4,225

Total Reported Workforce: 4,702

- ED's permanent workforce participation rate for women was 62.49%; for Blacks was 38.06%; for Hispanics was 4.31%; for Asians/Pacific Islanders was 3.43%; and for American Indians/Alaskan Natives was 0.71%.
- ED's top three major occupations were reported as Education Programs, Equal Opportunity Compliance, and Management Program Analyst.
  - In the Education Programs occupation, the participation rate for women was 66.49%; for Blacks was 32.7%; for Hispanics was 5.68%; for Asians/Pacific Islanders was 1.35%; and for American Indians/Alaskan Natives was 2.97%.
  - In the Equal Opportunity Compliance occupation, the participation rate for women was 59.33%; for Blacks was 40.67%; for Hispanics was 8.87%; for Asians/Pacific Islanders was 3.06%; and for American Indians/Alaskan Natives was 0.61%.
  - In the Management Program Analyst occupation, the participation rate for women was 69.45%; for Blacks was 40.7%; for Hispanics was 2.69%; for Asians/Pacific Islanders was 1.79%; and for American Indians/Alaskan Natives was 0.3%.
- ED's GS-14 and GS-15 grade level participation rate for women was 49.46%; for Blacks was 21.75%; for Hispanics was 3.06%; for Asians/Pacific Islanders was 2.68%; and for American Indians/Alaskan Natives was 0.69%.
- ED's Senior Pay Level participation rate for women was 36.7%; for Blacks was 12.84%; for Hispanics was 2.75%; for Asians/Pacific Islanders was 2.75%; and for American Indians/Alaskan Natives was 0.92%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At ED, employees with targeted disabilities represented 1.66% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- ED did not report any completed ADR efforts during the pre-complaint stage.
- There were 45 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 27 individuals filed 27 EEO complaints.
- ED did not report any completed ADR efforts during the formal complaint stage.
- ED settled 7 complaints.
- ED paid \$253,992 in monetary benefits: \$0 for front and/or back pay awards; \$160,884 for lump sum payments; \$0 for compensatory damages; and \$93,108 for attorney's fees.
- ED issued 18 decisions on the merits. There were no findings of discrimination issued.
- ED took an average of 706 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,113 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Education EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	58	45	-22.4%
	% Counseled within regulatory time frame	91.4%	95.6%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0%	0%	
	ADR Election Rate	0%	0%	
	ADR Participation Rate	0%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	29	27	-6.9%
	Total Workforce	4,845	4,702	-3.0%
	Total Complainants	29	27	-6.9%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.6%	0.6%	
<b>Investigations</b>	Total Completed	13	27	107.7%
	Average Processing Time for Investigation (Days)	234	197	-15.8%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$33,255	\$74,195	123.1%
<b>Type of Closures</b>	Total Closures	33	37	12.1%
	Agency Dismissals	6	6	0.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	6	6	0.0%
	Settlements	7	7	0.0%
	Merit Decisions (with and without an AJ decision)	14	18	28.6%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	683	706	3.4%
	Agency Dismissals	696	350	-49.7%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	568	272	-52.1%
	Settlements	490	263	-46.3%
	Final Agency Decisions (with no AJ decision)	785	360	-54.1%
	Merit Decisions (with and without an AJ decision)	823	1,113	35.2%
<b>Merit Decisions</b>	Total Number	14	18	28.6%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	7	7	0.0%
	Amount of Frontpay/Backpay Benefits	\$660	\$0	-100.0%
	Amount of Lump Sum Payments	\$26,500	\$160,884	507.1%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$7,500	\$93,108	1141.4%
<b>Appeals</b>	Cases Received For Review	11	14	27.3%
	Number of Cases Closed	24	18	-25.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF ENERGY (DOE)**

Permanent Workforce: 15,196

Total Reported Workforce: 15,722

- DOE's permanent workforce participation rate for women was 37.81%; for Blacks was 10.99%; for Hispanics was 5.74%; for Asians/Pacific Islanders was 4.45%; and for American Indians/Alaskan Natives was 1.5%.
- DOE's top three major occupations were reported as General Engineering, Miscellaneous Administrative and Program, and Management/Program Analyst.
  - In the General Engineering occupation, the participation rate for women was 13.22%; for Blacks was 3.86%; for Hispanics was 8.02%; for Asians/Pacific Islanders was 8.87%; and for American Indians/Alaskan Natives was 1.47%.
  - In the Miscellaneous Administrative and Program occupation, the participation rate for women was 60.13%; for Blacks was 23.89%; for Hispanics was 5.13%; for Asians/Pacific Islanders was 2.78%; and for American Indians/Alaskan Natives was 1.01%.
  - In the Management/Program Analyst occupation, the participation rate for women was 65.79%; for Blacks was 18.85%; for Hispanics was 6.74%; for Asians/Pacific Islanders was 1.75%; and for American Indians/Alaskan Natives was 0.5%.
- DOE's GS-14 and GS-15 grade level participation rate for women was 27.22%; for Blacks was 7.05%; for Hispanics was 3.97%; for Asians/Pacific Islanders was 5.59%; and for American Indians/Alaskan Natives was 0.89%.
- DOE's Senior Pay Level participation rate for women was 19.92%; for Blacks was 4.43%; for Hispanics was 3.42%; for Asians/Pacific Islanders was 3.22%; and for American Indians/Alaskan Natives was 0.8%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DOE, employees with targeted disabilities represented 0.8% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DOE completed 27 ADR efforts during the pre-complaint stage, of which 6 resulted in a settlement.
- There were 207 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 61 individuals filed 70 EEO complaints.
- DOE completed 15 ADR efforts during the complaint stage, of which 8 resulted in a settlement.
- DOE settled 38 complaints.
- DOE paid \$556,111 in monetary benefits: \$257,611 for front and/or back pay awards; \$155,500 for lump sum payments; \$21,000 for compensatory damages; and \$122,000 for attorney's fees.
- DOE issued 44 decisions on the merits. There was one finding of discrimination issued.
- DOE took an average of 650 days to process a complaint from filing to closing. The average processing time for a merit decision was 837 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Energy EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	83	165	98.8%
	% Counseled within regulatory time frame	72.3%	78.2%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	83.6%	57.0%	
	ADR Election Rate	16.7%	19.5%	
	ADR Participation Rate	13.9%	11.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	84	70	-16.7%
	Total Workforce	14,928	15,722	5.3%
	Total Complainants	74	61	-17.6%
	% of Complainants Filing Single Complaint	88.1%	87.1%	
	% of Workforce who are EEO Complainants	0.5%	0.4%	
<b>Investigations</b>	Total Completed	76	41	-46.1%
	Average Processing Time for Investigation (Days)	234	183	-21.8%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$173,678	\$122,704	-29.4%
<b>Type of Closures</b>	Total Closures	97	97	0.0%
	Agency Dismissals	8	9	12.5%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	8	6	-25.0%
	Settlements	22	38	72.7%
	Merit Decisions (with and without an AJ decision)	59	44	-25.4%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	909	650	-28.5%
	Agency Dismissals	162	470	190.1%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	738	562	-23.8%
	Settlements	746	489	-34.5%
	Final Agency Decisions (with no AJ decision)	1,141	513	-55.0%
	Merit Decisions (with and without an AJ decision)	1,127	837	-25.7%
<b>Merit Decisions</b>	Total Number	59	44	-25.4%
	Decisions with Finding of Discrimination	0	1	NA
	% of Decisions with Finding of Discrimination	0.0%	2.3%	
<b>Corrective Actions/Benefits</b>	Total Number	22	39	77.3%
	Amount of Frontpay/Backpay Benefits	\$145,040	\$257,611	77.6%
	Amount of Lump Sum Payments	\$42,540	\$155,500	265.5%
	Amount of Compensatory Damages	\$251,500	\$21,000	-91.7%
	Amount of Attorneys' Fees	\$99,755	\$122,000	22.3%
<b>Appeals</b>	Cases Received For Review	27	37	37.0%
	Number of Cases Closed	70	37	-47.1%

NOTE: NA = Not Applicable

**ENVIRONMENTAL PROTECTION AGENCY (EPA)**

Permanent Workforce: 17,642

Total Reported Workforce: 19,082

- EPA's permanent workforce participation rate for women was 50.77%; for Blacks was 18.98%; for Hispanics was 4.89%; for Asians/Pacific Islanders was 5.47%; and for American Indians/Alaskan Natives was 0.84%.
- EPA's top three major occupations were reported as Environmental Protection Specialist, Environmental Engineering, and General Physical Science.
  - In the Environmental Protection Specialist occupation, the participation rate for women was 59.28%; for Blacks was 16.7%; for Hispanics was 4.02%; for Asians/Pacific Islanders was 4.09%; and for American Indians/Alaskan Natives was 1.66%.
  - In the Environmental Engineering occupation, the participation rate for women was 29.35%; for Blacks was 7.9%; for Hispanics was 7.03%; for Asians/Pacific Islanders was 11.24%; and for American Indians/Alaskan Natives was 0.41%.
  - In the General Physical Science occupation, the participation rate for women was 36.59%; for Blacks was 7.11%; for Hispanics was 4.73%; for Asians/Pacific Islanders was 4.68%; and for American Indians/Alaskan Natives was 0%.
- EPA's GS-14 and GS-15 grade level participation rate for women was 39.68%; for Blacks was 10.29%; for Hispanics was 3.72%; for Asians/Pacific Islanders was 4.09%; and for American Indians/Alaskan Natives was 0.52%.
- EPA's Senior Pay Level participation rate for women was 34.87%; for Blacks was 8.22%; for Hispanics was 3.29%; for Asians/Pacific Islanders was 2.96%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At EPA, employees with targeted disabilities represented 1.04% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- EPA completed 19 ADR efforts during the pre-complaint stage, of which 8 resulted in a settlement.
- There were 125 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 66 individuals filed 74 EEO complaints.
- EPA completed 9 ADR efforts during the complaint stage, of which 2 resulted in a settlement.
- EPA settled 17 complaints.
- EPA paid \$236,907 in monetary benefits: \$247 for front and/or back pay awards; \$149,667 for lump sum payments; \$0 for compensatory damages; and \$86,993 for attorney's fees.
- EPA issued 45 decisions on the merits. There were no findings of discrimination issued.
- EPA took an average of 681 days to process a complaint from filing to closing. The average processing time for a merit decision was 918 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Environmental Protection Agency EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	172	125	-27.3%
	% Counseled within regulatory time frame	91.9%	84%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	100%	
	ADR Election Rate	15.1%	14.4%	
	ADR Participation Rate	15.1%	14.4%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	104	74	-28.8%
	Total Workforce	18,735	19,082	1.9%
	Total Complainants	91	66	-27.5%
	% of Complainants Filing Single Complaint	88%	89.2%	
	% of Workforce who are EEO Complainants	0.5%	0.4%	
<b>Investigations</b>	Total Completed	70	64	-8.6%
	Average Processing Time for Investigation (Days)	427	318	-25.5%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$238,211	\$201,475	-15.4%
<b>Type of Closures</b>	Total Closures	83	89	7.2%
	Agency Dismissals	20	16	-20.0%
	Administrative Judge Dismissals	0	3	NA
	Withdrawals	6	8	33.3%
	Settlements	14	17	21.4%
	Merit Decisions (with and without an AJ decision)	43	45	4.7%
<b>Average Processing Days</b> (from date complaint filed)	All Closures	839	681	-18.8%
	Agency Dismissals	420	295	-29.8%
	Administrative Judge Dismissals	0	441	NA
	Withdrawals	977	337	-65.5%
	Settlements	920	623	-32.3%
	Final Agency Decisions (with no AJ decision)	638	671	5.2%
	Merit Decisions (with and without an AJ decision)	988	918	-7.1%
<b>Merit Decisions</b>	Total Number	43	45	4.7%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	14	17	21.4%
	Amount of Frontpay/Backpay Benefits	\$0	\$247	NA
	Amount of Lump Sum Payments	\$40,000	\$149,667	274.2%
	Amount of Compensatory Damages	\$4,500	\$0	-100.0%
	Amount of Attorneys' Fees	\$107,979	\$86,993	-19.4%
<b>Appeals</b>	Cases Received For Review	31	34	9.7%
	Number of Cases Closed	32	36	12.5%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)**

Permanent Workforce: 2,555

Total Reported Workforce: 2,608

- EEOC's permanent workforce participation rate for women was 66.46%; for Blacks was 44.77%; for Hispanics was 12.91%; for Asians/Pacific Islanders was 3.29%; and for American Indians/Alaskan Natives was 0.43%.
- EEOC's top two major occupations were reported as General Attorney, General Investigating.
  - In the General Attorney occupation, the participation rate for women was 59.71%; for Blacks was 23.96%; for Hispanics was 8.89%; for Asians/Pacific Islanders was 4.54%; and for American Indians/Alaskan Natives was 0%.
  - In the General Investigating occupation, the participation rate for women was 61.67%; for Blacks was 44.03%; for Hispanics was 17.74%; for Asians/Pacific Islanders was 2.96%; and for American Indians/Alaskan Natives was 0.42%.
- EEOC's GS-14 and GS-15 grade level participation rate for women was 55.19%; for Blacks was 28.77%; for Hispanics was 9.59%; for Asians/Pacific Islanders was 3.46%; and for American Indians/Alaskan Natives was 0%.
- EEOC's Senior Pay Level participation rate for women was 45.95%; for Blacks was 35.14%; for Hispanics was 16.22%; for Asians/Pacific Islanders was 2.7%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At EEOC, employees with targeted disabilities represented 2.19% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- EEOC completed 10 ADR efforts during the pre-complaint stage, of which 4 resulted in a settlement.
- There were 72 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 38 individuals filed 39 EEO complaints.
- EEOC completed 10 ADR efforts during the complaint stage, of which 4 resulted in a settlement.
- EEOC settled 11 complaints.
- EEOC paid \$20,827 in monetary benefits: \$0 for front and/or back pay awards; \$11,727 for lump sum payments; \$0 for compensatory damages; and \$9,100 for attorney's fees.
- EEOC issued 22 decisions on the merits. There were no findings of discrimination issued.
- EEOC took an average of 510 days to process a complaint from filing to closing. The average processing time for a merit decision was 676 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Equal Employment Opportunity Commission EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	104	72	-30.8%
	% Counseled within regulatory time frame	78.9%	70.8%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	39.4%	77.8%	
	ADR Election Rate	22%	21.3%	
	ADR Participation Rate	8.7%	16.7%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	46	39	-15.2%
	Total Workforce	2,778	2,608	-6.1%
	Total Complainants	43	38	-11.6%
	% of Complainants Filing Single Complaint	93.5%	97.4%	
	% of Workforce who are EEO Complainants	1.5%	1.5%	
<b>Investigations</b>	Total Completed	19	45	136.8%
	Average Processing Time for Investigation (Days)	317	275	-13.2%
	Amount Spent on In-House Investigations	\$124,103	\$130,308	5.0%
	Amount Spent on Contract Investigations	\$0	\$0	NA
<b>Type of Closures</b>	Total Closures	59	42	-28.8%
	Agency Dismissals	9	2	-77.8%
	Administrative Judge Dismissals	0	2	NA
	Withdrawals	4	5	25.0%
	Settlements	17	11	-35.3%
	Merit Decisions (with and without an AJ decision)	28	22	-21.4%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	555	510	-8.1%
	Agency Dismissals	376	238	-36.7%
	Administrative Judge Dismissals	0	388	NA
	Withdrawals	325	383	17.8%
	Settlements	566	308	-45.6%
	Final Agency Decisions (with no AJ decision)	493	581	17.9%
	Merit Decisions (with and without an AJ decision)	627	676	7.8%
<b>Merit Decisions</b>	Total Number	28	22	-21.4%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0	0	
<b>Corrective Actions/Benefits</b>	Total Number	17	11	-35.3%
	Amount of Frontpay/Backpay Benefits	\$69,247	\$0	-100.0%
	Amount of Lump Sum Payments	\$97,350	\$11,727	-88.0%
	Amount of Compensatory Damages	\$10,000	\$0	-100.0%
	Amount of Attorneys' Fees	\$10,420	\$9,100	-12.7%
<b>Appeals</b>	Cases Received For Review	14	13	-7.1%
	Number of Cases Closed	5	15	200.0%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **FEDERAL COMMUNICATIONS COMMISSION (FCC)**

Permanent Workforce: 2,012

Total Reported Workforce: 2,049

- FCC's permanent workforce participation rate for women was 52.19%; for Blacks was 31.71%; for Hispanics was 3.03%; for Asians/Pacific Islanders was 4.68%; and for American Indians/Alaskan Natives was 0.25%.
- FCC's top three major occupations were reported as Electronics Engineering, Miscellaneous Administration and Program, and General Attorney.
  - In the Electronics Engineering occupation, the participation rate for women was 9.03%; for Blacks was 8.71%; for Hispanics was 3.55%; for Asians/Pacific Islanders was 12.58%; and for American Indians/Alaskan Natives was 0.65%.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 71.59%; for Blacks was 45.4%; for Hispanics was 2.23%; for Asians/Pacific Islanders was 3.06%; and for American Indians/Alaskan Natives was 0.28%.
  - In the General Attorney occupation, the participation rate for women was 47.83%; for Blacks was 13.99%; for Hispanics was 2.46%; for Asians/Pacific Islanders was 4.35%; and for American Indians/Alaskan Natives was 0.19%.
- FCC's GS-14 and GS-15 grade level participation rate for women was 38.03%; for Blacks was 13.22%; for Hispanics was 2.49%; for Asians/Pacific Islanders was 6.32%; and for American Indians/Alaskan Natives was 0.38%.
- FCC's Senior Pay Level participation rate for women was 26.79%; for Blacks was 7.14%; for Hispanics was 1.79%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At FCC, employees with targeted disabilities represented 1.14% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- FCC completed 2 ADR efforts during the pre-complaint stage, none of which resulted in a settlement.
- There were 91 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 3 individuals filed 3 EEO complaints.
- FCC did not report any completed ADR efforts during the formal complaint stage.
- FCC reported settling no complaints.
- FCC reported paying no monetary benefits.
- FCC issued 10 decisions on the merits. There were no findings of discrimination issued.
- FCC took an average of 82 days to process a complaint from filing to closing. The average processing time for a merit decision was 82 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Federal Communications Commission EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	166	89	-46.4%
	% Counseled within regulatory time frame	99.4%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0.6%	6.6%	
	ADR Election Rate	100%	33.3%	
	ADR Participation Rate	0.6%	2.2%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	6	3	-50.0%
	Total Workforce	2,018	2,049	1.5%
	Total Complainants	5	3	-40.0%
	% of Complainants Filing Single Complaint	83.3%	100%	
	% of Workforce who are EEO Complainants	0.2%	0.1%	
<b>Investigations</b>	Total Completed	2	2	0.0%
	Average Processing Time for Investigation (Days)	540	180	-66.7%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$7,000	\$7,000	0.0%
<b>Type of Closures</b>	Total Closures	11	10	-9.1%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	0	-100.0%
	Settlements	1	0	-100.0%
	Merit Decisions (with and without an AJ decision)	9	10	11.1%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	940	82	-91.3%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	360	0	-100.0%
	Settlements	180	0	-100.0%
	Final Agency Decisions (with no AJ decision)	1,089	82	-92.5%
	Merit Decisions (with and without an AJ decision)	1,089	82	-92.5%
<b>Merit Decisions</b>	Total Number	9	10	11.1%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	1	0	-100.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$1,500	\$0	-100.0%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	2	3	50.0%
	Number of Cases Closed	10	1	-90.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC)**

Permanent Workforce: 5,338

Total Reported Workforce: 5,496

- FDIC's permanent workforce participation rate for women was 44.12%; for Blacks was 17.35%; for Hispanics was 3.86%; for Asians/Pacific Islanders was 3.39%; and for American Indians/Alaskan Natives was 0.58%.
- FDIC's top three major occupations were reported as Financial Institution Examining, General Attorney, and Financial Analysis.
  - In the Financial Institution Examining occupation, the participation rate for women was 31.76%; for Blacks was 7.85%; for Hispanics was 3.91%; for Asians/Pacific Islanders was 2.49%; and for American Indians/Alaskan Natives was 0.52%.
  - In the General Attorney occupation, the participation rate for women was 33.33%; for Blacks was 5.99%; for Hispanics was 3.37%; for Asians/Pacific Islanders was 1.5%; and for American Indians/Alaskan Natives was 0.75%.
  - In the Financial Analysis occupation, the participation rate for women was 34.45%; for Blacks was 13.45%; for Hispanics was 0.84%; for Asians/Pacific Islanders was 6.72%; and for American Indians/Alaskan Natives was 0%.
- FDIC's GS-14 and GS-15 grade level participation rate for women was 31.25%; for Blacks was 8.17%; for Hispanics was 3.3%; for Asians/Pacific Islanders was 3.36%; and for American Indians/Alaskan Natives was 0.4%.
- FDIC's Senior Pay Level participation rate for women was 26.04%; for Blacks was 6.25%; for Hispanics was 3.13%; for Asians/Pacific Islanders was 1.04%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At FDIC, employees with targeted disabilities represented 0.77% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- FDIC completed 14 ADR efforts during the pre-complaint stage, of which 2 resulted in a settlement.
- There were 52 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 30 individuals filed 32 EEO complaints.
- FDIC completed 9 ADR efforts during the complaint stage, of which 1 resulted in a settlement.
- FDIC settled 12 complaints.
- FDIC paid \$520,856 in monetary benefits: \$32,536 for front and/or back pay awards; \$130,407 for lump sum payments; \$221,913 for compensatory damages; and \$136,000 for attorney's fees.
- FDIC issued 51 decisions on the merits. There were no findings of discrimination issued.
- FDIC took an average of 1,125 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,196 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Federal Deposit Insurance Corporation EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	56	52	-7.1%
	% Counseled within regulatory time frame	100%	94.2%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	89.3%	71.1%	
	ADR Election Rate	24%	32.4%	
	ADR Participation Rate	21.4%	23.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	26	32	23.1%
	Total Workforce	5,605	5,496	-1.9%
	Total Complainants	19	30	57.9%
	% of Complainants Filing Single Complaint	73.1%	93.8%	
	% of Workforce who are EEO Complainants	0.3%	0.5%	
<b>Investigations</b>	Total Completed	16	42	162.5%
	Average Processing Time for Investigation (Days)	465	693	49.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$56,526	\$149,823	165.1%
<b>Type of Closures</b>	Total Closures	56	84	50.0%
	Agency Dismissals	17	13	-23.5%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	8	700.0%
	Settlements	16	12	-25.0%
	Merit Decisions (with and without an AJ decision)	22	51	131.8%
	<b>Average Processing Days</b> (from date complaint filed)			
All Closures	1,131	1,125	-0.5%	
Agency Dismissals	1,231	1,136	-7.7%	
Administrative Judge Dismissals	0	0	NA	
Withdrawals	355	956	169.3%	
Settlements	1,001	924	-7.7%	
Final Agency Decisions (with no AJ decision)	1,130	1,251	10.7%	
Merit Decisions (with and without an AJ decision)	1,183	1,196	1.1%	
<b>Merit Decisions</b>	Total Number	22	51	131.8%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	16	12	-25.0%
	Amount of Frontpay/Backpay Benefits	\$606	\$32,536	5269.0%
	Amount of Lump Sum Payments	\$38,750	\$130,407	236.5%
	Amount of Compensatory Damages	\$0	\$221,913	NA
	Amount of Attorneys' Fees	\$9,000	\$136,000	1411.1%
<b>Appeals</b>	Cases Received For Review	12	15	25.0%
	Number of Cases Closed	25	16	-36.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **FEDERAL ENERGY REGULATORY COMMISSION (FERC)**

Permanent Workforce: 1,142

Total Reported Workforce: 1,161

- FERC's permanent workforce participation rate for women was 44.4%; for Blacks was 24.43%; for Hispanics was 2.45%; for Asians/Pacific Islanders was 5.95%; and for American Indians/Alaskan Natives was 0.26%.
- FERC's top three major occupations were reported as Civil Engineering, General Business and Industry, and General Attorney.
  - In the Civil Engineering occupation, the participation rate for women was 10.62%; for Blacks was 2.65%; for Hispanics was 4.42%; for Asians/Pacific Islanders was 18.58%; and for American Indians/Alaskan Natives was 0%.
  - In the General Business and Industry occupation, the participation rate for women was 38.14%; for Blacks was 18.64%; for Hispanics was 1.27%; for Asians/Pacific Islanders was 5.08%; and for American Indians/Alaskan Natives was 0%.
  - In the General Attorney occupation, the participation rate for women was 45.51%; for Blacks was 10.11%; for Hispanics was 2.81%; for Asians/Pacific Islanders was 3.93%; and for American Indians/Alaskan Natives was 0%.
- FERC's GS-14 and GS-15 grade level participation rate for women was 32.45%; for Blacks was 10.82%; for Hispanics was 2.04%; for Asians/Pacific Islanders was 4.9%; and for American Indians/Alaskan Natives was 0.2%.
- FERC's Senior Pay Level participation rate for women was 30%; for Blacks was 1.67%; for Hispanics was 5%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At FERC, employees with targeted disabilities represented 0.96% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- FERC did not report any completed ADR efforts during the pre-complaint stage.
- There were 11 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 2 individuals filed 2 EEO complaints.
- FERC did not report any completed ADR efforts during the formal complaint stage.
- FERC settled one complaint.
- FERC paid \$4,500 in monetary benefits: \$0 for front and/or back pay awards; \$4,500 for lump sum payments; \$0 for compensatory damages; and \$0 for attorney's fees.
- FERC reported issuing no decisions on the merits.
- FERC took an average of 91 days to process a complaint from filing to closing.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Federal Energy Regulatory Commission EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	26	11	-57.7%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0%	0%	
	ADR Election Rate	0%	0%	
	ADR Participation Rate	0%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	2	2	0.0%
	Total Workforce	1,258	1,161	-7.7%
	Total Complainants	2	2	0.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.2%	0.2%	
<b>Investigations</b>	Total Completed	1	4	300.0%
	Average Processing Time for Investigation (Days)	176	180	2.3%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$3,900	\$15,710	302.8%
<b>Type of Closures</b>	Total Closures	2	4	100.0%
	Agency Dismissals	1	3	200.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	1	1	0.0%
	Merit Decisions (with and without an AJ decision)	0	0	NA
<b>Average Processing Days (from date complaint filed)</b>	All Closures	384	91	-76.3%
	Agency Dismissals	175	83	-52.6%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	593	113	-80.9%
	Final Agency Decisions (with no AJ decision)	175	83	-52.6%
	Merit Decisions (with and without an AJ decision)	0	0	NA
<b>Merit Decisions</b>	Total Number	0	0	NA
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	NA	NA	
<b>Corrective Actions/Benefits</b>	Total Number	1	1	0.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$4,500	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$1,762	\$0	-100.0%
<b>Appeals</b>	Cases Received For Review	2	0	-100.0%
	Number of Cases Closed	3	0	-100.0%

NOTE: NA = Not Applicable

**FEDERAL TRADE COMMISSION (FTC)**

Permanent Workforce: 969

Total Reported Workforce: 1,077

- FTC's permanent workforce participation rate for women was 51.7%; for Blacks was 22.6%; for Hispanics was 2.06%; for Asians/Pacific Islanders was 3.51%; and for American Indians/Alaskan Natives was 0.21%.
- FTC's major occupation was reported as General Attorney.
  - In the General Attorney occupation, the participation rate for women was 42.8%; for Blacks was 7.2%; for Hispanics was 2.53%; for Asians/Pacific Islanders was 4.28%; and for American Indians/Alaskan Natives was 0.19%.
- FTC's GS-14 and GS-15 grade level participation rate for women was 39.53%; for Blacks was 5.48%; for Hispanics was 1.96%; for Asians/Pacific Islanders was 3.13%; and for American Indians/Alaskan Natives was 0.2%.
- FTC's Senior Pay Level participation rate for women was 35.14%; for Blacks was 2.7%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At FTC, employees with targeted disabilities represented 0.41% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- FTC did not report any completed ADR efforts during the pre-complaint stage.
- There were 33 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 4 individuals filed 4 EEO complaints.
- FTC did not report any completed ADR efforts during the formal complaint stage.
- FTC settled 3 complaints.
- FTC paid \$46,500 in monetary benefits: \$0 for front and/or back pay awards; \$41,000 for lump sum payments; \$0 for compensatory damages; and \$5,500 for attorney's fees.
- FTC reported issuing no decisions on the merits.
- FTC took an average of 298 days to process a complaint from filing to closing.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Federal Trade Commission EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	39	33	-15.4%
	% Counseled within regulatory time frame	100%	93.9%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0%	100%	
	ADR Election Rate	0%	3.0%	
	ADR Participation Rate	0%	3.0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	8	4	-50.0%
	Total Workforce	1,094	1,077	-1.6%
	Total Complainants	7	4	-42.9%
	% of Complainants Filing Single Complaint	87.5%	100%	
	% of Workforce who are EEO Complainants	0.6%	0.4%	
<b>Investigations</b>	Total Completed	5	0	-100.0%
	Average Processing Time for Investigation (Days)	156	0	-100.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$21,322	\$0	-100.0%
<b>Type of Closures</b>	Total Closures	4	4	0.0%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	1	0.0%
	Settlements	1	3	200.0%
	Merit Decisions (with and without an AJ decision)	2	0	-100.0%
<b>Average Processing Days</b> (from date complaint filed)	All Closures	274	298	8.8%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	209	185	-11.5%
	Settlements	727	336	-53.8%
	Final Agency Decisions (with no AJ decision)	80	0	-100.0%
	Merit Decisions (with and without an AJ decision)	80	0	-100.0%
<b>Merit Decisions</b>	Total Number	2	0	-100.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	NA	
<b>Corrective Actions/Benefits</b>	Total Number	1	3	200.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$41,000	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$5,500	NA
<b>Appeals</b>	Cases Received For Review	2	0	-100.0%
	Number of Cases Closed	0	2	NA

**NOTE:** NA = Not Applicable

**GENERAL SERVICES ADMINISTRATION (GSA)**

Permanent Workforce: 12,400

Total Reported Workforce: 12,800

- GSA's permanent workforce participation rate for women was 48.68%; for Blacks was 26.76%; for Hispanics was 4.76%; for Asians/Pacific Islanders was 4.28%; and for American Indians/Alaskan Natives was 0.93%.
- GSA's top three major occupations were reported as Contracting, Building Management, and General Business and Industry.
  - In the Contracting occupation, the participation rate for women was 70.64%; for Blacks was 35.56%; for Hispanics was 5.14%; for Asians/Pacific Islanders was 3.34%; and for American Indians/Alaskan Natives was 1.22%.
  - In the Building Management occupation, the participation rate for women was 31.28%; for Blacks was 28.09%; for Hispanics was 6.49%; for Asians/Pacific Islanders was 2.23%; and for American Indians/Alaskan Natives was 0.85%.
  - In the General Business and Industry occupation, the participation rate for women was 46.25%; for Blacks was 14.89%; for Hispanics was 5.39%; for Asians/Pacific Islanders was 3.1%; and for American Indians/Alaskan Natives was 1.1%.
- GSA's GS-14 and GS-15 grade level participation rate for women was 39.3%; for Blacks was 16.28%; for Hispanics was 2.42%; for Asians/Pacific Islanders was 3.23%; and for American Indians/Alaskan Natives was 0.62%.
- GSA's Senior Pay Level participation rate for women was 26.42%; for Blacks was 6.6%; for Hispanics was 1.89%; for Asians/Pacific Islanders was 0.94%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At GSA, employees with targeted disabilities represented 1.02% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- GSA completed 22 ADR efforts during the pre-complaint stage, of which 8 resulted in a settlement.
- There were 167 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 97 individuals filed 111 EEO complaints.
- GSA completed 5 ADR efforts during the complaint stage, of which 2 resulted in a settlement.
- GSA settled 28 complaints.
- GSA paid \$325,908 in monetary benefits: \$1,800 for front and/or back pay awards; \$26,393 for lump sum payments; \$214,260 for compensatory damages; and \$83,455 for attorney's fees.
- GSA issued 63 decisions on the merits. There was one finding of discrimination issued.
- GSA took an average of 452 days to process a complaint from filing to closing. The average processing time for a merit decision was 541 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>General Services Administration EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	212	148	-30.2%
	% Counseled within regulatory time frame	94%	98%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	64.5%	100%	
	ADR Election Rate	14.6%	13.8%	
	ADR Participation Rate	9.4%	13.8%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	112	111	-0.9%
	Total Workforce	14,447	12,800	-11.4%
	Total Complainants	103	97	-5.8%
	% of Complainants Filing Single Complaint	92%	87.4%	
	% of Workforce who are EEO Complainants	0.7%	0.8%	
<b>Investigations</b>	Total Completed	93	71	-23.7%
	Average Processing Time for Investigation (Days)	207	154	-25.6%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$315,469	\$212,918	-32.5%
<b>Type of Closures</b>	Total Closures	123	119	-3.3%
	Agency Dismissals	21	25	19.0%
	Administrative Judge Dismissals	12	0	-100.0%
	Withdrawals	6	3	-50.0%
	Settlements	34	28	-17.6%
	Merit Decisions (with and without an AJ decision)	57	63	10.5%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	576	452	-21.5%
	Agency Dismissals	203	226	11.3%
	Administrative Judge Dismissals	624	0	-100.0%
	Withdrawals	225	230	2.2%
	Settlements	650	477	-26.6%
	Final Agency Decisions (with no AJ decision)	372	311	-16.4%
	Merit Decisions (with and without an AJ decision)	742	541	-27.1%
<b>Merit Decisions</b>	Total Number	57	63	10.5%
	Decisions with Finding of Discrimination	6	1	-83.3%
	% of Decisions with Finding of Discrimination	10.5%	1.6%	
<b>Corrective Actions/Benefits</b>	Total Number	40	29	-27.5%
	Amount of Frontpay/Backpay Benefits	\$49,587	\$1,800	-96.4%
	Amount of Lump Sum Payments	\$37,575	\$26,393	-29.8%
	Amount of Compensatory Damages	\$124,574	\$214,260	72.0%
	Amount of Attorneys' Fees	\$209,241	\$83,455	-60.1%
<b>Appeals</b>	Cases Received For Review	41	45	9.8%
	Number of Cases Closed	52	49	-5.8%

NOTE: NA = Not Applicable

**GOVERNMENT PRINTING OFFICE (GPO)**

Permanent Workforce: 2,789

Total Reported Workforce: 2,847

- GPO's permanent workforce participation rate for women was 41.99%; for Blacks was 59.38%; for Hispanics was 1.79%; for Asians/Pacific Islanders was 1.33%; and for American Indians/Alaskan Natives was 0.25%.
- GPO's major occupation was reported as Printing Management.
  - In the Printing Management occupation, the participation rate for women was 42.81%; for Blacks was 30.58%; for Hispanics was 0.92%; for Asians/Pacific Islanders was 1.22%; and for American Indians/Alaskan Natives was 0.61%.
- GPO's GS-14 and GS-15 grade level participation rate for women was 11.76%; for Blacks was 22.69%; for Hispanics was 0.84%; for Asians/Pacific Islanders was 2.52%; and for American Indians/Alaskan Natives was 0.84%.
- GPO's Senior Pay Level participation rate for women was 10.53%; for Blacks was 10.53%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At GPO, employees with targeted disabilities represented 1.51% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- GPO did not report any completed ADR efforts during the pre-complaint stage.
- There were 59 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 35 individuals filed 37 EEO complaints.
- GPO completed 2 ADR efforts during the complaint stage, of which 1 resulted in a settlement.
- GPO settled 7 complaints.
- GPO paid \$154,194 in monetary benefits: \$2,042 for front and/or back pay awards; \$137,772 for lump sum payments; \$0 for compensatory damages; and \$14,380 for attorney's fees.
- GPO issued 25 decisions on the merits. There were no findings of discrimination issued.
- GPO took an average of 877 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,141 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Government Printing Office EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	66	59	-10.6%
	% Counseled within regulatory time frame	80.3%	93.2%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	0%	100%	
	ADR Election Rate	0%	0%	
	ADR Participation Rate	0%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	42	37	-11.9%
	Total Workforce	3,109	2,847	-8.4%
	Total Complainants	40	35	-12.5%
	% of Complainants Filing Single Complaint	95.2%	94.6%	
	% of Workforce who are EEO Complainants	1.3%	1.2%	
<b>Investigations</b>	Total Completed	30	33	10.0%
	Average Processing Time for Investigation (Days)	479	477	-0.4%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$86,532	\$86,999	0.5%
<b>Type of Closures</b>	Total Closures	41	50	22.0%
	Agency Dismissals	12	11	-8.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	3	7	133.3%
	Settlements	12	7	-41.7%
	Merit Decisions (with and without an AJ decision)	14	25	78.6%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	808	877	8.5%
	Agency Dismissals	560	430	-23.2%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	401	623	55.4%
	Settlements	576	892	54.9%
	Final Agency Decisions (with no AJ decision)	560	865	54.5%
	Merit Decisions (with and without an AJ decision)	1,307	1,141	-12.7%
<b>Merit Decisions</b>	Total Number	14	25	78.6%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	12	7	-41.7%
	Amount of Frontpay/Backpay Benefits	\$0	\$2,042	NA
	Amount of Lump Sum Payments	\$112,457	\$137,772	22.5%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$5,245	\$14,380	174.2%
<b>Appeals</b>	Cases Received For Review	8	9	12.5%
	Number of Cases Closed	5	13	160.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS)**

Permanent Workforce: 52,938

Total Reported Workforce: 60,014

- HHS' permanent workforce participation rate for women was 64.1%; for Blacks was 18.79%; for Hispanics was 3.52%; for Asians/Pacific Islanders was 5.42%; and for American Indians/Alaskan Natives was 17.6%.
- HHS' top three major occupations were reported as Nurse, Information Technology Management, and Medical Officer.
  - In the Nurse occupation, the participation rate for women was 89.73%; for Blacks was 3.71%; for Hispanics was 3.05%; for Asians/Pacific Islanders was 2.12%; and for American Indians/Alaskan Natives was 35.74%.
  - In the Information Technology Management occupation, the participation rate for women was 42.32%; for Blacks was 17.31%; for Hispanics was 2.69%; for Asians/Pacific Islanders was 7.85%; and for American Indians/Alaskan Natives was 6.5%.
  - In the Medical Officer occupation, the participation rate for women was 39.63%; for Blacks was 5.72%; for Hispanics was 5.84%; for Asians/Pacific Islanders was 8.29%; and for American Indians/Alaskan Natives was 3.98%.
- HHS' GS-14 and GS-15 grade level participation rate for women was 47%; for Blacks was 9.89%; for Hispanics was 3.01%; for Asians/Pacific Islanders was 6.65%; and for American Indians/Alaskan Natives was 2.55%.
- HHS' Senior Pay Level participation rate for women was 32.06%; for Blacks was 8.05%; for Hispanics was 2.05%; for Asians/Pacific Islanders was 4.98%; and for American Indians/Alaskan Natives was 2.34%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At HHS, employees with targeted disabilities represented 1.12% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- HHS completed 110 ADR efforts during the pre-complaint stage, of which 49 resulted in a settlement.
- There were 541 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 250 individuals filed 257 EEO complaints.
- HHS completed 34 ADR efforts during the complaint stage, of which 13 resulted in a settlement.
- HHS settled 98 complaints.
- HHS paid \$2,423,700 in monetary benefits: \$256,427 for front and/or back pay awards; \$1,166,351 for lump sum payments; \$310,826 for compensatory damages; and \$690,097 for attorney's fees.
- HHS issued 131 decisions on the merits. There were 8 findings of discrimination issued.
- HHS took an average of 564 days to process a complaint from filing to closing. The average processing time for a merit decision was 840 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Health and Human Services EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	488	374	-23.4%
	% Counseled within regulatory time frame	85.7%	92.8%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	68.1%	57.1%	
	ADR Election Rate	22.3%	40.8%	
	ADR Participation Rate	15.2%	23.3%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	274	257	-6.2%
	Total Workforce	66,723	60,014	-10.1%
	Total Complainants	248	250	0.8%
	% of Complainants Filing Single Complaint	90.5%	97.3%	
	% of Workforce who are EEO Complainants	0.4%	0.4%	
<b>Investigations</b>	Total Completed	199	224	12.6%
	Average Processing Time for Investigation (Days)	177	178	0.6%
	Amount Spent on In-House Investigations	\$66,500	\$0	-100.0%
	Amount Spent on Contract Investigations	\$887,813	\$675,439	-23.9%
<b>Type of Closures</b>	Total Closures	416	302	-27.4%
	Agency Dismissals	132	55	-58.3%
	Administrative Judge Dismissals	0	2	NA
	Withdrawals	50	16	-68.0%
	Settlements	105	98	-6.7%
	Merit Decisions (with and without an AJ decision)	129	131	1.6%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	544	564	3.7%
	Agency Dismissals	266	171	-35.7%
	Administrative Judge Dismissals	0	611	NA
	Withdrawals	113	303	168.1%
	Settlements	585	456	-22.1%
	Final Agency Decisions (with no AJ decision)	435	509	17.0%
	Merit Decisions (with and without an AJ decision)	917	840	-8.4%
<b>Merit Decisions</b>	Total Number	129	131	1.6%
	Decisions with Finding of Discrimination	8	8	0.0%
	% of Decisions with Finding of Discrimination	6.2%	6.1%	
<b>Corrective Actions/Benefits</b>	Total Number	113	106	-6.2%
	Amount of Frontpay/Backpay Benefits	\$13,164	\$256,427	1847.9%
	Amount of Lump Sum Payments	\$666,487	\$1,166,351	75.0%
	Amount of Compensatory Damages	\$7,870	\$310,826	3849.5%
	Amount of Attorneys' Fees	\$435,697	\$690,097	58.4%
<b>Appeals</b>	Cases Received For Review	103	88	-14.6%
	Number of Cases Closed	163	121	-25.8%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF HOMELAND SECURITY (DHS)**

Permanent Workforce: 109,655

Total Reported Workforce: 141,275

- DHS' permanent workforce participation rate for women was 31.45%; for Blacks was 13.93%; for Hispanics was 18.93%; for Asians/Pacific Islanders was 4.14%; and for American Indians/Alaskan Natives was 0.73%.
- DHS' top three major occupations were reported as General Inspection, Investigation, and Compliance, Criminal Investigating, and Border Patrol Agent.
  - In the General Inspection, Investigation, and Compliance occupation, the participation rate for women was 21.36%; for Blacks was 10.4%; for Hispanics was 18.32%; for Asians/Pacific Islanders was 3.94%; and for American Indians/Alaskan Natives was 0.94%.
  - In the Criminal Investigating occupation, the participation rate for women was 13.2%; for Blacks was 6.81%; for Hispanics was 15.19%; for Asians/Pacific Islanders was 2.62%; and for American Indians/Alaskan Natives was 0.83%.
  - In the Border Patrol Agent occupation, the participation rate for women was 5.83%; for Blacks was 1.39%; for Hispanics was 50.47%; for Asians/Pacific Islanders was 1.05%; and for American Indians/Alaskan Natives was 0.48%.
- DHS' GS-14 and GS-15 grade level participation rate for women was 30.22%; for Blacks was 8.81%; for Hispanics was 7.81%; for Asians/Pacific Islanders was 2.19%; and for American Indians/Alaskan Natives was 0.71%.
- DHS' Senior Pay Level participation rate for women was 19.86%; for Blacks was 8.87%; for Hispanics was 4.96%; for Asians/Pacific Islanders was 2.13%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DHS, employees with targeted disabilities represented 0.5% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DHS completed 541 ADR efforts during the pre-complaint stage, of which 84 resulted in a settlement.
- There were 3,362 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 1,345 individuals filed 1,440 EEO complaints.
- DHS completed 40 ADR efforts during the complaint stage, of which 14 resulted in a settlement.
- DHS settled 199 complaints.
- DHS paid \$2,034,431 in monetary benefits: \$150,284 for front and/or back pay awards; \$560,964 for lump sum payments; \$295,752 for compensatory damages; and \$1,027,431 for attorney's fees.
- DHS issued 350 decisions on the merits. There were 16 findings of discrimination issued.
- DHS took an average of 731 days to process a complaint from filing to closing. The average processing time for a merit decision was 939 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Homeland Security EEO Indicators</b>		<b>FEMA</b>	<b>MOU</b>	<b>Total</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	104	3,045	3,149
	% Counseled within regulatory time frame	90.4%	73.6%	76.7%
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	15.3%	47.0%	45.9%
	ADR Election Rate	94.1%	41.0%	41.6%
	ADR Participation Rate	14.4%	19.3%	19.1%
<b>Complaints Filed/Complainants</b>	Complaints Filed	28	1412	1,440
	Total Workforce*	8,663	132,612	141,275
	Total Complainants	28	1317	1,345
	% of Complainants Filing Single Complaint	100.0%	93.3%	93.4%
	% of Workforce who are EEO Complainants	0.3%	1.00%	1.00%
<b>Investigations</b>	Total Completed	29	614	643
	Average Processing Time for Investigation (Days)	400	251	257
	Amount Spent on In-House Investigations	\$0	\$830,470	\$830,470
	Amount Spent on Contract Investigations	\$124,434	\$1,247,226	\$1,371,660
<b>Type of Closures</b>	Total Closures	28	913	941
	Agency Dismissals	1	286	287
	Administrative Judge Dismissals	0	9	9
	Withdrawals	2	94	96
	Settlements	6	193	199
	Merit Decisions (with and without an AJ decision)	19	331	350
<b>Average Processing Days</b> (from date complaint filed)	All Closures	775	730	731
	Agency Dismissals	95	316	315
	Administrative Judge Dismissals	0	565	565
	Withdrawals	569	495	496
	Settlements	505	1,099	1,081
	Final Agency Decisions (with no AJ decision)	792	535	539
	Merit Decisions (with and without an AJ decision)	918	944	939
<b>Merit Decisions</b>	Total Number	19	331	350
	Decisions with Finding of Discrimination	0	16	16
	% of Decisions with Finding of Discrimination	0.0%	4.8%	4.6%
<b>Corrective Actions/Benefits</b>	Total Number	6	206	212
	Amount of Frontpay/Backpay Benefits	\$38,412	\$111,872	\$150,284
	Amount of Lump Sum Payments	\$47,397	\$513,567	\$560,964
	Amount of Compensatory Damages	\$0	\$295,752	\$295,752
	Amount of Attorneys' Fees	\$22,500	\$1,004,931	\$1,027,431
<b>Appeals</b>	Cases Received For Review	7	162	169
	Number of Cases Closed	18	79	97

\*Total workforce data includes only agency submitted data and does not include classified positions.

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)**

Permanent Workforce: 10,177

Total Reported Workforce: 10,435

- HUD's permanent workforce participation rate for women was 60.3%; for Blacks was 36.36%; for Hispanics was 7.14%; for Asians/Pacific Islanders was 3.93%; and for American Indians/Alaskan Natives was 1.04%.
- HUD's top three major occupations were reported as General Business and Industry, Miscellaneous Administration and Program, and Management and Program Analyst.
  - In the General Business and Industry occupation, the participation rate for women was 61.2%; for Blacks was 31%; for Hispanics was 8.12%; for Asians/Pacific Islanders was 2.6%; and for American Indians/Alaskan Natives was 1.6%.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 55.49%; for Blacks was 36.83%; for Hispanics was 6.57%; for Asians/Pacific Islanders was 3.32%; and for American Indians/Alaskan Natives was 0.9%.
  - In the Management and Program Analyst occupation, the participation rate for women was 63.51%; for Blacks was 47.08%; for Hispanics was 3.16%; for Asians/Pacific Islanders was 2.84%; and for American Indians/Alaskan Natives was 0.47%.
- HUD's GS-14 and GS-15 grade level participation rate for women was 44.53%; for Blacks was 28.04%; for Hispanics was 5.23%; for Asians/Pacific Islanders was 3.45%; and for American Indians/Alaskan Natives was 0.78%.
- HUD's Senior Pay Level participation rate for women was 31.73%; for Blacks was 30.77%; for Hispanics was 7.69%; for Asians/Pacific Islanders was 0.96%; and for American Indians/Alaskan Natives was 0.96%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At HUD, employees with targeted disabilities represented 1.38% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- HUD completed 57 ADR efforts during the pre-complaint stage, of which 14 resulted in a settlement.
- There were 188 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 92 individuals filed 108 EEO complaints.
- HUD completed 27 ADR efforts during the complaint stage, of which 12 resulted in a settlement.
- HUD settled 56 complaints.
- HUD paid \$1,328,699 in monetary benefits: \$128,529 for front and/or back pay awards; \$419,217 for lump sum payments; \$310,407 for compensatory damages; and \$470,546 for attorney's fees.
- HUD issued 68 decisions on the merits. There were 6 findings of discrimination issued.
- HUD took an average of 796 days to process a complaint from filing to closing. The average processing time for a merit decision was 946 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Housing and Urban Development EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	305	188	-38.4%
	% Counseled within regulatory time frame	99%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	54.1%	96.8%	
	ADR Election Rate	29.1%	29.1%	
	ADR Participation Rate	15.7%	28.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	134	108	-19.4%
	Total Workforce	10,342	10,435	0.9%
	Total Complainants	127	92	-27.6%
	% of Complainants Filing Single Complaint	94.8%	85.2%	
	% of Workforce who are EEO Complainants	1.2%	0.9%	
<b>Investigations</b>	Total Completed	131	72	-45.0%
	Average Processing Time for Investigation (Days)	249	274	10.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$521,093	\$187,655	-64.0%
<b>Type of Closures</b>	Total Closures	144	151	4.9%
	Agency Dismissals	16	14	-12.5%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	10	13	30.0%
	Settlements	47	56	19.1%
	Merit Decisions (with and without an AJ decision)	68	68	0.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	816	796	-2.5%
	Agency Dismissals	380	252	-33.7%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	418	391	-6.5%
	Settlements	650	844	29.8%
	Final Agency Decisions (with no AJ decision)	946	739	-21.9%
	Merit Decisions (with and without an AJ decision)	1,133	946	-16.5%
<b>Merit Decisions</b>	Total Number	68	68	0.0%
	Decisions with Finding of Discrimination	3	6	100.0%
	% of Decisions with Finding of Discrimination	4.4%	8.8%	
<b>Corrective Actions/Benefits</b>	Total Number	50	62	24.0%
	Amount of Frontpay/Backpay Benefits	\$98,135	\$128,529	31.0%
	Amount of Lump Sum Payments	\$50,400	\$419,217	731.8%
	Amount of Compensatory Damages	\$31,000	\$310,407	901.3%
	Amount of Attorneys' Fees	\$237,684	\$470,546	98.0%
<b>Appeals</b>	Cases Received For Review	40	33	-17.5%
	Number of Cases Closed	52	46	-11.5%

NOTE: NA = Not Applicable

**U.S. DEPARTMENT OF THE INTERIOR (Interior)**

Permanent Workforce: 60,840

Total Reported Workforce: 79,482

- Interior's permanent workforce participation rate for women was 38.62%; for Blacks was 6.02%; for Hispanics was 4.91%; for Asians/Pacific Islanders was 2.05%; and for American Indians/Alaskan Natives was 11.98%.
- Interior's top three major occupations were reported as Miscellaneous Administrative and Program, General Biological Science, and Park Ranger.
  - In the Miscellaneous Administrative and Program occupation, the participation rate for women was 51.56%; for Blacks was 7.57%; for Hispanics was 5.32%; for Asians/Pacific Islanders was 1.31%; and for American Indians/Alaskan Natives was 10.79%.
  - In the General Biological Science occupation, the participation rate for women was 29.99%; for Blacks was 1.21%; for Hispanics was 2.68%; for Asians/Pacific Islanders was 1.56%; and for American Indians/Alaskan Natives was 3.06%.
  - In the Park Ranger occupation, the participation rate for women was 32.24%; for Blacks was 5.03%; for Hispanics was 4.29%; for Asians/Pacific Islanders was 1.8%; and for American Indians/Alaskan Natives was 2.78%.
- Interior's GS-14 and GS-15 grade level participation rate for women was 27.06%; for Blacks was 4.12%; for Hispanics was 2.57%; for Asians/Pacific Islanders was 2.08%; and for American Indians/Alaskan Natives was 7.86%.
- Interior's Senior Pay Level participation rate for women was 27.72%; for Blacks was 5.94%; for Hispanics was 3.63%; for Asians/Pacific Islanders was 1.65%; and for American Indians/Alaskan Natives was 8.58%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At Interior, employees with targeted disabilities represented 1.01% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- Interior completed 31 ADR efforts during the pre-complaint stage, of which 17 resulted in a settlement.
- There were 616 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 269 individuals filed 296 EEO complaints.
- Interior completed 64 ADR efforts during the complaint stage, of which 58 resulted in a settlement.
- Interior settled 140 complaints.
- Interior paid \$1,443,482 in monetary benefits: \$241,012 for front and/or back pay awards; \$753,486 for lump sum payments; \$182,943 for compensatory damages; and \$266,041 for attorney's fees.
- Interior issued 201 decisions on the merits. There were 4 findings of discrimination issued.
- Interior took an average of 682 days to process a complaint from filing to closing. The average processing time for a merit decision was 816 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

U.S. Department of the Interior EEO Indicators		FY 2002	FY 2003	Change
<b>Pre-Complaint Counseling*</b>	Instances of EEO Counselor Counseling	1,006	616	-38.8%
	% Counseled within regulatory time frame	98.4%	95%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	22.2%	53.6%	
	ADR Election Rate	49.3%	28.5%	
	ADR Participation Rate	10.9%	15.2%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	343	269	-21.6%
	Total Workforce	79,482	79,482	0.0%
	Total Complainants	321	269	-16.2%
	% of Complainants Filing Single Complaint	93.6%	100%	
	% of Workforce who are EEO Complainants	0.4%	0.3%	
<b>Investigations</b>	Total Completed	246	257	4.5%
	Average Processing Time for Investigation (Days)	212	229	8.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$680,864	\$777,869	14.2%
<b>Type of Closures</b>	Total Closures	357	448	25.5%
	Agency Dismissals	38	65	71.1%
	Administrative Judge Dismissals	6	19	216.7%
	Withdrawals	16	23	43.8%
	Settlements	117	140	19.7%
	Merit Decisions (with and without an AJ decision)	179	201	12.3%
<b>Average Processing Days</b> (from date complaint filed)	All Closures	705	682	-3.3%
	Agency Dismissals	356	465	30.6%
	Administrative Judge Dismissals	1,232	976	-20.8%
	Withdrawals	336	371	10.4%
	Settlements	585	601	2.7%
	Final Agency Decisions (with no AJ decision)	605	594	-1.8%
	Merit Decisions (with and without an AJ decision)	867	816	-5.9%
<b>Merit Decisions</b>	Total Number	179	201	12.3%
	Decisions with Finding of Discrimination	2	4	100.0%
	% of Decisions with Finding of Discrimination	1.1%	2.0%	
<b>Corrective Actions/Benefits</b>	Total Number	119	144	21.0%
	Amount of Frontpay/Backpay Benefits	\$43,701	\$241,012	451.5%
	Amount of Lump Sum Payments	\$946,990	\$753,486	-20.4%
	Amount of Compensatory Damages	\$166,585	\$182,943	9.8%
	Amount of Attorneys' Fees	\$283,330	\$266,041	-6.1%
<b>Appeals</b>	Cases Received For Review	92	118	28.3%
	Number of Cases Closed	194	125	-35.6%

**NOTE:** NA = Not Applicable

\*The FY 2003 counseling percentages do not total 100% because the agency did not provide counseling times for all FY 2003 counseling

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF JUSTICE (DOJ)**

Permanent Workforce: 98,180

Total Reported Workforce: 102,503

- DOJ's permanent workforce participation rate for women was 40.51%; for Blacks was 17.95%; for Hispanics was 8.44%; for Asians/Pacific Islanders was 2.6%; and for American Indians/Alaskan Natives was 0.84%.
- DOJ's top three major occupations were reported as Criminal Investigating, Correctional Officer, and General Attorney.
  - In the Criminal Investigating occupation, the participation rate for women was 14.85%; for Blacks was 6.45%; for Hispanics was 7.83%; for Asians/Pacific Islanders was 2.8%; and for American Indians/Alaskan Natives was 0.55%.
  - In the Correctional Officer occupation, the participation rate for women was 13.59%; for Blacks was 24.37%; for Hispanics was 12.34%; for Asians/Pacific Islanders was 1.4%; and for American Indians/Alaskan Natives was 1.32%.
  - In the General Attorney occupation, the participation rate for women was 37.29%; for Blacks was 7.41%; for Hispanics was 4.48%; for Asians/Pacific Islanders was 3.06%; and for American Indians/Alaskan Natives was 0.4%.
- DOJ's GS-14 and GS-15 grade level participation rate for women was 30.38%; for Blacks was 10.39%; for Hispanics was 5.99%; for Asians/Pacific Islanders was 2.88%; and for American Indians/Alaskan Natives was 0.62%.
- DOJ's Senior Pay Level participation rate for women was 29.65%; for Blacks was 6.75%; for Hispanics was 4.77%; for Asians/Pacific Islanders was 2.08%; and for American Indians/Alaskan Natives was 0.38%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DOJ, employees with targeted disabilities represented 0.39% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DOJ completed 77 ADR efforts during the pre-complaint stage, of which 21 resulted in a settlement.
- There were 1,711 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 580 individuals filed 599 EEO complaints.
- DOJ completed 53 ADR efforts during the complaint stage, of which 36 resulted in a settlement.
- DOJ settled 151 complaints.
- DOJ paid \$1,688,532 in monetary benefits: \$176,904 for front and/or back pay awards; \$743,111 for lump sum payments; \$262,150 for compensatory damages; and \$506,367 for attorney's fees.
- DOJ issued 409 decisions on the merits. There were 12 findings of discrimination issued.
- DOJ took an average of 728 days to process a complaint from filing to closing. The average processing time for a merit decision was 978 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Justice EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	2,080	1,703	-18.1%
	% Counseled within regulatory time frame	95.6%	98.2%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	38.7%	42.8%	
	ADR Election Rate	39.2%	11.3%	
	ADR Participation Rate	15.2%	4.9%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	1,047	599	-42.8%
	Total Workforce	13,763	102,503	644.8%
	Total Complainants	963	580	-39.8%
	% of Complainants Filing Single Complaint	92%	96.8%	
	% of Workforce who are EEO Complainants	7.0%	0.6%	
<b>Investigations</b>	Total Completed	774	506	-34.6%
	Average Processing Time for Investigation (Days)	281	297	5.7%
	Amount Spent on In-House Investigations	\$940,396	\$1,266,110	34.6%
	Amount Spent on Contract Investigations	\$2,224,960	\$1,365,304	-38.6%
<b>Type of Closures</b>	Total Closures	1,066	829	-22.2%
	Agency Dismissals	231	175	-24.2%
	Administrative Judge Dismissals	42	12	-71.4%
	Withdrawals	85	82	-3.5%
	Settlements	183	151	-17.5%
	Merit Decisions (with and without an AJ decision)	517	409	-20.9%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	728	728	0.0%
	Agency Dismissals	707	285	-59.7%
	Administrative Judge Dismissals	904	2,277	151.9%
	Withdrawals	544	442	-18.8%
	Settlements	594	599	0.8%
	Final Agency Decisions (with no AJ decision)	787	601	-23.6%
	Merit Decisions (with and without an AJ decision)	986	978	-0.8%
<b>Merit Decisions</b>	Total Number	517	409	-20.9%
	Decisions with Finding of Discrimination	14	12	-14.3%
	% of Decisions with Finding of Discrimination	2.7%	2.9%	
<b>Corrective Actions/Benefits</b>	Total Number	197	163	-17.3%
	Amount of Frontpay/Backpay Benefits	\$425,466	\$176,904	-58.4%
	Amount of Lump Sum Payments	\$324,417	\$743,111	129.1%
	Amount of Compensatory Damages	\$339,512	\$262,150	-22.8%
	Amount of Attorneys' Fees	\$687,209	\$506,367	-26.3%
<b>Appeals</b>	Cases Received For Review	297	229	-22.9%
	Number of Cases Closed	360	313	-13.1%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF LABOR (DOL)**

Permanent Workforce: 15,838

Total Reported Workforce: 16,154

- DOL's permanent workforce participation rate for women was 50.27%; for Blacks was 23.67%; for Hispanics was 7.01%; for Asians/Pacific Islanders was 3.96%; and for American Indians/Alaskan Natives was 0.71%.
- DOL's top three major occupations were reported as Economist, Auditing, and Industrial Hygienist.
  - In the Economist occupation, the participation rate for women was 37.4%; for Blacks was 12.28%; for Hispanics was 3.25%; for Asians/Pacific Islanders was 4.52%; and for American Indians/Alaskan Natives was 0.21%.
  - In the Auditing occupation, the participation rate for women was 40.6%; for Blacks was 31.64%; for Hispanics was 5.67%; for Asians/Pacific Islanders was 9.85%; and for American Indians/Alaskan Natives was 0.3%.
  - In the Industrial Hygienist occupation, the participation rate for women was 38.24%; for Blacks was 11.66%; for Hispanics was 6.5%; for Asians/Pacific Islanders was 3.82%; and for American Indians/Alaskan Natives was 0.38%.
- DOL's GS-14 and GS-15 grade level participation rate for women was 38.82%; for Blacks was 14.15%; for Hispanics was 4.24%; for Asians/Pacific Islanders was 2.92%; and for American Indians/Alaskan Natives was 0.71%.
- DOL's Senior Pay Level participation rate for women was 26.39%; for Blacks was 9.72%; for Hispanics was 3.7%; for Asians/Pacific Islanders was 1.39%; and for American Indians/Alaskan Natives was 0.93%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DOL, employees with targeted disabilities represented 1.34% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DOL completed 55 ADR efforts during the pre-complaint stage, of which 15 resulted in a settlement.
- There were 229 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 137 individuals filed 165 EEO complaints.
- DOL completed 32 ADR efforts during the complaint stage, all of which resulted in a settlement.
- DOL settled 32 complaints.
- DOL paid \$182,607 in monetary benefits: \$20,767 for front and/or back pay awards; \$141,101 for lump sum payments; \$2,500 for compensatory damages; and \$18,239 for attorney's fees.
- DOL issued 114 decisions on the merits. There were 3 findings of discrimination issued.
- DOL took an average of 775 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,014 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

U.S. Department of Labor EEO Indicators		FY 2002	FY 2003	Change
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	176	229	30.1%
	% Counseled within regulatory time frame	94.3%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	100%	
	ADR Election Rate	19.3%	24.9%	
	ADR Participation Rate	19.3%	24.9%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	156	165	5.8%
	Total Workforce	17,079	16,154	-5.4%
	Total Complainants	130	137	5.4%
	% of Complainants Filing Single Complaint	83.3%	83%	
	% of Workforce who are EEO Complainants	0.8%	0.8%	
<b>Investigations</b>	Total Completed	108	105	-2.8%
	Average Processing Time for Investigation (Days)	263	294	11.8%
	Amount Spent on In-House Investigations	\$36,000	\$143,500	298.6%
	Amount Spent on Contract Investigations	\$279,137	\$215,009	-23.0%
<b>Type of Closures</b>	Total Closures	170	202	18.8%
	Agency Dismissals	21	43	104.8%
	Administrative Judge Dismissals	2	1	-50.0%
	Withdrawals	8	12	50.0%
	Settlements	36	32	-11.1%
	Merit Decisions (with and without an AJ decision)	102	114	11.8%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	946	775	-18.1%
	Agency Dismissals	594	366	-38.4%
	Administrative Judge Dismissals	1,848	717	-61.2%
	Withdrawals	394	609	54.6%
	Settlements	938	537	-42.8%
	Final Agency Decisions (with no AJ decision)	1,017	747	-26.5%
	Merit Decisions (with and without an AJ decision)	1,063	1,014	-4.6%
<b>Merit Decisions</b>	Total Number	102	114	11.8%
	Decisions with Finding of Discrimination	2	3	50.0%
	% of Decisions with Finding of Discrimination	2.0%	2.6%	
<b>Corrective Actions/Benefits</b>	Total Number	38	35	-7.9%
	Amount of Frontpay/Backpay Benefits	\$6,500	\$20,767	219.5%
	Amount of Lump Sum Payments	\$171,101	\$141,101	-17.5%
	Amount of Compensatory Damages	\$86,399	\$2,500	-97.1%
	Amount of Attorneys' Fees	\$32,338	\$18,239	-43.6%
<b>Appeals</b>	Cases Received For Review	58	79	36.2%
	Number of Cases Closed	85	76	-10.6%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **NATIONAL AERONAUTICS & SPACE ADMINISTRATION (NASA)**

Permanent Workforce: 18,500

Total Reported Workforce: 19,313

- NASA's permanent workforce participation rate for women was 34.28%; for Blacks was 11.15%; for Hispanics was 4.94%; for Asians/Pacific Islanders was 5.7%; and for American Indians/Alaskan Natives was 0.87%.
- NASA's top three major occupations were reported as Aerospace Engineering, Electronics Engineering, and General Engineering.
  - In the Aerospace Engineering occupation, the participation rate for women was 17.44%; for Blacks was 5.75%; for Hispanics was 4.73%; for Asians/Pacific Islanders was 7.42%; and for American Indians/Alaskan Natives was 0.51%.
  - In the Electronics Engineering occupation, the participation rate for women was 14.32%; for Blacks was 6.99%; for Hispanics was 6.01%; for Asians/Pacific Islanders was 10.82%; and for American Indians/Alaskan Natives was 0.66%.
  - In the General Engineering occupation, the participation rate for women was 20.65%; for Blacks was 5.53%; for Hispanics was 5.86%; for Asians/Pacific Islanders was 5.38%; and for American Indians/Alaskan Natives was 0.78%.
- NASA's GS-14 and GS-15 grade level participation rate for women was 20.93%; for Blacks was 5.51%; for Hispanics was 4.09%; for Asians/Pacific Islanders was 6.12%; and for American Indians/Alaskan Natives was 0.68%.
- NASA's Senior Pay Level participation rate for women was 20.08%; for Blacks was 6.63%; for Hispanics was 3.52%; for Asians/Pacific Islanders was 4.35%; and for American Indians/Alaskan Natives was 1.04%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At NASA, employees with targeted disabilities represented 1.05% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- NASA completed 74 ADR efforts during the pre-complaint stage, of which 42 resulted in a settlement.
- There were 174 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 44 individuals filed 50 EEO complaints.
- NASA completed 22 ADR efforts during the complaint stage, of which 8 resulted in a settlement.
- NASA settled 14 complaints.
- NASA paid \$309,389 in monetary benefits: \$1,212 for front and/or back pay awards; \$69,882 for lump sum payments; \$140,000 for compensatory damages; and \$98,295 for attorney's fees.
- NASA issued 18 decisions on the merits. There were no findings of discrimination issued.
- NASA took an average of 372 days to process a complaint from filing to closing. The average processing time for a merit decision was 536 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>National Aeronautics &amp; Space Administration EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	104	96	-7.7%
	% Counseled within regulatory time frame	98.1%	94.8%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	34%	100%	
	ADR Election Rate	36.1%	44.8%	
	ADR Participation Rate	12.3%	44.8%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	57	50	-12.3%
	Total Workforce	17,933	19,313	7.7%
	Total Complainants	48	44	-8.3%
	% of Complainants Filing Single Complaint	84.2%	88%	
	% of Workforce who are EEO Complainants	0.3%	0.2%	
<b>Investigations</b>	Total Completed	45	46	2.2%
	Average Processing Time for Investigation (Days)	132	174	31.8%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$218,684	\$214,599	-1.9%
<b>Type of Closures</b>	Total Closures	62	51	-17.7%
	Agency Dismissals	11	17	54.5%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	4	2	-50.0%
	Settlements	23	14	-39.1%
	Merit Decisions (with and without an AJ decision)	24	18	-25.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	534	372	-30.3%
	Agency Dismissals	221	200	-9.5%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	517	333	-35.6%
	Settlements	454	374	-17.6%
	Final Agency Decisions (with no AJ decision)	604	355	-41.2%
	Merit Decisions (with and without an AJ decision)	758	536	-29.3%
<b>Merit Decisions</b>	Total Number	24	18	-25.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	23	14	-39.1%
	Amount of Frontpay/Backpay Benefits	\$0	\$1,212	NA
	Amount of Lump Sum Payments	\$102,272	\$69,882	-31.7%
	Amount of Compensatory Damages	\$0	\$140,000	NA
	Amount of Attorneys' Fees	\$13,500	\$98,295	628.1%
<b>Appeals</b>	Cases Received For Review	14	20	42.9%
	Number of Cases Closed	13	26	100.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **NATIONAL ARCHIVES & RECORDS ADMINISTRATION (NARA)**

Permanent Workforce: 2,619

Total Reported Workforce: 3,086

- NARA's permanent workforce participation rate for women was 53.38%; for Blacks was 29.94%; for Hispanics was 1.64%; for Asians/Pacific Islanders was 2.18%; and for American Indians/Alaskan Natives was 0.34%.
- NARA's major occupation was reported as Archivist.
  - In the Archivist occupation, the participation rate for women was 36.31%; for Blacks was 6.85%; for Hispanics was 0.3%; for Asians/Pacific Islanders was 0.6%; and for American Indians/Alaskan Natives was 0.3%.
- NARA's GS-14 and GS-15 grade level participation rate for women was 36.46%; for Blacks was 8.84%; for Hispanics was 0.55%; for Asians/Pacific Islanders was 2.76%; and for American Indians/Alaskan Natives was 0%.
- NARA's Senior Pay Level participation rate for women was 6.67%; for Blacks was 0%; for Hispanics was 0%; for Asians/Pacific Islanders was 6.67%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At NARA, employees with targeted disabilities represented 1.76% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- NARA completed 22 ADR efforts during the pre-complaint stage, of which 11 resulted in a settlement.
- There were 35 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 10 individuals filed 11 EEO complaints.
- NARA completed 13 ADR efforts during the complaint stage, of which 12 resulted in a settlement.
- NARA settled 15 complaints.
- NARA reported paying no monetary benefits.
- NARA issued 18 decisions on the merits. There were no findings of discrimination issued.
- NARA took an average of 752 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,039 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>National Archives &amp; Records Administration EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	47	35	-25.5%
	% Counseled within regulatory time frame	97.9%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	46.9%	74.3%	
	ADR Election Rate	56.7%	61.5%	
	ADR Participation Rate	26.6%	45.7%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	37	11	-70.3%
	Total Workforce	3,134	3,086	-1.5%
	Total Complainants	33	10	-69.7%
	% of Complainants Filing Single Complaint	89.2%	90.9%	
	% of Workforce who are EEO Complainants	1.1%	0.3%	
<b>Investigations</b>	Total Completed	19	20	5.3%
	Average Processing Time for Investigation (Days)	432	84	-80.6%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$148,192	\$68,197	-54.0%
<b>Type of Closures</b>	Total Closures	15	37	146.7%
	Agency Dismissals	2	1	-50.0%
	Administrative Judge Dismissals	3	0	-100.0%
	Withdrawals	7	3	-57.1%
	Settlements	3	15	400.0%
	Merit Decisions (with and without an AJ decision)	0	18	NA
<b>Average Processing Days (from date complaint filed)</b>	All Closures	1,298	752	-42.1%
	Agency Dismissals	296	118	-60.1%
	Administrative Judge Dismissals	4,136	0	-100.0%
	Withdrawals	553	689	24.6%
	Settlements	1,062	462	-56.5%
	Final Agency Decisions (with no AJ decision)	296	1,116	277.0%
	Merit Decisions (with and without an AJ decision)	0	1,039	NA
<b>Merit Decisions</b>	Total Number	0	18	NA
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	NA	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	3	15	400.0%
	Amount of Frontpay/Backpay Benefits	\$4,200	\$0	-100.0%
	Amount of Lump Sum Payments	\$150	\$0	-100.0%
	Amount of Compensatory Damages	\$12,750	\$0	-100.0%
	Amount of Attorneys' Fees	\$12,750	\$0	-100.0%
<b>Appeals</b>	Cases Received For Review	1	5	400.0%
	Number of Cases Closed	6	3	-50.0%

NOTE: NA = Not Applicable

**NATIONAL CREDIT UNION ADMINISTRATION (NCUA)**

Permanent Workforce: 898

Total Reported Workforce: 945

- NCUA's permanent workforce participation rate for women was 41.2%; for Blacks was 11.58%; for Hispanics was 3.79%; for Asians/Pacific Islanders was 2.78%; and for American Indians/Alaskan Natives was 0.56%.
- NCUA's major occupation was reported as Credit Union Examiner.
  - In the Credit Union Examiner occupation, the participation rate for women was 34.46%; for Blacks was 7.36%; for Hispanics was 3.24%; for Asians/Pacific Islanders was 2.65%; and for American Indians/Alaskan Natives was 0.29%.
- NCUA's Senior Pay Level participation rate for women was 23.08%; for Blacks was 7.69%; for Hispanics was 0%; for Asians/Pacific Islanders was 2.56%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At NCUA, employees with targeted disabilities represented 0.78% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- NCUA did not report any completed ADR efforts during the pre-complaint stage.
- There were 8 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 5 individuals filed 5 EEO complaints.
- NCUA did not report any completed ADR efforts during the formal complaint stage.
- NCUA settled 1 complaint.
- NCUA reported paying no monetary benefits.
- NCUA issued 3 decisions on the merits. There were no findings of discrimination issued.
- NCUA took an average of 668 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,050 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>National Credit Union Administration EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	6	8	33.3%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	16.7%	100%	
	ADR Election Rate	100%	0%	
	ADR Participation Rate	16.7%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	1	5	400.0%
	Total Workforce	976	945	-3.2%
	Total Complainants	1	5	400.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.1%	0.5%	
<b>Investigations</b>	Total Completed	0	3	NA
	Average Processing Time for Investigation (Days)	0	181	NA
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$0	\$9,890	NA
<b>Type of Closures</b>	Total Closures	5	5	0.0%
	Agency Dismissals	1	1	0.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	0	1	NA
	Merit Decisions (with and without an AJ decision)	4	3	-25.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	410	668	62.9%
	Agency Dismissals	219	163	-25.6%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	0	29	NA
	Final Agency Decisions (with no AJ decision)	281	744	164.8%
	Merit Decisions (with and without an AJ decision)	313	1,050	235.5%
<b>Merit Decisions</b>	Total Number	4	3	-25.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	0	1	NA
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$0	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	2	3	50.0%
	Number of Cases Closed	3	2	-33.3%

**NOTE:** NA = Not Applicable

**NATIONAL GALLERY OF ART (NGA)**

Permanent Workforce: 768

Total Reported Workforce: 805

- NGA's permanent workforce participation rate for women was 41.41%; for Blacks was 46.09%; for Hispanics was 2.21%; for Asians/Pacific Islanders was 2.08%; and for American Indians/Alaskan Natives was 0.13%.
- NGA reported no major occupations.
- NGA's GS-14 and GS-15 grade level participation rate for women was 60.87%; for Blacks was 2.9%; for Hispanics was 2.9%; for Asians/Pacific Islanders was 2.9%; and for American Indians/Alaskan Natives was 0%.
- NGA's Senior Pay Level participation rate for women was 37.5%; for Blacks was 4.17%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At NGA, employees with targeted disabilities represented 0.91% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- NGA completed 2 ADR efforts during the pre-complaint stage, of which 1 resulted in a settlement.
- There were 27 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 13 individuals filed 13 EEO complaints.
- NGA completed 2 ADR efforts during the complaint stage, of which none resulted in a settlement.
- NGA settled 2 complaints.
- NGA reported paying no monetary benefits.
- NGA issued 2 decisions on the merits. There were no findings of discrimination issued.
- NGA took an average of 128 days to process a complaint from filing to closing. The average processing time for a merit decision was 155 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>National Gallery of Art EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	21	23	9.5%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	85.2%	
	ADR Election Rate	19.1%	13.0%	
	ADR Participation Rate	19.1%	11.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	10	13	30.0%
	Total Workforce	859	805	-6.3%
	Total Complainants	10	13	30.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	1.2%	1.6%	
<b>Investigations</b>	Total Completed	5	5	0.0%
	Average Processing Time for Investigation (Days)	147	156	6.1%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$19,500	\$15,490	-20.6%
<b>Type of Closures</b>	Total Closures	8	6	-25.0%
	Agency Dismissals	3	2	-33.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	0	2	NA
	Merit Decisions (with and without an AJ decision)	5	2	-60.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	347	128	-63.1%
	Agency Dismissals	92	28	-69.6%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	0	203	NA
	Final Agency Decisions (with no AJ decision)	183	91	-50.3%
	Merit Decisions (with and without an AJ decision)	412	155	-62.4%
<b>Merit Decisions</b>	Total Number	5	2	-60.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	0	2	NA
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$0	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	2	0	-100.0%
	Number of Cases Closed	1	2	100.0%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **NATIONAL LABOR RELATIONS BOARD (NLRB)**

Permanent Workforce: 1,891

Total Reported Workforce: 1,937

- NLRB's permanent workforce participation rate for women was 60.81%; for Blacks was 21.25%; for Hispanics was 6.98%; for Asians/Pacific Islanders was 2.33%; and for American Indians/Alaskan Natives was 0.32%.
- NLRB's top two major occupations were reported as General Attorney, and Labor-Management Relations Examining.
  - In the General Attorney occupation, the participation rate for women was 50.98%; for Blacks was 10.3%; for Hispanics was 5.74%; for Asians/Pacific Islanders was 1.53%; and for American Indians/Alaskan Natives was 0.39%.
  - In the Labor-Management Relations Examining occupation, the participation rate for women was 46.13%; for Blacks was 8.29%; for Hispanics was 7.46%; for Asians/Pacific Islanders was 1.93%; and for American Indians/Alaskan Natives was 0%.
- NLRB's GS-14 and GS-15 grade level participation rate for women was 47.32%; for Blacks was 11.55%; for Hispanics was 5.36%; for Asians/Pacific Islanders was 1.93%; and for American Indians/Alaskan Natives was 0.28%.
- NLRB's Senior Pay Level participation rate for women was 20.18%; for Blacks was 7.34%; for Hispanics was 5.5%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At NLRB, employees with targeted disabilities represented 0.74% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- NLRB completed 2 ADR efforts during the pre-complaint stage, of which 1 resulted in a settlement.
- There were 33 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 10 individuals filed 12 EEO complaints.
- NLRB did not report any completed ADR efforts during the formal complaint stage.
- NLRB settled 9 complaints.
- NLRB paid \$201,567 in monetary benefits: \$0 for front and/or back pay awards; \$176,567 for lump sum payments; \$0 for compensatory damages; and \$25,000 for attorney's fees.
- NLRB issued 11 decisions on the merits. There were no findings of discrimination issued.
- NLRB took an average of 744 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,005 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>National Labor Relations Board EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	51	33	-35.3%
	% Counseled within regulatory time frame	86.3%	97%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	19.6%	36.4%	
	ADR Election Rate	45.5%	16.7%	
	ADR Participation Rate	8.9%	6.1%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	13	12	-7.7%
	Total Workforce	1,977	1,937	-2.0%
	Total Complainants	11	10	-9.1%
	% of Complainants Filing Single Complaint	84.6%	83.3%	
	% of Workforce who are EEO Complainants	0.6%	0.5%	
<b>Investigations</b>	Total Completed	23	15	-34.8%
	Average Processing Time for Investigation (Days)	517	298	-42.4%
	Amount Spent on In-House Investigations	\$40,000	\$60,000	50.0%
	Amount Spent on Contract Investigations	\$19,190	\$4,175	-78.2%
<b>Type of Closures</b>	Total Closures	21	22	4.8%
	Agency Dismissals	4	2	-50.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	0	-100.0%
	Settlements	5	9	80.0%
	Merit Decisions (with and without an AJ decision)	11	11	0.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	942	744	-21.0%
	Agency Dismissals	1,109	81	-92.7%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	181	0	-100.0%
	Settlements	676	571	-15.5%
	Final Agency Decisions (with no AJ decision)	1,028	475	-53.8%
	Merit Decisions (with and without an AJ decision)	1,072	1,005	-6.3%
<b>Merit Decisions</b>	Total Number	11	11	0.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	5	9	80.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$6,250	\$176,567	2725.1%
	Amount of Compensatory Damages	\$40,000	\$0	-100.0%
	Amount of Attorneys' Fees	\$3,028	\$25,000	725.6%
<b>Appeals</b>	Cases Received For Review	3	0	-100.0%
	Number of Cases Closed	3	4	33.3%

NOTE: NA = Not Applicable

**NATIONAL SCIENCE FOUNDATION (NSF)**

Permanent Workforce: 1,092

Total Reported Workforce: 1,411

- NSF's permanent workforce participation rate for women was 63.74%; for Blacks was 35.07%; for Hispanics was 2.57%; for Asians/Pacific Islanders was 4.95%; and for American Indians/Alaskan Natives was 0.09%.
- NSF reported no major occupations.
- NSF's GS-14 and GS-15 grade level participation rate for women was 58.06%; for Blacks was 12.9%; for Hispanics was 1.29%; for Asians/Pacific Islanders was 6.45%; and for American Indians/Alaskan Natives was 0%.
- NSF's Senior Pay Level participation rate for women was 34.52%; for Blacks was 6.41%; for Hispanics was 3.2%; for Asians/Pacific Islanders was 6.05%; and for American Indians/Alaskan Natives was 0.36%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At NSF, employees with targeted disabilities represented 1.1% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- NSF completed 1 ADR effort during the pre-complaint stage, but it did not result in a settlement.
- There were 7 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 6 individuals filed 6 EEO complaints.
- NSF did not report any completed ADR efforts during the formal complaint stage.
- NSF settled 1 complaint.
- NSF reported paying no monetary benefits.
- NSF issued one decision on the merits. There were no findings of discrimination issued.
- NSF took an average of 212 days to process a complaint from filing to closing. The average processing time for a merit decision was 486 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>National Science Foundation EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	6	6	0.0%
	% Counseled within regulatory time frame	83.3%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	83.3%	100%	
	ADR Election Rate	0%	14.3%	
	ADR Participation Rate	0%	14.3%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	5	6	20.0%
	Total Workforce	1,291	1,411	9.3%
	Total Complainants	5	6	20.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.4%	0.4%	
<b>Investigations</b>	Total Completed	2	1	-50.0%
	Average Processing Time for Investigation (Days)	150	99	-34.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$7,848	\$3,400	-56.7%
<b>Type of Closures</b>	Total Closures	3	3	0.0%
	Agency Dismissals	3	1	-66.7%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	0	1	NA
	Merit Decisions (with and without an AJ decision)	0	1	NA
<b>Average Processing Days (from date complaint filed)</b>	All Closures	393	212	-46.1%
	Agency Dismissals	60	63	5.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	0	NA
	Settlements	0	88	NA
	Final Agency Decisions (with no AJ decision)	60	63	5.0%
	Merit Decisions (with and without an AJ decision)	0	486	NA
<b>Merit Decisions</b>	Total Number	0	1	NA
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	NA	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	0	1	NA
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$0	\$0	NA
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	0	4	NA
	Number of Cases Closed	0	1	NA

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF THE NAVY (Navy)**

Permanent Workforce: 175,794

Total Reported Workforce: 196,089

- Navy's permanent workforce participation rate for women was 30.12%; for Blacks was 12.65%; for Hispanics was 4.38%; for Asians/Pacific Islanders was 10.13%; and for American Indians/Alaskan Natives was 0.72%.
- Navy's top three major occupations were reported as Information Technology Management, Management and Program Analyst, and Electronics Engineering.
  - In the Information Technology Management occupation, the participation rate for women was 40.28%; for Blacks was 10.45%; for Hispanics was 3.75%; for Asians/Pacific Islanders was 6.75%; and for American Indians/Alaskan Natives was 0.64%.
  - In the Management and Program Analyst occupation, the participation rate for women was 64.74%; for Blacks was 13.31%; for Hispanics was 3.24%; for Asians/Pacific Islanders was 6.45%; and for American Indians/Alaskan Natives was 0.63%.
  - In the Electronics Engineering occupation, the participation rate for women was 9.25%; for Blacks was 3.74%; for Hispanics was 5.01%; for Asians/Pacific Islanders was 16.31%; and for American Indians/Alaskan Natives was 0.25%.
- Navy's GS-14 and GS-15 grade level participation rate for women was 18.17%; for Blacks was 3.91%; for Hispanics was 2.06%; for Asians/Pacific Islanders was 4.47%; and for American Indians/Alaskan Natives was 0.38%.
- Navy's Senior Pay Level participation rate for women was 12.54%; for Blacks was 2.2%; for Hispanics was 1.19%; for Asians/Pacific Islanders was 4.58%; and for American Indians/Alaskan Natives was 0.68%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At Navy, employees with targeted disabilities represented 0.92% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- Navy completed 17 ADR efforts during the pre-complaint stage, of which 13 resulted in a settlement.
- There were 1,275 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 644 individuals filed 785 EEO complaints.
- Navy completed 33 ADR efforts during the complaint stage, of which 23 resulted in a settlement.
- Navy settled 198 complaints.
- Navy paid \$3,174,570 in monetary benefits: \$107,345 for front and/or back pay awards; \$763,403 for lump sum payments; \$1,922,323 for compensatory damages; and \$381,500 for attorney's fees.
- Navy issued 462 decisions on the merits. There were 30 findings of discrimination issued.
- Navy took an average of 506 days to process a complaint from filing to closing. The average processing time for a merit decision was 647 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of the Navy EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	1,980	1,132	-42.8%
	% Counseled within regulatory time frame	94.4%	90%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	41.8%	15.2%	
	ADR Election Rate	40.5%	11.9%	
	ADR Participation Rate	16.9%	1.8%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	939	785	-16.4%
	Total Workforce	197,522	196,089	-0.7%
	Total Complainants	796	644	-19.1%
	% of Complainants Filing Single Complaint	84.8%	82%	
	% of Workforce who are EEO Complainants	0.4%	0.3%	
<b>Investigations</b>	Total Completed	377	488	29.4%
	Average Processing Time for Investigation (Days)	186	339	82.3%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$97,700	\$122,000	24.9%
<b>Type of Closures</b>	Total Closures	966	959	-0.7%
	Agency Dismissals	111	181	63.1%
	Administrative Judge Dismissals	29	14	-51.7%
	Withdrawals	92	104	13.0%
	Settlements	298	198	-33.6%
	Merit Decisions (with and without an AJ decision)	425	462	8.7%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	453	506	11.7%
	Agency Dismissals	203	283	39.4%
	Administrative Judge Dismissals	476	848	78.2%
	Withdrawals	247	448	81.4%
	Settlements	366	388	6.0%
	Final Agency Decisions (with no AJ decision)	354	453	28.0%
	Merit Decisions (with and without an AJ decision)	620	647	4.4%
<b>Merit Decisions</b>	Total Number	425	462	8.7%
	Decisions with Finding of Discrimination	11	30	172.7%
	% of Decisions with Finding of Discrimination	2.6%	6.5%	
<b>Corrective Actions/Benefits</b>	Total Number	309	227	-26.5%
	Amount of Frontpay/Backpay Benefits	\$88,105	\$107,345	21.8%
	Amount of Lump Sum Payments	\$834,174	\$763,403	-8.5%
	Amount of Compensatory Damages	\$103,406	\$1,922,323	1759.0%
	Amount of Attorneys' Fees	\$563,502	\$381,500	-32.3%
<b>Appeals</b>	Cases Received For Review	372	335	-9.9%
	Number of Cases Closed	546	388	-28.9%

NOTE: NA = Not Applicable

**NUCLEAR REGULATORY COMMISSION (NRC)**

Permanent Workforce: 2,995

Total Reported Workforce: 3,047

- NRC's permanent workforce participation rate for women was 37.3%; for Blacks was 13.49%; for Hispanics was 4.44%; for Asians/Pacific Islanders was 7.21%; and for American Indians/Alaskan Natives was 0.34%.
- NRC's top three major occupations were reported as General Engineering, Nuclear Engineering, and Health Physics.
  - In the General Engineering occupation, the participation rate for women was 16.37%; for Blacks was 8.51%; for Hispanics was 7.22%; for Asians/Pacific Islanders was 11.47%; and for American Indians/Alaskan Natives was 0.39%.
  - In the Nuclear Engineering occupation, the participation rate for women was 6.89%; for Blacks was 3.06%; for Hispanics was 5.36%; for Asians/Pacific Islanders was 5.36%; and for American Indians/Alaskan Natives was 0.26%.
  - In the Health Physics occupation, the participation rate for women was 25.91%; for Blacks was 9.33%; for Hispanics was 4.15%; for Asians/Pacific Islanders was 5.7%; and for American Indians/Alaskan Natives was 0%.
- NRC's GS-14 and GS-15 grade level participation rate for women was 21.37%; for Blacks was 7.19%; for Hispanics was 2.04%; for Asians/Pacific Islanders was 9.36%; and for American Indians/Alaskan Natives was 0.41%.
- NRC's Senior Pay Level participation rate for women was 13.88%; for Blacks was 4.31%; for Hispanics was 1.44%; for Asians/Pacific Islanders was 5.74%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At NRC, employees with targeted disabilities represented 1% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- NRC completed 3 ADR efforts during the pre-complaint stage, all of which resulted in a settlement.
- There were 29 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 8 individuals filed 9 EEO complaints.
- NRC completed 4 ADR efforts during the complaint stage, of which 1 resulted in a settlement.
- NRC settled 6 complaints.
- NRC paid \$32,239 for corrective actions: \$18,239 for front and/or back pay awards; \$13,500 for lump sum payments; \$0 for compensatory damages; and \$500 for attorney's fees.
- NRC issued 5 decisions on the merits. There were no findings of discrimination issued.
- NRC took an average of 567 days to process a complaint from filing to closing. The average processing time for a merit decision was 528 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Nuclear Regulatory Commission EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	35	24	-31.4%
	% Counseled within regulatory time frame	77.1%	95.8%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	92.1%	100%	
	ADR Election Rate	14.3%	13.8%	
	ADR Participation Rate	13.2%	13.8%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	14	9	-35.7%
	Total Workforce	3,036	3,047	0.4%
	Total Complainants	12	8	-33.3%
	% of Complainants Filing Single Complaint	85.7%	88.9%	
	% of Workforce who are EEO Complainants	0.4%	0.3%	
<b>Investigations</b>	Total Completed	9	9	0.0%
	Average Processing Time for Investigation (Days)	119	177	48.7%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$29,734	\$30,690	3.2%
<b>Type of Closures</b>	Total Closures	14	16	14.3%
	Agency Dismissals	2	4	100.0%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	1	0.0%
	Settlements	8	6	-25.0%
	Merit Decisions (with and without an AJ decision)	3	5	66.7%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	160	567	254.4%
	Agency Dismissals	129	995	671.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	60	255	325.0%
	Settlements	119	366	207.6%
	Final Agency Decisions (with no AJ decision)	245	899	266.9%
	Merit Decisions (with and without an AJ decision)	323	528	63.5%
<b>Merit Decisions</b>	Total Number	3	5	66.7%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	8	6	-25.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$18,239	NA
	Amount of Lump Sum Payments	\$67,000	\$13,500	-79.9%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$500	\$500	0.0%
<b>Appeals</b>	Cases Received For Review	4	2	-50.0%
	Number of Cases Closed	2	3	50.0%

NOTE: NA = Not Applicable

**OFFICE OF PERSONNEL MANAGEMENT (OPM)**

Permanent Workforce: 3,456

Total Reported Workforce: 3,618

- OPM's permanent workforce participation rate for women was 63.34%; for Blacks was 29.63%; for Hispanics was 4.17%; for Asians/Pacific Islanders was 1.91%; and for American Indians/Alaskan Natives was 0.52%.
- OPM's top three major occupations were reported as Human Resource Management, Information Technology Management, and Contact Representative.
  - In the Human Resource Management occupation, the participation rate for women was 63.96%; for Blacks was 27.66%; for Hispanics was 6.6%; for Asians/Pacific Islanders was 2.54%; and for American Indians/Alaskan Natives was 0.51%.
  - In the Information Technology Management occupation, the participation rate for women was 44%; for Blacks was 23.43%; for Hispanics was 2.86%; for Asians/Pacific Islanders was 6.29%; and for American Indians/Alaskan Natives was 0.57%.
  - In the Contact Representative occupation, the participation rate for women was 80.08%; for Blacks was 33.05%; for Hispanics was 1.27%; for Asians/Pacific Islanders was 1.27%; and for American Indians/Alaskan Natives was 0%.
- OPM's GS-14 and GS-15 grade level participation rate for women was 45.18%; for Blacks was 15.74%; for Hispanics was 4.31%; for Asians/Pacific Islanders was 2.03%; and for American Indians/Alaskan Natives was 0.51%.
- OPM's Senior Pay Level participation rate for women was 35.29%; for Blacks was 9.8%; for Hispanics was 7.84%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At OPM, employees with targeted disabilities represented 1.04% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- OPM did not report any completed ADR efforts during the pre-complaint stage.
- There were 56 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 28 individuals filed 28 EEO complaints.
- OPM did not report any completed ADR efforts during the formal complaint stage.
- OPM settled 1 complaint.
- OPM reported paying no monetary benefits.
- OPM issued 3 decisions on the merits. There were no findings of discrimination issued.
- OPM took an average of 775 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,474 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Office of Personnel Management EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	27	43	59.3%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	3.7%	23.2%	
	ADR Election Rate	100%	15.4%	
	ADR Participation Rate	3.7%	3.8%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	19	28	47.4%
	Total Workforce	3,684	3,618	-1.8%
	Total Complainants	18	28	55.6%
	% of Complainants Filing Single Complaint	94.7%	100%	
	% of Workforce who are EEO Complainants	0.5%	0.8%	
<b>Investigations</b>	Total Completed	10	17	70.0%
	Average Processing Time for Investigation (Days)	378	295	-22.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$21,044	\$40,500	92.5%
<b>Type of Closures</b>	Total Closures	24	18	-25.0%
	Agency Dismissals	3	13	333.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	4	1	-75.0%
	Settlements	5	1	-80.0%
	Merit Decisions (with and without an AJ decision)	12	3	-75.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	774	775	0.1%
	Agency Dismissals	302	667	120.9%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	738	764	3.5%
	Settlements	674	91	-86.5%
	Final Agency Decisions (with no AJ decision)	642	667	3.9%
	Merit Decisions (with and without an AJ decision)	945	1,474	56.0%
<b>Merit Decisions</b>	Total Number	12	3	-75.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	5	1	-80.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$9,750	\$0	-100.0%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$16,800	\$0	-100.0%
<b>Appeals</b>	Cases Received For Review	16	15	-6.3%
	Number of Cases Closed	21	22	4.8%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **PENSION BENEFIT GUARANTY CORPORATION (PBGC)**

Permanent Workforce: 740

Total Reported Workforce: 777

- PBGC's permanent workforce participation rate for women was 54.05%; for Blacks was 40.14%; for Hispanics was 2.16%; for Asians/Pacific Islanders was 5.41%; and for American Indians/Alaskan Natives was 0.14%.
- PBGC's top two major occupations were reported as Auditing, and General Attorney.
  - In the Auditing occupation, the participation rate for women was 48.9%; for Blacks was 47.83%; for Hispanics was 2.17%; for Asians/Pacific Islanders was 5.43%; and for American Indians/Alaskan Natives was 0%.
  - In the General Attorney occupation, the participation rate for women was 37.35%; for Blacks was 6.02%; for Hispanics was 1.2%; for Asians/Pacific Islanders was 4.82%; and for American Indians/Alaskan Natives was 0%.
- PBGC's GS-14 and GS-15 grade level participation rate for women was 40.87%; for Blacks was 16.52%; for Hispanics was 0.43%; for Asians/Pacific Islanders was 4.78%; and for American Indians/Alaskan Natives was 0%.
- PBGC's Senior Pay Level participation rate for women was 32.14%; for Blacks was 14.29%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At PBGC, employees with targeted disabilities represented 1.62% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- PBGC completed 2 ADR efforts during the pre-complaint stage, of which none resulted in a settlement.
- There were 21 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 7 individuals filed 8 EEO complaints.
- PBGC completed 2 ADR efforts during the complaint stage, of which none resulted in a settlement.
- PBGC settled 3 complaints.
- PBGC paid \$31,000 in monetary benefits: \$0 for front and/or back pay awards; \$21,000 for lump sum payments; \$0 for compensatory damages; and \$10,000 for attorney's fees.
- PBGC reported issuing no decisions on the merits.
- PBGC took an average of 480 days to process a complaint from filing to closing.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Pension Benefit Guaranty Corporation EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	30	21	-30.0%
	% Counseled within regulatory time frame	93.3%	81%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	42.9%	
	ADR Election Rate	10%	22.2%	
	ADR Participation Rate	10%	9.5%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	12	8	-33.3%
	Total Workforce	777	777	0.0%
	Total Complainants	10	7	-30.0%
	% of Complainants Filing Single Complaint	83.3%	87.5%	
	% of Workforce who are EEO Complainants	1.3%	0.9%	
<b>Investigations</b>	Total Completed	3	5	66.7%
	Average Processing Time for Investigation (Days)	275	99	-64.0%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$10,270	\$17,750	72.8%
<b>Type of Closures</b>	Total Closures	13	7	-46.2%
	Agency Dismissals	7	4	-42.9%
	Administrative Judge Dismissals	1	0	-100.0%
	Withdrawals	0	0	NA
	Settlements	3	3	0.0%
	Merit Decisions (with and without an AJ decision)	2	0	-100.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	325	480	47.7%
	Agency Dismissals	73	59	-19.2%
	Administrative Judge Dismissals	540	0	-100.0%
	Withdrawals	0	0	NA
	Settlements	523	1,041	99.0%
	Final Agency Decisions (with no AJ decision)	73	59	-19.2%
	Merit Decisions (with and without an AJ decision)	804	0	-100.0%
<b>Merit Decisions</b>	Total Number	2	0	-100.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	NA	
<b>Corrective Actions/Benefits</b>	Total Number	3	3	0.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$35,000	\$21,000	-40.0%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$10,000	NA
<b>Appeals</b>	Cases Received For Review	8	0	-100.0%
	Number of Cases Closed	4	7	75.0%

NOTE: NA = Not Applicable

**RAILROAD RETIREMENT BOARD (RRB)**

Permanent Workforce: 1,128

Total Reported Workforce: 1,135

- RRB's permanent workforce participation rate for women was 60.99%; for Blacks was 32.8%; for Hispanics was 4.79%; for Asians/Pacific Islanders was 1.51%; and for American Indians/Alaskan Natives was 0.36%.
- RRB's top three major occupations were reported as Railroad Retirement Claims Examining, Miscellaneous Administration and Program, and Information Technology Management.
  - In the Railroad Retirement Claims Examining occupation, the participation rate for women was 65.08%; for Blacks was 46.03%; for Hispanics was 4.23%; for Asians/Pacific Islanders was 0.53%; and for American Indians/Alaskan Natives was 0%.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 54.49%; for Blacks was 21.79%; for Hispanics was 4.49%; for Asians/Pacific Islanders was 2.56%; and for American Indians/Alaskan Natives was 0.64%.
  - In the Information Technology Management occupation, the participation rate for women was 35.51%; for Blacks was 24.64%; for Hispanics was 2.17%; for Asians/Pacific Islanders was 1.45%; and for American Indians/Alaskan Natives was 0%.
- RRB's GS-14 and GS-15 grade level participation rate for women was 35.79%; for Blacks was 11.58%; for Hispanics was 2.11%; for Asians/Pacific Islanders was 2.11%; and for American Indians/Alaskan Natives was 0%.
- RRB's Senior Pay Level participation rate for women was 27.27%; for Blacks was 9.09%; for Hispanics was 0%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At RRB, employees with targeted disabilities represented 1.15% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- RRB did not report any completed ADR efforts during the pre-complaint stage.
- There were 6 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 2 individuals filed 2 EEO complaints.
- RRB did not report any completed ADR efforts during the formal complaint stage.
- RRB reported settling no complaints.
- RRB reported paying no monetary benefits.
- RRB issued one decision on the merits. There were no findings of discrimination issued.
- RRB took an average of 759 days to process a complaint from filing to closing. The average processing time for a merit decision was 1,095 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Railroad Retirement Board EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	8	6	-25.0%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	41.7%	66.7%	
	ADR Election Rate	100%	0%	
	ADR Participation Rate	41.7%	0%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	5	2	-60.0%
	Total Workforce	1,163	1,135	-2.4%
	Total Complainants	5	2	-60.0%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.4%	0.2%	
<b>Investigations</b>	Total Completed	4	1	-75.0%
	Average Processing Time for Investigation (Days)	136	259	90.4%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$8,855	\$3,400	-61.6%
<b>Type of Closures</b>	Total Closures	5	2	-60.0%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	2	1	-50.0%
	Settlements	1	0	-100.0%
	Merit Decisions (with and without an AJ decision)	2	1	-50.0%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	281	759	170.1%
	Agency Dismissals	0	0	NA
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	35	423	1108.6%
	Settlements	731	0	-100.0%
	Final Agency Decisions (with no AJ decision)	301	0	-100.0%
	Merit Decisions (with and without an AJ decision)	301	1,095	263.8%
<b>Merit Decisions</b>	Total Number	2	1	-50.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	1	0	-100.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$5,000	\$0	-100.0%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	1	1	0.0%
	Number of Cases Closed	2	0	-100.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **SECURITIES AND EXCHANGE COMMISSION (SEC)**

Permanent Workforce: 3,116

Total Reported Workforce: 3,293

- SEC's permanent workforce participation rate for women was 49.97%; for Blacks was 20.74%; for Hispanics was 4.07%; for Asians/Pacific Islanders was 7.13%; and for American Indians/Alaskan Natives was 0.25%.
- SEC's top three major occupations were reported as Accounting, General Attorney, and Securities Compliance Examination.
  - In the Accounting occupation, the participation rate for women was 41.5%; for Blacks was 7.22%; for Hispanics was 5.26%; for Asians/Pacific Islanders was 9.62%; and for American Indians/Alaskan Natives was 0.3%.
  - In the General Attorney occupation, the participation rate for women was 42.59%; for Blacks was 7.84%; for Hispanics was 3.6%; for Asians/Pacific Islanders was 7.41%; and for American Indians/Alaskan Natives was 0.36%.
  - In the Securities Compliance Examination occupation, the participation rate for women was 36.2%; for Blacks was 7.98%; for Hispanics was 7.36%; for Asians/Pacific Islanders was 9.82%; and for American Indians/Alaskan Natives was 0%.
- SEC's Senior Pay Level participation rate for women was 35.37%; for Blacks was 4.88%; for Hispanics was 1.22%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At SEC, employees with targeted disabilities represented 1.32% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- SEC completed 8 ADR efforts during the pre-complaint stage, of which 1 resulted in a settlement.
- There were 18 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 13 individuals filed 14 EEO complaints.
- SEC completed 1 ADR effort during the complaint stage, and it resulted in a settlement.
- SEC settled 6 complaints.
- SEC paid \$278,570 in monetary benefits: \$207,877 for front and/or back pay awards; \$70,693 for lump sum payments; \$0 for compensatory damages; and \$0 for attorney's fees.
- SEC issued 9 decisions on the merits. There were no findings of discrimination issued.
- SEC took an average of 587 days to process a complaint from filing to closing. The average processing time for a merit decision was 336 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Securities and Exchange Commission EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	22	18	-18.2%
	% Counseled within regulatory time frame	90.9%	94.4%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	100%	100%	
	ADR Election Rate	18.2%	33.3%	
	ADR Participation Rate	18.2%	33.3%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	13	14	7.7%
	Total Workforce	3,031	3,293	8.6%
	Total Complainants	13	13	0.0%
	% of Complainants Filing Single Complaint	100%	92.9%	
	% of Workforce who are EEO Complainants	0.4%	0.4%	
<b>Investigations</b>	Total Completed	7	16	128.6%
	Average Processing Time for Investigation (Days)	321	267	-16.8%
	Amount Spent on In-House Investigations	\$69,125	\$46,460	-32.8%
	Amount Spent on Contract Investigations	\$0	\$31,076	NA
<b>Type of Closures</b>	Total Closures	19	31	63.2%
	Agency Dismissals	1	6	500.0%
	Administrative Judge Dismissals	2	1	-50.0%
	Withdrawals	3	9	200.0%
	Settlements	3	6	100.0%
	Merit Decisions (with and without an AJ decision)	10	9	-10.0%
<b>Average Processing Days</b> (from date complaint filed)	All Closures	1,145	587	-48.7%
	Agency Dismissals	401	88	-78.1%
	Administrative Judge Dismissals	610	608	-0.3%
	Withdrawals	435	1,235	183.9%
	Settlements	656	487	-25.8%
	Final Agency Decisions (with no AJ decision)	444	237	-46.6%
	Merit Decisions (with and without an AJ decision)	1,710	336	-80.4%
<b>Merit Decisions</b>	Total Number	10	9	-10.0%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	3	6	100.0%
	Amount of Frontpay/Backpay Benefits	\$135,729	\$207,877	53.2%
	Amount of Lump Sum Payments	\$4,643	\$70,693	1422.6%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$0	\$0	NA
<b>Appeals</b>	Cases Received For Review	7	7	0.0%
	Number of Cases Closed	13	5	-61.5%

**NOTE:** NA = Not Applicable

**SMALL BUSINESS ADMINISTRATION (SBA)**

Permanent Workforce: 3,145

Total Reported Workforce: 3,784

- SBA's permanent workforce participation rate for women was 54.79%; for Blacks was 24.42%; for Hispanics was 9.95%; for Asians/Pacific Islanders was 3.72%; and for American Indians/Alaskan Natives was 0.7%.
- SBA's top three major occupations were reported as Loan Specialist, General Business and Industry, and General Attorney.
  - In the Loan Specialist occupation, the participation rate for women was 39.19%; for Blacks was 15.71%; for Hispanics was 10.35%; for Asians/Pacific Islanders was 1.85%; and for American Indians/Alaskan Natives was 0.55%.
  - In the General Business and Industry occupation, the participation rate for women was 60.43%; for Blacks was 28.83%; for Hispanics was 14.48%; for Asians/Pacific Islanders was 4.22%; and for American Indians/Alaskan Natives was 0.72%.
  - In the General Attorney occupation, the participation rate for women was 43.4%; for Blacks was 10.38%; for Hispanics was 3.3%; for Asians/Pacific Islanders was 4.25%; and for American Indians/Alaskan Natives was 0%.
- SBA's GS-14 and GS-15 grade level participation rate for women was 36.99%; for Blacks was 15.8%; for Hispanics was 6.69%; for Asians/Pacific Islanders was 3.53%; and for American Indians/Alaskan Natives was 0.74%.
- SBA's Senior Pay Level participation rate for women was 30.77%; for Blacks was 17.31%; for Hispanics was 15.38%; for Asians/Pacific Islanders was 0%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At SBA, employees with targeted disabilities represented 1.02% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- SBA completed 15 ADR efforts during the pre-complaint stage, of which 8 resulted in a settlement.
- There were 44 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 39 individuals filed 39 EEO complaints.
- SBA completed 1 ADR effort during the complaint stage, and it resulted in a settlement.
- SBA settled 9 complaints.
- SBA paid \$193,250 in monetary benefits: \$0 for front and/or back pay awards; \$178,500 for lump sum payments; \$0 for compensatory damages; and \$14,750 for attorney's fees.
- SBA issued 30 decisions on the merits. There were no findings of discrimination issued.
- SBA took an average of 600 days to process a complaint from filing to closing. The average processing time for a merit decision was 876 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Small Business Administration EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	27	44	63.0%
	% Counseled within regulatory time frame	100%	100%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	46%	52.2%	
	ADR Election Rate	52.9%	56.5%	
	ADR Participation Rate	24.3%	29.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	23	39	69.6%
	Total Workforce	3,890	3,784	-2.7%
	Total Complainants	23	39	69.6%
	% of Complainants Filing Single Complaint	100%	100%	
	% of Workforce who are EEO Complainants	0.6%	1.0%	
<b>Investigations</b>	Total Completed	30	11	-63.3%
	Average Processing Time for Investigation (Days)	289	212	-26.6%
	Amount Spent on In-House Investigations	\$9,746	\$0	-100.0%
	Amount Spent on Contract Investigations	\$76,516	\$35,316	-53.8%
<b>Type of Closures</b>	Total Closures	50	53	6.0%
	Agency Dismissals	7	12	71.4%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	2	2	0.0%
	Settlements	15	9	-40.0%
	Merit Decisions (with and without an AJ decision)	26	30	15.4%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	760	600	-21.1%
	Agency Dismissals	33	81	145.5%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	141	185	31.2%
	Settlements	887	466	-47.5%
	Final Agency Decisions (with no AJ decision)	729	352	-51.7%
	Merit Decisions (with and without an AJ decision)	931	876	-5.9%
<b>Merit Decisions</b>	Total Number	26	30	15.4%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	15	9	-40.0%
	Amount of Frontpay/Backpay Benefits	\$0	\$0	NA
	Amount of Lump Sum Payments	\$253,945	\$178,500	-29.7%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$95,243	\$14,750	-84.5%
<b>Appeals</b>	Cases Received For Review	27	25	-7.4%
	Number of Cases Closed	44	34	-22.7%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **SMITHSONIAN INSTITUTION (SI)**

Permanent Workforce: 4,783

Total Reported Workforce: 6,290

- SI's permanent workforce participation rate for women was 41.46%; for Blacks was 40.39%; for Hispanics was 4.14%; for Asians/Pacific Islanders was 2.28%; and for American Indians/Alaskan Natives was 1.23%.
- SI's top three major occupations were reported as Museum Curator, Miscellaneous Administrative and Program, and General Arts and Information.
  - In the Museum Curator occupation, the participation rate for women was 49.09%; for Blacks was 2.73%; for Hispanics was 1.82%; for Asians/Pacific Islanders was 0.91%; and for American Indians/Alaskan Natives was 0.91%.
  - In the Miscellaneous Administrative and Program occupation, the participation rate for women was 74.4%; for Blacks was 30.43%; for Hispanics was 2.9%; for Asians/Pacific Islanders was 2.42%; and for American Indians/Alaskan Natives was 1.93%.
  - In the General Arts and Information occupation, the participation rate for women was 66.67%; for Blacks was 10.78%; for Hispanics was 1.63%; for Asians/Pacific Islanders was 1.96%; and for American Indians/Alaskan Natives was 8.17%.
- SI's GS-14 and GS-15 grade level participation rate for women was 36.23%; for Blacks was 6.36%; for Hispanics was 2.75%; for Asians/Pacific Islanders was 3.6%; and for American Indians/Alaskan Natives was 1.48%.
- SI's Senior Pay Level participation rate for women was 27.05%; for Blacks was 4.1%; for Hispanics was 2.46%; for Asians/Pacific Islanders was 1.64%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At SI, employees with targeted disabilities represented 0.75% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- SI completed 10 ADR efforts during the pre-complaint stage, of which 2 resulted in a settlement.
- There were 42 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 20 individuals filed 21 EEO complaints.
- SI completed 1 ADR effort during the complaint stage, and it resulted in a settlement.
- SI settled 4 complaints.
- SI paid \$80,000 for corrective actions: \$0 for front and/or back pay awards; \$0 for lump sum payments; \$67,000 for compensatory damages; and \$13,000 for attorney's fees.
- SI issued 10 decisions on the merits. There were no findings of discrimination issued.
- SI took an average of 334 days to process a complaint from filing to closing. The average processing time for a merit decision was 270 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Smithsonian Institution EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	37	32	-13.5%
	% Counseled within regulatory time frame	100%	96.9%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	37.8%	28.6%	
	ADR Election Rate	0%	83.3%	
	ADR Participation Rate	0%	23.8%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	26	21	-19.2%
	Total Workforce	6,335	6,290	-0.7%
	Total Complainants	25	20	-20.0%
	% of Complainants Filing Single Complaint	96.2%	95.2%	
	% of Workforce who are EEO Complainants	0.4%	0.3%	
<b>Investigations</b>	Total Completed	17	18	5.9%
	Average Processing Time for Investigation (Days)	225	165	-26.7%
	Amount Spent on In-House Investigations	\$7,000	\$17,806	154.4%
	Amount Spent on Contract Investigations	\$52,062	\$46,298	-11.1%
<b>Type of Closures</b>	Total Closures	29	23	-20.7%
	Agency Dismissals	6	4	-33.3%
	Administrative Judge Dismissals	2	4	100.0%
	Withdrawals	1	1	0.0%
	Settlements	7	4	-42.9%
	Merit Decisions (with and without an AJ decision)	13	10	-23.1%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	440	334	-24.1%
	Agency Dismissals	142	54	-62.0%
	Administrative Judge Dismissals	914	421	-53.9%
	Withdrawals	56	604	978.6%
	Settlements	340	618	81.8%
	Final Agency Decisions (with no AJ decision)	277	100	-63.9%
	Merit Decisions (with and without an AJ decision)	654	270	-58.7%
<b>Merit Decisions</b>	Total Number	13	10	-23.1%
	Decisions with Finding of Discrimination	0	0	NA
	% of Decisions with Finding of Discrimination	0.0%	0.0%	
<b>Corrective Actions/Benefits</b>	Total Number	7	4	-42.9%
	Amount of Frontpay/Backpay Benefits	\$1,485	\$0	-100.0%
	Amount of Lump Sum Payments	\$106,000	\$0	-100.0%
	Amount of Compensatory Damages	\$106,000	\$67,000	-36.8%
	Amount of Attorneys' Fees	\$17,800	\$13,000	-27.0%
<b>Appeals</b>	Cases Received For Review	9	12	33.3%
	Number of Cases Closed	20	11	-45.0%

NOTE: NA = Not Applicable

**SOCIAL SECURITY ADMINISTRATION (SSA)**

Permanent Workforce: 63,599

Total Reported Workforce: 66,607

- SSA's permanent workforce participation rate for women was 70.71%; for Blacks was 27.46%; for Hispanics was 11.6%; for Asians/Pacific Islanders was 3.31%; and for American Indians/Alaskan Natives was 1.23%.
- SSA's top three major occupations were reported as Claims Assistance and Examining, Social Insurance Administration, and Contact Representative.
  - In the Claims Assistance and Examining occupation, the participation rate for women was 82.35%; for Blacks was 55.82%; for Hispanics was 6.83%; for Asians/Pacific Islanders was 2.44%; and for American Indians/Alaskan Natives was 0.62%.
  - In the Social Insurance Administration occupation, the participation rate for women was 69.67%; for Blacks was 19.35%; for Hispanics was 13.53%; for Asians/Pacific Islanders was 3.33%; and for American Indians/Alaskan Natives was 1.39%.
  - In the Contact Representative occupation, the participation rate for women was 79.27%; for Blacks was 32.32%; for Hispanics was 21.68%; for Asians/Pacific Islanders was 4.26%; and for American Indians/Alaskan Natives was 1.57%.
- SSA's GS-14 and GS-15 grade level participation rate for women was 45.08%; for Blacks was 16.72%; for Hispanics was 5.71%; for Asians/Pacific Islanders was 2.07%; and for American Indians/Alaskan Natives was 1.31%.
- SSA's Senior Pay Level participation rate for women was 15.78%; for Blacks was 6.03%; for Hispanics was 4.48%; for Asians/Pacific Islanders was 0.78%; and for American Indians/Alaskan Natives was 1.29%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At SSA, employees with targeted disabilities represented 2.27% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, SSA had the highest percentage of employees with targeted disabilities.
- SSA completed 97 ADR efforts during the pre-complaint stage, of which 45 resulted in a settlement.
- There were 759 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 437 individuals filed 468 EEO complaints.
- SSA completed 13 ADR efforts during the complaint stage, of which 3 resulted in a settlement.
- SSA settled 113 complaints.
- SSA paid \$844,281 in monetary benefits: \$0 for front and/or back pay awards; \$538,089 for lump sum payments; \$49,000 for compensatory damages; and \$257,193 for attorney's fees.
- SSA issued 224 decisions on the merits. There were 5 findings of discrimination issued.
- SSA took an average of 647 days to process a complaint from filing to closing. The average processing time for a merit decision was 875 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Social Security Administration EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	820	759	-7.4%
	% Counseled within regulatory time frame	87.7%	88%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	9.4%	56.0%	
	ADR Election Rate	21.5%	24.2%	
	ADR Participation Rate	2%	13.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	516	468	-9.3%
	Total Workforce	65,292	66,607	2.0%
	Total Complainants	463	437	-5.6%
	% of Complainants Filing Single Complaint	89.7%	93.4%	
	% of Workforce who are EEO Complainants	0.7%	0.7%	
<b>Investigations</b>	Total Completed	408	369	-9.6%
	Average Processing Time for Investigation (Days)	237	352	48.5%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$851,396	\$744,819	-12.5%
<b>Type of Closures</b>	Total Closures	424	496	17.0%
	Agency Dismissals	65	81	24.6%
	Administrative Judge Dismissals	12	20	66.7%
	Withdrawals	40	58	45.0%
	Settlements	83	113	36.1%
	Merit Decisions (with and without an AJ decision)	220	224	1.8%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	609	647	6.2%
	Agency Dismissals	80	130	62.5%
	Administrative Judge Dismissals	726	841	15.8%
	Withdrawals	458	443	-3.3%
	Settlements	723	637	-11.9%
	Final Agency Decisions (with no AJ decision)	358	465	29.9%
	Merit Decisions (with and without an AJ decision)	734	875	19.2%
<b>Merit Decisions</b>	Total Number	220	224	1.8%
	Decisions with Finding of Discrimination	6	5	-16.7%
	% of Decisions with Finding of Discrimination	2.7%	2.2%	
<b>Corrective Actions/Benefits</b>	Total Number	89	118	32.6%
	Amount of Frontpay/Backpay Benefits	\$16,864	\$0	-100.0%
	Amount of Lump Sum Payments	\$88,815	\$538,089	505.9%
	Amount of Compensatory Damages	\$24,588	\$49,000	99.3%
	Amount of Attorneys' Fees	\$70,416	\$257,193	265.2%
<b>Appeals</b>	Cases Received For Review	161	163	1.2%
	Number of Cases Closed	223	197	-11.7%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF STATE (State)**

Permanent Workforce: 17,511

Total Reported Workforce: 17,638

- State's permanent workforce participation rate for women was 44.06%; for Blacks was 17.45%; for Hispanics was 4.59%; for Asians/Pacific Islanders was 4.47%; and for American Indians/Alaskan Natives was 0.36%.
- State's top three major occupations were reported as Foreign Affairs, Computer Specialist, and Miscellaneous Administration and Program.
  - In the Foreign Affairs occupation, the participation rate for women was 36.24%; for Blacks was 5.43%; for Hispanics was 4.16%; for Asians/Pacific Islanders was 4.23%; and for American Indians/Alaskan Natives was 0.33%.
  - In the Computer Specialist occupation, the participation rate for women was 17.35%; for Blacks was 8.15%; for Hispanics was 6.33%; for Asians/Pacific Islanders was 7.46%; and for American Indians/Alaskan Natives was 0.43%.
  - In the Miscellaneous Administration and Program occupation, the participation rate for women was 49.97%; for Blacks was 18.55%; for Hispanics was 3.63%; for Asians/Pacific Islanders was 2.86%; and for American Indians/Alaskan Natives was 0.61%.
- State's GS-14 and GS-15 grade level participation rate for women was 32.52%; for Blacks was 6.76%; for Hispanics was 3.91%; for Asians/Pacific Islanders was 3.62%; and for American Indians/Alaskan Natives was 0.35%.
- State's Senior Pay Level participation rate for women was 26.51%; for Blacks was 7.05%; for Hispanics was 3.18%; for Asians/Pacific Islanders was 2.48%; and for American Indians/Alaskan Natives was 0.4%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At State, employees with targeted disabilities represented 0.42% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- State completed 27 ADR efforts during the pre-complaint stage, of which 7 resulted in a settlement.
- There were 276 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 75 individuals filed 76 EEO complaints.
- State completed 3 ADR efforts during the complaint stage, of which 1 resulted in a settlement.
- State settled 18 complaints.
- State paid \$235,861 in monetary benefits: \$494 for front and/or back pay awards; \$204,467 for lump sum payments; \$0 for compensatory damages; and \$30,900 for attorney's fees.
- State issued 27 decisions on the merits. There was one finding of discrimination issued.
- State took an average of 407 days to process a complaint from filing to closing. The average processing time for a merit decision was 787 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of State EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	212	138	-34.9%
	% Counseled within regulatory time frame	98.1%	79.7%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	39.6%	50.0%	
	ADR Election Rate	78.6%	23.1%	
	ADR Participation Rate	31.1%	11.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	55	76	38.2%
	Total Workforce	17,457	17,638	1.0%
	Total Complainants	55	75	36.4%
	% of Complainants Filing Single Complaint	100%	98.7%	
	% of Workforce who are EEO Complainants	0.3%	0.4%	
<b>Investigations</b>	Total Completed	62	45	-27.4%
	Average Processing Time for Investigation (Days)	391	198	-49.4%
	Amount Spent on In-House Investigations	\$15,000	\$7,454	-50.3%
	Amount Spent on Contract Investigations	\$232,386	\$136,500	-41.3%
<b>Type of Closures</b>	Total Closures	69	86	24.6%
	Agency Dismissals	9	35	288.9%
	Administrative Judge Dismissals	0	3	NA
	Withdrawals	9	3	-66.7%
	Settlements	25	18	-28.0%
	Merit Decisions (with and without an AJ decision)	26	27	3.8%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	587	407	-30.7%
	Agency Dismissals	75	86	14.7%
	Administrative Judge Dismissals	0	518	NA
	Withdrawals	620	106	-82.9%
	Settlements	575	494	-14.1%
	Final Agency Decisions (with no AJ decision)	496	211	-57.5%
	Merit Decisions (with and without an AJ decision)	765	787	2.9%
<b>Merit Decisions</b>	Total Number	26	27	3.8%
	Decisions with Finding of Discrimination	0	1	NA
	% of Decisions with Finding of Discrimination	0.0%	3.7%	
<b>Corrective Actions/Benefits</b>	Total Number	25	19	-24.0%
	Amount of Frontpay/Backpay Benefits	\$16,793	\$494	-97.1%
	Amount of Lump Sum Payments	\$172,671	\$204,467	18.4%
	Amount of Compensatory Damages	\$248,738	\$0	-100.0%
	Amount of Attorneys' Fees	\$104,795	\$30,900	-70.5%
<b>Appeals</b>	Cases Received For Review	21	28	33.3%
	Number of Cases Closed	19	32	68.4%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **TENNESSEE VALLEY AUTHORITY (TVA)**

Permanent Workforce: 13,379

Total Reported Workforce: 13,353

- TVA's permanent workforce participation rate for women was 21.06%; for Blacks was 9.15%; for Hispanics was 0.48%; for Asians/Pacific Islanders was 0.97%; and for American Indians/Alaskan Natives was 0.87%.
- TVA's two major occupations were reported as Professional, and Administrative.
  - In the Professional occupation, the participation rate for women was 21.53%; for Blacks was 1.01%; for Hispanics was 0.45%; for Asians/Pacific Islanders was 1.89%; and for American Indians/Alaskan Natives was 0.62%.
  - In the Administrative occupation, the participation rate for women was 81.55%; for Blacks was 12.96%; for Hispanics was 0.15%; for Asians/Pacific Islanders was 0.3%; and for American Indians/Alaskan Natives was 0.76%.
- TVA's Senior Pay Level participation rate for women was 15.9%; for Blacks was 5%; for Hispanics was 1.1%; for Asians/Pacific Islanders was 0.84%; and for American Indians/Alaskan Natives was 0.8%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At TVA, employees with targeted disabilities represented 0.61% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- TVA completed 15 ADR efforts during the pre-complaint stage, of which 10 resulted in a settlement.
- There were 203 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 54 individuals filed 60 EEO complaints.
- TVA completed 6 ADR efforts during the complaint stage, of which 2 resulted in a settlement.
- TVA settled 16 complaints.
- TVA paid \$157,117 in monetary benefits: \$103,089 for front and/or back pay awards; \$39,307 for lump sum payments; \$0 for compensatory damages; and \$14,721 for attorney's fees.
- TVA issued 30 decisions on the merits. There were 3 findings of discrimination issued.
- TVA took an average of 294 days to process a complaint from filing to closing. The average processing time for a merit decision was 488 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>Tennessee Valley Authority EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	154	162	5.2%
	% Counseled within regulatory time frame	98.1%	95.1%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	50%	7.9%	
	ADR Election Rate	7.8%	93.8%	
	ADR Participation Rate	3.9%	7.4%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	58	60	3.4%
	Total Workforce	13,444	13,353	-0.7%
	Total Complainants	57	54	-5.3%
	% of Complainants Filing Single Complaint	98.3%	90%	
	% of Workforce who are EEO Complainants	0.4%	0.4%	
<b>Investigations</b>	Total Completed	40	69	72.5%
	Average Processing Time for Investigation (Days)	103	108	4.9%
	Amount Spent on In-House Investigations	\$0	\$0	NA
	Amount Spent on Contract Investigations	\$121,392	\$209,988	73.0%
<b>Type of Closures</b>	Total Closures	70	64	-8.6%
	Agency Dismissals	7	15	114.3%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	1	3	200.0%
	Settlements	9	16	77.8%
	Merit Decisions (with and without an AJ decision)	53	30	-43.4%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	479	294	-38.6%
	Agency Dismissals	225	154	-31.6%
	Administrative Judge Dismissals	0	0	NA
	Withdrawals	0	88	NA
	Settlements	129	100	-22.5%
	Final Agency Decisions (with no AJ decision)	581	411	-29.3%
	Merit Decisions (with and without an AJ decision)	581	488	-16.0%
<b>Merit Decisions</b>	Total Number	53	30	-43.4%
	Decisions with Finding of Discrimination	2	3	50.0%
	% of Decisions with Finding of Discrimination	3.8%	10.0%	
<b>Corrective Actions/Benefits</b>	Total Number	11	19	72.7%
	Amount of Frontpay/Backpay Benefits	\$0	\$103,089	NA
	Amount of Lump Sum Payments	\$114,550	\$39,307	-65.7%
	Amount of Compensatory Damages	\$0	\$0	NA
	Amount of Attorneys' Fees	\$40,000	\$14,721	-63.2%
<b>Appeals</b>	Cases Received For Review	19	23	21.1%
	Number of Cases Closed	37	23	-37.8%

**NOTE:** NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF TRANSPORTATION (DOT)**

Permanent Workforce: 57,731

Total Reported Workforce: 58,842

- DOT's permanent workforce participation rate for women was 26.48%; for Blacks was 10.86%; for Hispanics was 5.5%; for Asians/Pacific Islanders was 3.39%; and for American Indians/Alaskan Natives was 1.52%.
- DOT's top three major occupations were reported as Air Traffic Control, Transportation Specialist, and Aviation Safety Officer.
  - In the Air Traffic Control occupation, the participation rate for women was 15.42%; for Blacks was 5.46%; for Hispanics was 4.15%; for Asians/Pacific Islanders was 3.39%; and for American Indians/Alaskan Natives was 1.14%.
  - In the Transportation Specialist occupation, the participation rate for women was 12.25%; for Blacks was 10.45%; for Hispanics was 7.51%; for Asians/Pacific Islanders was 4.2%; and for American Indians/Alaskan Natives was 2.23%.
  - In the Aviation Safety Officer occupation, the participation rate for women was 7.2%; for Blacks was 4.66%; for Hispanics was 5.24%; for Asians/Pacific Islanders was 1.85%; and for American Indians/Alaskan Natives was 1.7%.
- DOT's GS-14 and GS-15 grade level participation rate for women was 21.56%; for Blacks was 9.01%; for Hispanics was 4.2%; for Asians/Pacific Islanders was 3.97%; and for American Indians/Alaskan Natives was 1.07%.
- DOT's Senior Pay Level participation rate for women was 27.25%; for Blacks was 10.85%; for Hispanics was 3.23%; for Asians/Pacific Islanders was 4.62%; and for American Indians/Alaskan Natives was 0%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At DOT, employees with targeted disabilities represented 0.52% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- DOT completed 203 ADR efforts during the pre-complaint stage, of which 74 resulted in a settlement.
- There were 607 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 361 individuals filed 361 EEO complaints.
- DOT completed 60 ADR efforts during the complaint stage, of which 45 resulted in a settlement.
- DOT settled 180 complaints.
- DOT paid \$1,905,863 in monetary benefits: \$296,203 for front and/or back pay awards; \$531,481 for lump sum payments; \$716,275 for compensatory damages; and \$361,904 for attorney's fees.
- DOT issued 194 decisions on the merits. There were 4 findings of discrimination issued.
- DOT took an average of 425 days to process a complaint from filing to closing. The average processing time for a merit decision was 824 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Transportation EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	1,409	590	-58.1%
	% Counseled within regulatory time frame	90.6%	95.4%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	41.7%	76.1%	
	ADR Election Rate	40.8%	39.9%	
	ADR Participation Rate	17%	30.3%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	585	361	-38.3%
	Total Workforce	102,652	58,842	-42.7%
	Total Complainants	552	361	-34.6%
	% of Complainants Filing Single Complaint	94.4%	100%	
	% of Workforce who are EEO Complainants	0.5%	0.6%	
<b>Investigations</b>	Total Completed	375	321	-14.4%
	Average Processing Time for Investigation (Days)	225	223	-0.9%
	Amount Spent on In-House Investigations	\$1,107,000	\$694,160	-37.3%
	Amount Spent on Contract Investigations	\$2,850	\$140,352	4824.6%
<b>Type of Closures</b>	Total Closures	633	547	-13.6%
	Agency Dismissals	148	106	-28.4%
	Administrative Judge Dismissals	42	32	-23.8%
	Withdrawals	35	35	0.0%
	Settlements	187	180	-3.7%
	Merit Decisions (with and without an AJ decision)	221	194	-12.2%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	577	425	-26.3%
	Agency Dismissals	131	107	-18.3%
	Administrative Judge Dismissals	1,213	760	-37.3%
	Withdrawals	264	547	107.2%
	Settlements	657	100	-84.8%
	Final Agency Decisions (with no AJ decision)	271	303	11.8%
	Merit Decisions (with and without an AJ decision)	736	824	12.0%
<b>Merit Decisions</b>	Total Number	221	194	-12.2%
	Decisions with Finding of Discrimination	8	4	-50.0%
	% of Decisions with Finding of Discrimination	3.6%	2.1%	
<b>Corrective Actions/Benefits</b>	Total Number	195	184	-5.6%
	Amount of Frontpay/Backpay Benefits	\$196,176	\$296,203	51.0%
	Amount of Lump Sum Payments	\$451,141	\$531,481	17.8%
	Amount of Compensatory Damages	\$1,581,556	\$716,275	-54.7%
	Amount of Attorneys' Fees	\$759,536	\$361,904	-52.4%
<b>Appeals</b>	Cases Received For Review	196	175	-10.7%
	Number of Cases Closed	339	183	-46.0%

NOTE: NA = Not Applicable

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF TREASURY (Treasury)**

Permanent Workforce: 108,199

Total Reported Workforce: 131,069

- Treasury's permanent workforce participation rate for women was 62.4%; for Blacks was 24.12%; for Hispanics was 7.42%; for Asians/Pacific Islanders was 3.56%; and for American Indians/Alaskan Natives was 0.81%.
- Treasury's top two major occupations were reported as Internal Revenue Agent, and Criminal Investigating.
  - In the Internal Revenue Agent occupation, the participation rate for women was 43.06%; for Blacks was 11.89%; for Hispanics was 5.57%; for Asians/Pacific Islanders was 7.13%; and for American Indians/Alaskan Natives was 0.72%.
  - In the Criminal Investigating occupation, the participation rate for women was 29.68%; for Blacks was 10.19%; for Hispanics was 7.57%; for Asians/Pacific Islanders was 4.07%; and for American Indians/Alaskan Natives was 0.88%.
- Treasury's GS-14 and GS-15 grade level participation rate for women was 40.15%; for Blacks was 13.19%; for Hispanics was 3.23%; for Asians/Pacific Islanders was 3.99%; and for American Indians/Alaskan Natives was 0.57%.
- Treasury's Senior Pay Level participation rate for women was 30.62%; for Blacks was 11.24%; for Hispanics was 1.36%; for Asians/Pacific Islanders was 1.74%; and for American Indians/Alaskan Natives was 0.39%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At Treasury, employees with targeted disabilities represented 1.97% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- Treasury completed 326 ADR efforts during the pre-complaint stage, of which 148 resulted in a settlement.
- There were 1729 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 871 individuals filed 883 EEO complaints.
- Treasury completed 24 ADR efforts during the complaint stage, of which 6 resulted in a settlement.
- Treasury settled 214 complaints.
- Treasury paid \$1,009,160 in monetary benefits: \$180,524 for front and/or back pay awards; \$0 for lump sum payments; \$472,190 for compensatory damages; and \$356,446 for attorney's fees.
- Treasury issued 510 decisions on the merits. There were 5 findings of discrimination issued.
- Treasury took an average of 426 days to process a complaint from filing to closing. The average processing time for a merit decision was 637 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Treasury EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	2,331	1,728	-25.9%
	% Counseled within regulatory time frame	94.5%	97.3%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	89.7%	90.1%	
	ADR Election Rate	17.5%	28.4%	
	ADR Participation Rate	15.7%	25.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	1,264	883	-30.1%
	Total Workforce	169,399	131,069	-22.6%
	Total Complainants	1,168	871	-25.4%
	% of Complainants Filing Single Complaint	92.4%	98.6%	
	% of Workforce who are EEO Complainants	0.7%	0.7%	
<b>Investigations</b>	Total Completed	691	514	-25.6%
	Average Processing Time for Investigation (Days)	257	242	-5.8%
	Amount Spent on In-House Investigations	\$2,654,773	\$2,936,177	10.6%
	Amount Spent on Contract Investigations	\$0	\$0	NA
<b>Type of Closures</b>	Total Closures	1,336	1,144	-14.4%
	Agency Dismissals	337	272	-19.3%
	Administrative Judge Dismissals	0	3	NA
	Withdrawals	208	145	-30.3%
	Settlements	256	214	-16.4%
	Merit Decisions (with and without an AJ decision)	520	510	-1.9%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	463	426	-8.0%
	Agency Dismissals	127	120	-5.5%
	Administrative Judge Dismissals	0	1,365	NA
	Withdrawals	243	222	-8.6%
	Settlements	439	436	-0.7%
	Final Agency Decisions (with no AJ decision)	370	364	-1.6%
	Merit Decisions (with and without an AJ decision)	762	637	-16.4%
<b>Merit Decisions</b>	Total Number	520	510	-1.9%
	Decisions with Finding of Discrimination	3	5	66.7%
	% of Decisions with Finding of Discrimination	0.6%	1.0%	
<b>Corrective Actions/Benefits</b>	Total Number	259	219	-15.4%
	Amount of Frontpay/Backpay Benefits	\$724,292	\$180,524	-75.1%
	Amount of Lump Sum Payments	\$0	\$0	NA
	Amount of Compensatory Damages	\$633,113	\$472,190	-25.4%
	Amount of Attorneys' Fees	\$936,708	\$356,446	-61.9%
<b>Appeals</b>	Cases Received For Review	348	304	-12.6%
	Number of Cases Closed	446	373	-16.4%

NOTE: NA = Not Applicable

**UNITED STATES POSTAL SERVICE (USPS)**

Permanent Workforce: 729,398

Total Reported Workforce: 821,881

- USPS' permanent workforce participation rate for women was 38.06%; for Blacks was 21.11%; for Hispanics was 7.54%; for Asians/Pacific Islanders was 7.2%; and for American Indians/Alaskan Natives was 0.56%.
- USPS' top four major occupations were reported as Postmaster, Supervisor, Clerk, and City Carrier.
  - In the Postmaster occupation, the participation rate for women was 56.71%; for Blacks was 4.02%; for Hispanics was 3%; for Asians/Pacific Islanders was 0.57%; and for American Indians/Alaskan Natives was 1.39%.
  - In the Supervisor occupation, the participation rate for women was 35.12%; for Blacks was 28.95%; for Hispanics was 7.65%; for Asians/Pacific Islanders was 4.51%; and for American Indians/Alaskan Natives was 0.5%.
  - In the Clerk occupation, the participation rate for women was 54.58%; for Blacks was 24.85%; for Hispanics was 7.14%; for Asians/Pacific Islanders was 10.01%; and for American Indians/Alaskan Natives was 0.56%.
  - In the City Carrier occupation, the participation rate for women was 25%; for Blacks was 17.29%; for Hispanics was 9.87%; for Asians/Pacific Islanders was 7.67%; and for American Indians/Alaskan Natives was 0.47%.
- USPS' GS-14 and GS-15 grade level participation rate for women was 30.93%; for Blacks was 13.38%; for Hispanics was 6.3%; for Asians/Pacific Islanders was 3.72%; and for American Indians/Alaskan Natives was 0.65%.
- USPS' Senior Pay Level participation rate for women was 26.74%; for Blacks was 15.04%; for Hispanics was 6.21%; for Asians/Pacific Islanders was 2.23%; and for American Indians/Alaskan Natives was 0.49%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At USPS, employees with targeted disabilities represented 0.92% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- USPS completed 15,831 ADR efforts during the pre-complaint stage, of which 5,906 resulted in a settlement.
- There were 20,102 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 7,258 individuals filed 8,487 EEO complaints.
- USPS completed 2,492 ADR efforts during the complaint stage, of which 657 resulted in a settlement.
- USPS settled 2,034 complaints.
- USPS paid \$6,871,832 in monetary benefits: \$526,866 for front and/or back pay awards; \$1,363,028 for lump sum payments; \$3,595,012 for compensatory damages; and \$1,386,926 for attorney's fees.
- USPS issued 3,413 decisions on the merits. There were 75 findings of discrimination issued.
- USPS took an average of 590 days to process a complaint from filing to closing. The average processing time for a merit decision was 630 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>United States Postal Service EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling*</b>	Instances of EEO Counselor Counseling	20,394	7,668	-62.4%
	% Counseled within regulatory time frame	80.2%	65.1%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	46.8%	97.2%	
	ADR Election Rate	71%	77.7%	
	ADR Participation Rate	33.2%	75.6%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	9,931	8,487	-14.5%
	Total Workforce	854,376	821,881	-3.8%
	Total Complainants	6,363	7,258	14.1%
	% of Complainants Filing Single Complaint	64.1%	85.5%	
	% of Workforce who are EEO Complainants	0.7%	0.9%	
<b>Investigations</b>	Total Completed	5,711	5,568	-2.5%
	Average Processing Time for Investigation (Days)	304	256	-15.8%
	Amount Spent on In-House Investigations	\$10,242,900	\$8,004,828	-21.9%
	Amount Spent on Contract Investigations	\$608,000	\$884,800	45.5%
<b>Type of Closures</b>	Total Closures	10,053	6,634	-34.0%
	Agency Dismissals	2,909	43	-98.5%
	Administrative Judge Dismissals	96	85	-11.5%
	Withdrawals	917	1,059	15.5%
	Settlements	2,007	2,034	1.3%
	Merit Decisions (with and without an AJ decision)	4,081	3,413	-16.4%
	<b>Average Processing Days</b> (from date complaint filed)	All Closures	350	590
	Agency Dismissals	129	585	353.5%
	Administrative Judge Dismissals	393	327	-16.8%
	Withdrawals	302	404	33.8%
	Settlements	478	631	32.0%
	Final Agency Decisions (with no AJ decision)	239	557	133.1%
	Merit Decisions (with and without an AJ decision)	549	630	14.8%
<b>Merit Decisions</b>	Total Number	4,081	3,413	-16.4%
	Decisions with Finding of Discrimination	86	75	-12.8%
	% of Decisions with Finding of Discrimination	2.1%	2.2%	
<b>Corrective Actions/Benefits</b>	Total Number	2,093	2,109	0.8%
	Amount of Frontpay/Backpay Benefits	\$2,129,005	\$526,866	-75.3%
	Amount of Lump Sum Payments	\$0	\$1,363,028	NA
	Amount of Compensatory Damages	\$1,933,626	\$3,595,012	85.9%
	Amount of Attorneys' Fees	\$860,408	\$1,386,926	61.2%
<b>Appeals</b>	Cases Received For Review	2,839	3,161	11.3%
	Number of Cases Closed	4,107	3,440	-16.2%

**NOTE:** NA = Not Applicable

\*The FY 2003 counseling percentages do not total 100% because the agency did not provide counseling times for all FY 2003 counselings.

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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### **U.S. DEPARTMENT OF VETERANS AFFAIRS (VA)**

Permanent Workforce: 207,091

Total Reported Workforce: 230,709

- VA's permanent workforce participation rate for women was 57.88%; for Blacks was 24.34%; for Hispanics was 6.46%; for Asians/Pacific Islanders was 5.65%; and for American Indians/Alaskan Natives was 0.89%.
- VA's top three major occupations were reported as Nurse, Medical Officer, and Veterans' Claim Examiner.
  - In the Nurse occupation, the participation rate for women was 85.38%; for Blacks was 14.62%; for Hispanics was 6.12%; for Asians/Pacific Islanders was 9.97%; and for American Indians/Alaskan Natives was 0.67%.
  - In the Medical Officer occupation, the participation rate for women was 27.03%; for Blacks was 3.67%; for Hispanics was 6.22%; for Asians/Pacific Islanders was 19.76%; and for American Indians/Alaskan Natives was 0.32%.
  - In the Veterans' Claim Examiner occupation, the participation rate for women was 54.5%; for Blacks was 22.52%; for Hispanics was 5.89%; for Asians/Pacific Islanders was 2.61%; and for American Indians/Alaskan Natives was 1.58%.
- VA's GS-14 and GS-15 grade level participation rate for women was 29.15%; for Blacks was 5.7%; for Hispanics was 5.45%; for Asians/Pacific Islanders was 15.91%; and for American Indians/Alaskan Natives was 0.43%.
- VA's Senior Pay Level participation rate for women was 24.68%; for Blacks was 6.62%; for Hispanics was 3.56%; for Asians/Pacific Islanders was 1.78%; and for American Indians/Alaskan Natives was 1.53%.
- Government-wide, employees with targeted disabilities represented 1.05% of the total workforce in FY 2003. At VA, employees with targeted disabilities represented 1.65% of the total workforce. In FY 2003, of agencies with a permanent workforce of 500 or more employees, the Social Security Administration, at 2.27%, had the highest percentage of employees with targeted disabilities.
- VA completed 326 ADR efforts during the pre-complaint stage, of which 59 resulted in a settlement.
- There were 4,057 instances of pre-complaint counseling (performed by EEO counselors and/or ADR intake officers). 2,003 individuals filed 2,232 EEO complaints.
- VA completed 24 ADR efforts during the complaint stage, of which 10 resulted in a settlement.
- VA settled 676 complaints.
- VA paid \$2,463,520 in monetary benefits: \$73,952 for front and/or back pay awards; \$1,280,532 for lump sum payments; \$643,716 for compensatory damages; and \$465,319 for attorney's fees.
- VA issued 1,082 decisions on the merits. There were 31 findings of discrimination issued.
- VA took an average of 317 days to process a complaint from filing to closing. The average processing time for a merit decision was 426 days.

**EEOC FY 2003 Annual Report on the Federal Workforce**

<b>U.S. Department of Veterans Affairs EEO Indicators</b>		<b>FY 2002</b>	<b>FY 2003</b>	<b>Change</b>
<b>Pre-Complaint Counseling</b>	Instances of EEO Counselor Counseling	4,772	4,057	-15.0%
	% Counseled within regulatory time frame	99.9%	98.5%	
<b>ADR Measures</b>	% of Instances of Counseling where ADR Offered	28.7%	26.3%	
	ADR Election Rate	17.3%	32.9%	
	ADR Participation Rate	5.0%	8.7%	
<b>Complaints Filed/Complainants</b>	Complaints Filed	2,258	2,232	-1.2%
	Total Workforce	222,985	230,709	3.5%
	Total Complainants	2,042	2,003	-1.9%
	% of Complainants Filing Single Complaint	90.4%	89.7%	
	% of Workforce who are EEO Complainants	0.9%	0.9%	
<b>Investigations</b>	Total Completed	1,518	1,564	3.0%
	Average Processing Time for Investigation (Days)	199	233	17.1%
	Amount Spent on In-House Investigations	\$6,154,905	\$4,958,744	-19.4%
	Amount Spent on Contract Investigations	\$12,650	\$570,190	4407.4%
<b>Type of Closures</b>	Total Closures	2,277	2,472	8.6%
	Agency Dismissals	449	429	-4.5%
	Administrative Judge Dismissals	23	29	26.1%
	Withdrawals	227	256	12.8%
	Settlements	576	676	17.4%
	Merit Decisions (with and without an AJ decision)	991	1,082	9.2%
<b>Average Processing Days (from date complaint filed)</b>	All Closures	135	317	134.8%
	Agency Dismissals	54	82	51.9%
	Administrative Judge Dismissals	400	349	-12.8%
	Withdrawals	243	299	23.0%
	Settlements	360	298	-17.2%
	Final Agency Decisions (with no AJ decision)	131	241	84.0%
	Merit Decisions (with and without an AJ decision)	308	426	38.3%
<b>Merit Decisions</b>	Total Number	991	1,082	9.2%
	Decisions with Finding of Discrimination	37	31	-16.2%
	% of Decisions with Finding of Discrimination	3.7%	2.9%	
<b>Corrective Actions/Benefits</b>	Total Number	613	700	14.2%
	Amount of Frontpay/Backpay Benefits	\$261,761	\$73,952	-71.7%
	Amount of Lump Sum Payments	\$1,062,219	\$1,280,532	20.6%
	Amount of Compensatory Damages	\$1,048,457	\$643,716	-38.6%
	Amount of Attorneys' Fees	\$615,950	\$465,319	-24.5%
<b>Appeals</b>	Cases Received For Review	614	626	2.0%
	Number of Cases Closed	710	754	6.2%

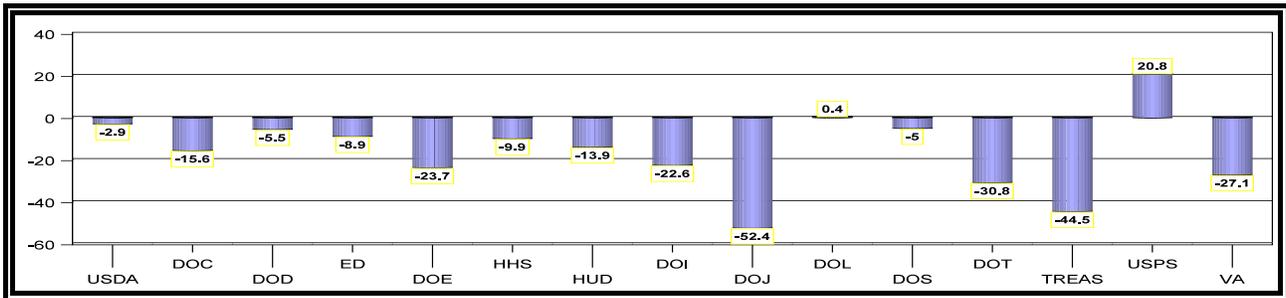
NOTE: NA = Not Applicable



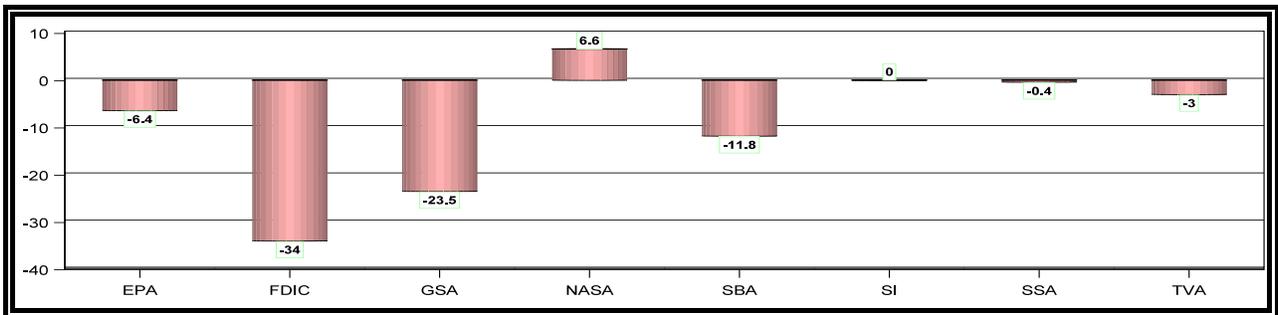
**Section B Agency Comparisons**

The following charts compare agency performance on selected EEO measures by agency size (Cabinet level + USPS, Mid-size, and Small<sup>14</sup>). The Department of Homeland Security is not included in these agency comparisons due to the various means by which its EEO complaints were processed. See p. II-2.

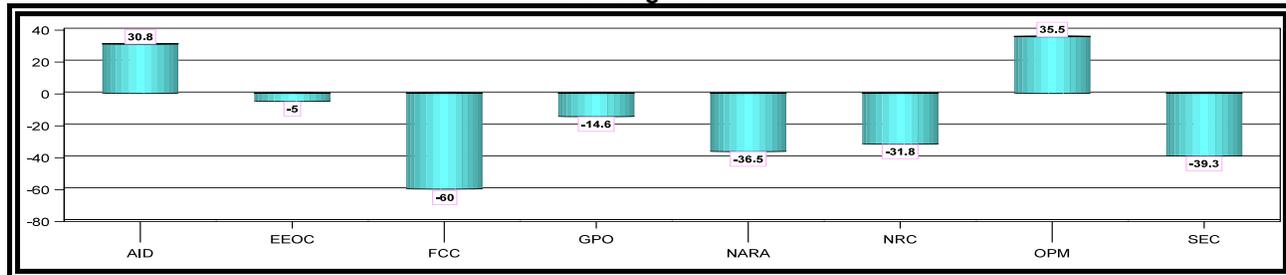
**Figure 21 - Pending Inventory**  
 Percentage Change from FY 2002 to FY 2003  
 Cabinet Level Agencies and U.S. Postal Service



**Figure 22 - Pending Inventory**  
 Percentage Change from FY 2002 to FY 2003  
 Mid-Size Agencies

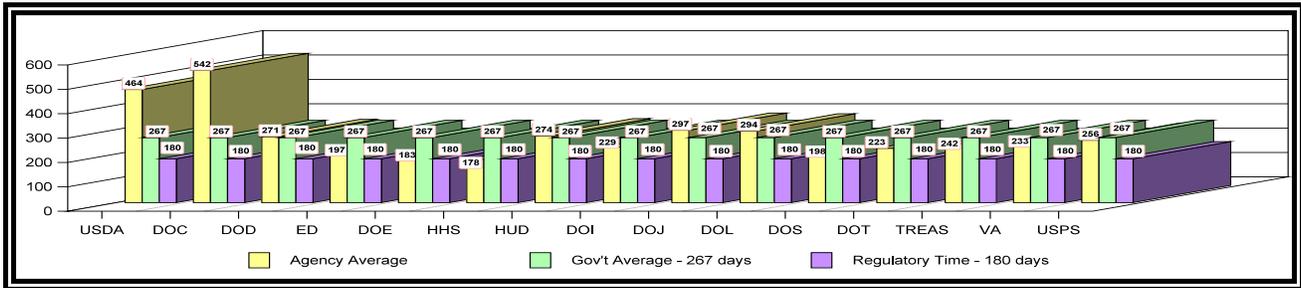


**Figure 23 - Pending Inventory**  
 Percentage Change from FY 2002 to FY 2003  
 Small Agencies

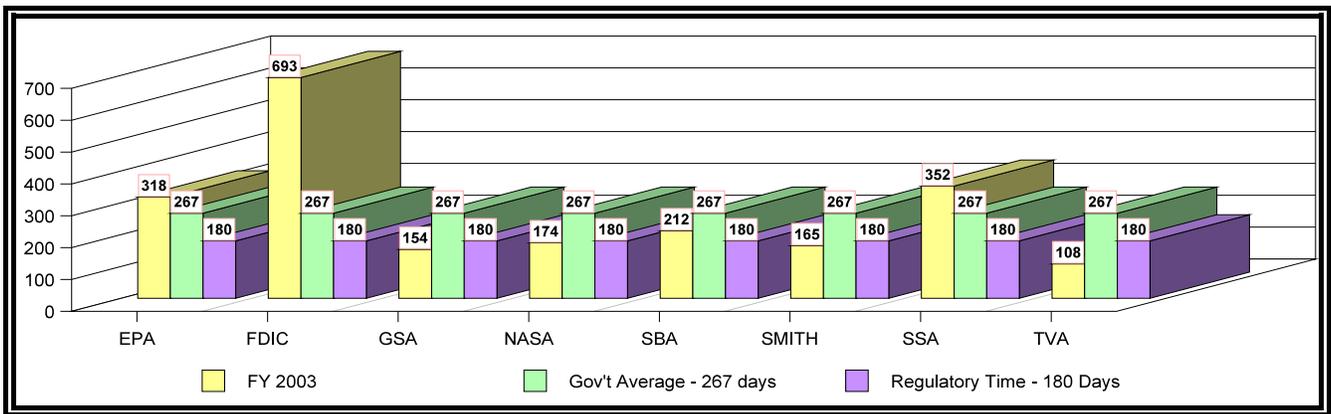


<sup>14</sup>These tables only include agencies with a reported workforce of 2000 or more.

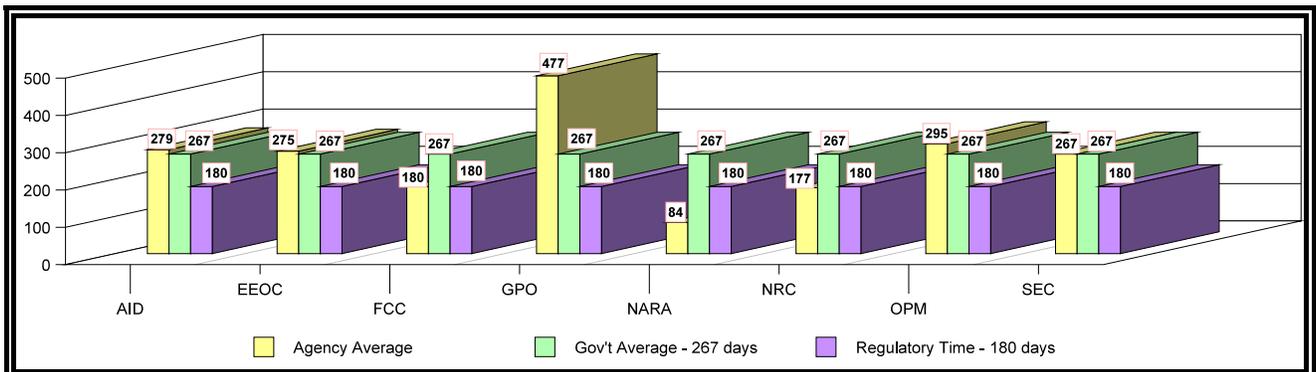
**Figure 24 - Average Processing Days for Investigations  
FY 2003 - Cabinet Level Agencies and U.S. Postal Service**



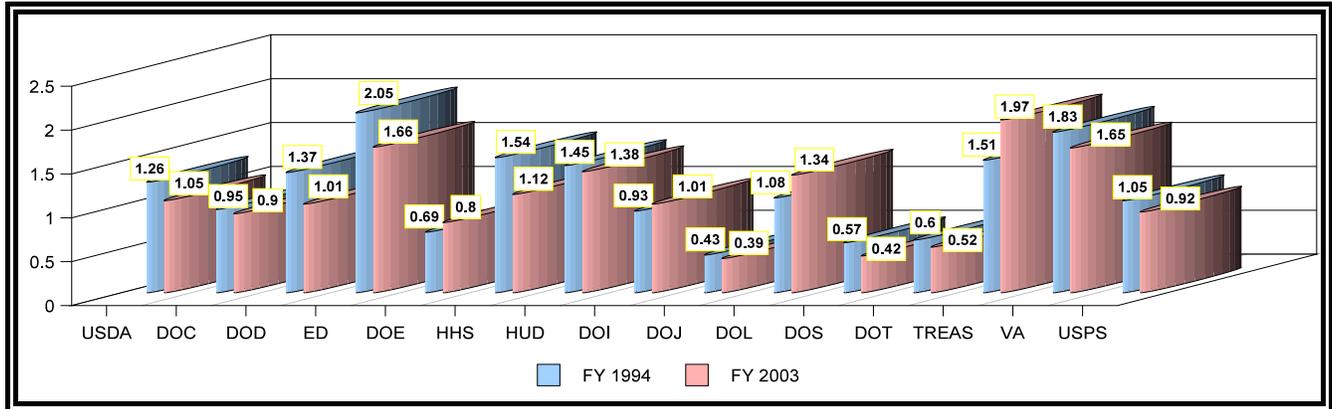
**Figure 25 - Average Processing Days for Investigations  
FY 2003 - Mid-Size Agencies**



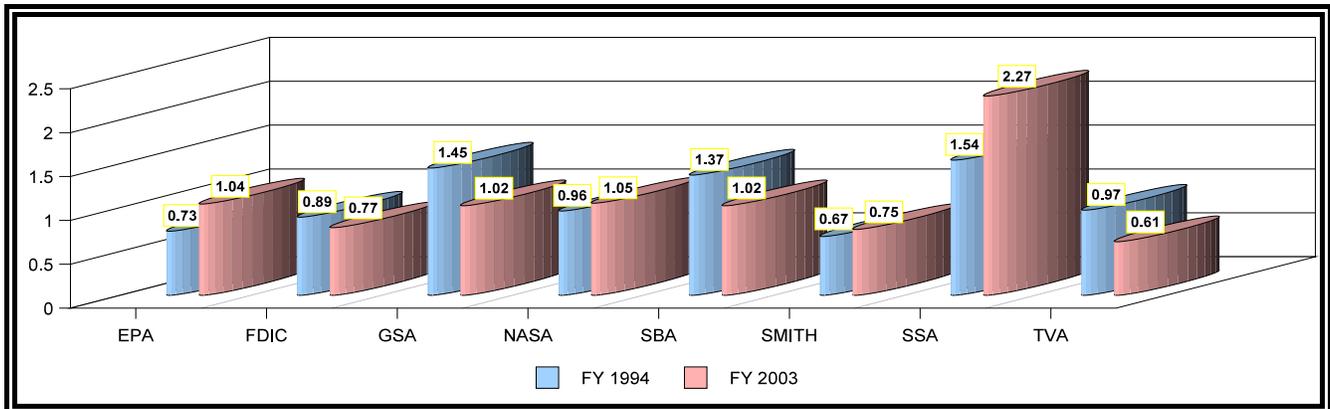
**Figure 26 - Average Processing Days for Investigations  
FY 2003 - Small Agencies**



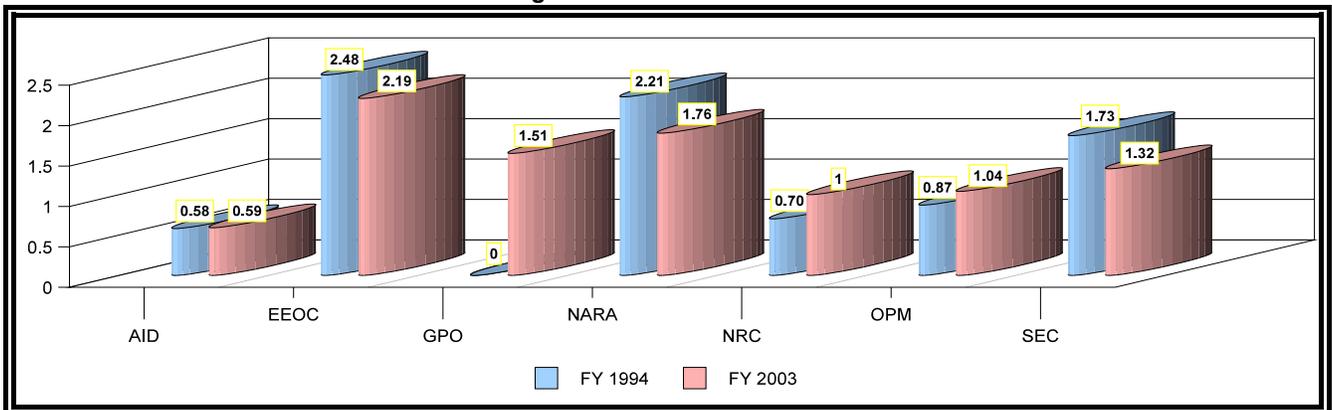
**Figure 27 - Participation Rate Percentage of People with Targeted Disabilities  
Cabinet Level Agencies and the USPS - FY 1994 v. FY 2003**



**Figure 28 - Participation Rate Percentage of People with Targeted Disabilities  
Mid-Size Agencies - FY 1994 v. FY 2003**



**Figure 29 - Participation Rate Percentage of People with Targeted Disabilities  
Small Agencies - FY 1994 v. FY 2003<sup>15</sup>**



<sup>15</sup>Note that 1994 data was unavailable for the Government Printing Office.



# APPENDIX I



## APPENDIX I

### GLOSSARY / DEFINITIONS

**Agency** - Executive agencies as defined in Section 102 of Title 5, U.S. Code (including those with employees and applicants for employment who are paid from nonappropriated funds), the United States Postal Service, the Postal Rate Commission, and those units of the legislative and judicial branches of the Federal government having positions in the competitive service.

**Annual Reports** - Reports required to be submitted to EEOC on agencies affirmative employment program accomplishments pursuant to EEOC Management Directives 715.

**Blue Collar Occupational Category** - Occupations that OPM defines as comprising the trades, crafts, and manual labor (unskilled, semi-skilled, or skilled), including foremen and supervisory positions entailing trade, craft, or laboring experience and knowledge as the paramount requirement.

**Central Personnel Data File (CPDF)** - This is a computer file created and maintained by the OPM. The file is based on personnel action information submitted directly to the OPM by federal agency appointing offices, and is updated monthly. The following agencies do not submit data to the CPDF: the Tennessee Valley Authority, United States Postal Service, Army and Air Force Exchange Service, Central Intelligence Agency, Defense Intelligence Agency, National Imagery and Mapping Agency, and the National Security Agency.

**Civilian Labor Force (CLF)** - Data derived from the decennial census reflecting persons, 16 years of age or older who were employed or seeking employment, excluding those in the Armed Services. CLF data used in this report is based on the 2000 Census.

**Craft Workers (skilled)** - See "Occupational Categories."

**Data from 2000 Census Special EEO File** - Data derived from the 2000 decennial census ([www.census.gov/eo2000/](http://www.census.gov/eo2000/)).

**Disability** - A physical or mental impairment that substantially limits one or more major life activities.

**Laborers (unskilled)** - See "Occupational Categories."

**Lump Sum Payment** - A single payment made in a settlement which does not identify the portion of the amount paid for backpay, compensatory damages, attorney fees, etc.

**Major Occupations** - The most populous occupations in the Professional and the Administrative categories in an agency.

**Merit Decision** - A decision determining whether or not discrimination occurred.

**MD-110** - EEO Management Directive 110 provides policies, procedures and guidance relating to the processing of employment discrimination complaints governed by the Commission's regulations in 29 CFR Part 1614.

**MD-715** - A document describing program responsibilities and reporting requirements relating to agencies' EEO programs.

**Occupational Categories** - The occupational categories for the EEO-9 are as follows:

**Officials and Managers** - Occupations requiring administrative and managerial personnel who set broad policies, exercise overall responsibility for execution of these policies, and direct individual departments or special phases of a firm's operations.

**Professionals** - Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background.

**Technicians** - Occupations requiring a combination of basic scientific knowledge and manual skill which can be obtained through 2 years of post high school education, such as is offered in many technical institutes and junior colleges, or through equivalent on-the-job training.

**Sales Workers** - Occupations engaging wholly or primarily in direct selling.

**Office and clerical** - Includes all clerical-type work regard-less of level of difficulty, where the activities are predominantly non-manual though some manual work not directly involved with altering or transporting the products is included.

**Craft Workers (skilled)** - Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgment and usually receive an extensive period of training.

**Operatives (semiskilled)** - Workers who operate machine or processing equipment or perform other factory-type duties of intermediate skill level which can be mastered in a few weeks and require only limited training.

**Laborers (unskilled)** - Workers in manual occupations which generally require no special training who perform elementary duties that may be learned in a few days and require the application of little or no independent judgment.

**Service workers** - Workers in both protective and non-protective service occupations.

**Office and clerical** - See "Occupational Categories."

**Officials and Managers** - See "Occupational Categories."

**Operatives (semiskilled)** - See "Occupational Categories."

**Participation Rate** - The extent to which members of a specific demographic group participate in an agency's work force.

**Permanent Work Force** - Full-time, part-time and intermittent employees of a particular agency. For purposes of this Report, those persons employed as of September 30, 2003.

**Professionals** - See "Occupational Categories."

**Race/Ethnicity** -

**White** (Not of Hispanic Origin) - All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

**Black** (Not of Hispanic Origin) - All persons having origins in any of the black racial groups of Africa.

**Hispanic** - All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

**Asian/Pacific Islander** - All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

**American Indian/Alaskan Native** - All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

**Reportable Disability** - Any self-identified disability reported by an employee to the employing agency.

**Sales Workers** - See "Occupational Categories."

**Senior Pay Level** - Civil Service positions above GS 15.

**Service workers** - See "Occupational Categories."

**Targeted Disabilities** - Those disabilities that the federal government, as a matter of policy, has identified for special emphasis. The targeted disabilities (and the codes that represent them on the Office of Personnel Management's Standard Form 256) are: deafness (16 and 17); blindness (23 and 25); missing extremities (28 and 32 through 38); partial paralysis (64 through 68); complete paralysis (71 through 78); convulsive disorders (82); mental retardation (90); mental illness (91); and distortion of limb and/or spine (92)."

**Technicians** - See "Occupational Categories."

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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**Total Work Force** - All employees of an agency subject to 29 C.F.R. Part 1614 regulations, including temporary, seasonal and permanent employees.

**White Collar Employees** - Those workers in grade levels GS 1 through GS 15 and the Senior Pay Level. This category does not include Blue Collar (Wage Grade) workers.

# APPENDIX II



## **APPENDIX II**

### **FEDERAL EEO COMPLAINT PROCESSING PROCEDURES**

#### **A. Contact EEO Counselor**

Aggrieved persons who believe they have been discriminated against must contact an agency EEO counselor prior to filing a formal complaint. The person must initiate counselor contact within 45 days of the matter alleged to be discriminatory. 29 C.F.R. Section 1614.105(a)(1). This time limit shall be extended where the aggrieved person shows that: he or she was not notified of the time limits and was not otherwise aware of them; he or she did not and reasonably should not have known that the discriminatory matter occurred; despite due diligence he or she was prevented by circumstances beyond his or her control from contacting the counselor within the time limits. 29 C.F.R. Section 1614.105(a)(2).

#### **B. EEO Counseling**

EEO counselors provide information to the aggrieved individual concerning how the federal sector EEO process works, including time frames and appeal procedures, and attempt to informally resolve the matter. At the initial counseling session, counselors must advise individuals in writing of their rights and responsibilities in the EEO process, including the right to request a hearing before an EEOC administrative judge or an immediate final decision from the agency following its investigation of the complaint. Individuals must be informed of their right to elect between pursuing the matter in the EEO process under part 1614 and a grievance procedure (where available) or the Merit Systems Protection Board appeal process (where applicable). The counselor must also inform the individuals of their right to proceed directly to court in a lawsuit under the Age Discrimination in Employment Act, of their duty to mitigate damages, and that only claims raised in pre-complaint counseling may be alleged in a subsequent complaint filed with the agency. 29 C.F.R. Section 1614.105(b)(1).

Counseling must be completed within 30 days of the date the aggrieved person contacted the agency's EEO office to request counseling. If the matter is not resolved in that time period, the counselor must inform the individual in writing of the right to file a discrimination complaint. This notice ("Notice of Final Interview") must inform the individual that a complaint must be filed within 15 days of receipt of the notice, identify the agency official with whom the complaint must be filed, and of the individual's duty to inform the agency if he or she is represented. 29 C.F.R. Section 1614.105(d). The 30-day counseling period may be extended for an additional 60 days: (1) where the individual agrees to such extension in writing; or (2) where the aggrieved person chooses to participate in an ADR procedure. If the claim is not resolved before the 90<sup>th</sup> day, the Notice of Final Interview described above must be issued to the individual. 29 C.F.R. Section 1614.105(e), (f).

When a complaint is filed, the EEO counselor must submit a written report to the agency's EEO office concerning the issues discussed and the actions taken during counseling. 29 C.F.R. Section 1614.105(c).

**C. Alternative Dispute Resolution (ADR)**

Beginning January 1, 2000 all agencies were required to establish or make available an ADR program. Such program must be available for both the pre-complaint process and the formal complaint process. 29 C.F.R. Section 1614.102(b)(2). At the initial counseling session, counselors must advise individuals that, where an agency agrees to offer ADR in a particular case, the individual may choose between participation in the ADR program and EEO counseling. 29 C.F.R. Section 1614.105(b)(2). As noted above, if the matter is not resolved in the ADR process within 90 days of the date the individual contacted the agency's EEO office, a Notice of Final Interview must be issued to the individual giving him or her the right to proceed with a formal complaint.

**D. Complaints**

A complaint must be filed with the agency that allegedly discriminated against the complainant within 15 days of receipt of the Notice of Final Interview. The complaint must be a signed statement from the complainant or the complainant's attorney, containing the complainant's (or representative's) telephone number and address, and must be sufficiently precise to identify the complainant and the agency, and describe generally the action or practice which forms the basis of the complaint. 29 C.F.R. Section 1614.106.

A complainant may amend a complaint at any time prior to the conclusion of the investigation to include issues or claims like or related to those raised in the complaint. After requesting a hearing, a complainant may file a motion with the AJ to amend a complaint to include issues or claims like or related to those raised in the complaint. 29 C.F.R. Section 1614.106(d).

The agency must acknowledge receipt of the complaint in writing and inform the complainant of the date on which the complaint was filed, of the address of the EEOC office where a request for a hearing should be sent, that the complainant has the right to appeal the agency's final action or dismissal of a complaint, and that the agency must investigate the complaint within 180 days of the filing date. The agency's acknowledgment must also advise the complainant that when a complaint has been amended, the agency must complete the investigation within the earlier of: (1) 180 days after the last amendment to the complaint; or (2) 360 days after the filing of the original complaint. A complainant may request a hearing from an EEOC AJ on the consolidated complaints any time after 180 days from the date of the first filed complaint. 29 C.F.R. Section 1614.106(e).

**E. Dismissals of Complaints**

Prior to a request for a hearing, in lieu of accepting a complaint for investigation an agency may dismiss an entire complaint for any of the following reasons: (1) failure to state a claim, or stating the same claim that is pending or has been decided by the agency or the EEOC; (2) failure to comply with the time limits; (3) filing a complaint on a matter that has not been brought to the attention of an EEO counselor and which is not like or related to the matters counseled; (4) filing a complaint which is the basis of a pending civil action, or which was the basis of a civil action already decided by a court; (5) where the complainant has already elected to pursue the matter

through either the negotiated grievance procedure or in an appeal to the Merit Systems Protection Board; (6) where the matter is moot or merely alleges a proposal to take a personnel action; (7) where the complainant cannot be located; (8) where the complainant fails to respond to a request to provide relevant information; (9) where the complaint alleges dissatisfaction with the processing of a previously filed complaint; (10) where the complaint is part of a clear pattern of misuse of the EEO process for a purpose other than the prevention and elimination of employment discrimination. 29 C.F.R. Section 1614.107.

If an agency believes that some, but not all, of the claims in a complaint should be dismissed for the above reasons, it must notify the complainant in writing of the rationale for this determination, identify the allegations which will not be investigated, and place a copy of this notice in the investigative file. This determination shall be reviewable by an EEOC AJ if a hearing is requested on the remainder of the complaint, but is not appealable until final action is taken by the agency on the remainder of the complaint. 29 C.F.R. Section 1614.107(b).

## **F. Investigations**

Investigations are conducted by the respondent agency. The agency must develop an impartial and appropriate factual record upon which to make findings on the claims raised by the complaint. An appropriate factual record is defined in the regulations as one that allows a reasonable fact finder to draw conclusions as to whether discrimination occurred. 29 C.F.R. Section 1614.108(b).

The investigation must be completed within 180 days from the filing of the complaint.<sup>10</sup> A copy of the investigative file must be provided to the complainant, along with a notification that, within 30 days of receipt of the file, the complainant has the right to request a hearing and a decision from an EEOC AJ or may request an immediate final decision from the agency. 29 C.F.R. Section 1614.108(f).

An agency may make an offer of resolution to a complainant who is represented by an attorney at any time after the filing of a complaint, but not later than the date an AJ is appointed to conduct a hearing. An agency may make an offer of resolution to a complaint, represented by an attorney or not, after the parties have received notice that an administrative judge has been appointed to conduct a hearing, but not later than 30 days prior to a hearing.

Such offer of resolution must be in writing and include a notice explaining the possible consequences of failing to accept the offer. If the complainant fails to accept the offer within 30 days of receipt, and the relief awarded in the final decision on the complaint is not more favorable than the offer, then the complainant shall not receive payment from the agency of attorney's fees or costs incurred after the expiration of the 30-day acceptance period. 29 C.F.R. Section 1614.109(c).

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<sup>10</sup>The 180-day statutory period for investigating complaints can be extended to no more than 360 days if the consolidation of two or more complaints occurs. See 29 C.F.R. § 1614.606.

## **G. Hearings**

Requests for hearing must be sent by the complainant to the EEOC office indicated in the agency's acknowledgment letter, with a copy to the agency's EEO office. Within 15 days of receipt of the request for a hearing, the agency must provide a copy of the complaint file to EEOC. The EEOC will then appoint an AJ to conduct a hearing. 29 C.F.R. Section 1614.108(g).

An EEOC AJ may dismiss a complaint for any of the reasons set out above under Dismissals. 29 C.F.R. Section 1614.109(b).

Prior to the hearing, the parties may conduct discovery. The purpose of discovery is to enable a party to obtain relevant information for preparation of the party's case. Each party initially bears their own costs for discovery, unless the AJ requires the agency to bear the costs for the complainant to obtain depositions or any other discovery because the agency has failed to complete its investigation in a timely manner or has failed to adequately investigate the allegations. For a more detailed description of discovery procedures, see EEOC Management Directive 110, Chapter 6.

Agencies provide for the attendance of all employees approved as witnesses by the AJ. Hearings are considered part of the investigative process, and are closed to the public. The AJ conducts the hearing and receives relevant information or documents as evidence. The hearing is recorded and the agency is responsible for paying for the transcripts of the hearing. Rules of evidence are not strictly applied to the proceedings. If the AJ determines that some or all facts are not in genuine dispute, he or she may limit the scope of the hearing or issue a decision without a hearing.

The AJ must conduct the hearing and issue a decision on the complaint within 180 days of receipt by the AJ of the complaint file from the agency. The AJ will send copies of the hearing record, the transcript and the decision to the parties. If an agency does not issue a final order within 40 days of receipt of the AJ's decision, then the decision becomes the final action by the agency in the matter. 29 C.F.R. Section 1614.109(i).

## **H. Final Action by Agencies**

When an AJ has issued a decision (either a dismissal, a summary judgment decision or a decision following a hearing), the agency must take final action on the complaint by issuing a final order within 40 days of receipt of the hearing file and the AJ's decision. The final order must notify the complainant whether or not the agency will fully implement the decision of the AJ, and shall contain notice of the complainant's right to appeal to EEOC or to file a civil action. If the final order does not fully implement the decision of the AJ, the agency must simultaneously file an appeal with EEOC and attach a copy of the appeal to the final order. 29 C.F.R. Section 1614.110(a).

When an AJ has not issued a decision (i.e., when an agency dismisses an entire complaint under 1614.107, receives a request for an immediate final decision, or does not receive a reply to the notice providing the complainant the right to either request a hearing or an immediate final decision), the agency must take final action by issuing a final decision. The agency's final decision will consist of findings by the agency on the merits of each issue in the complaint. Where the

agency has not processed certain allegations in the complaint for procedural reasons set out in 29 C.F.R. Section 1614.107, it must provide the rationale for its decision not to process the allegations. The agency's decision must be issued within 60 days of receiving notification that the complainant has requested an immediate final decision. The agency's decision must contain notice of the complainant's right to appeal to the EEOC, or to file a civil action in federal court. 29 C.F.R. Section 1614.110(b).

## **I. Appeals to the EEOC**

Several types of appeals may be brought to the EEOC. A complainant may appeal an agency's final action or dismissal of a complaint within 30 days of receipt. 29 C.F.R. Sections 1614.401(a), 1614.402(a).

A grievant may appeal the final decision of the agency, arbitrator or the FLRA on a grievance when an issue of employment discrimination was raised in the grievance procedure. 29 C.F.R. Section 1614.401(d).

If the agency's final action and order do not fully implement the AJ's decision, the agency must appeal to the EEOC. 29 C.F.R. Section 1614.110(a); 29 C.F.R. Section 1614.401(b).

A complainant may appeal to the EEOC for a determination as to whether the agency has complied with the terms of a settlement agreement or decision. 29 C.F.R. Section 1614.504(b).

If the complaint is a class action, the class agent or the agency may appeal an AJ's decision accepting or dismissing all or part of the class complaint. A class agent may appeal a final decision on a class complaint.

A class member may appeal a final decision on an individual claim for relief pursuant to a finding of class-wide discrimination. Finally, both the class agent or the agency may appeal from an AJ decision on the adequacy of a proposed settlement of a class action. 29 C.F.R. Section 1614.401(c).

Appeals must be filed with EEOC's Office of Federal Operations (OFO). Any statement or brief on behalf of a complainant in support of an appeal must be submitted to OFO within 30 days of filing the notice of appeal. Any statement or brief on behalf of the agency in support of its appeal must be filed within 20 days of filing the notice of appeal. An agency must submit the complaint file to OFO within 30 days of initial notification that the complainant has filed an appeal or within 30 days of submission of an appeal by the agency. Any statement or brief in opposition to an appeal must be submitted to OFO and served on the opposing party within 30 days of receipt of the statement or brief supporting the appeal, or, if no statement or brief supporting the appeal has been filed, within 60 days of receipt of the appeal. 29 C.F.R. Section 1614.403.

EEOC has the authority to draw adverse inferences against a party failing to comply with its appeal procedures or requests for information. 29 C.F.R. Section 1614.404(c).

The decision on an appeal from an agency's final action is based on a *de novo* review, except that the review of the factual findings in a decision by an AJ is based on a substantial evidence standard of review. 29 C.F.R. Section 1614.405(a).

A party may request that EEOC reconsider its decision within 30 days of receipt of the Commission's decision. Such requests are not a second appeal, and will be granted only when the previous EEOC decision involved a clearly erroneous interpretation of material fact or law; or when the decision will have a substantial impact on the policies, practices or operations of the agency. 29 C.F.R. Section 1614.405(b).

The EEOC's decision will be based on a preponderance of the evidence. The decision will also inform the complainant of his or her right to file a civil action.

## **J. Civil Actions**

Prior to filing a civil action under Title VII of the Civil Rights Act of 1964 or the Rehabilitation Act of 1973, a federal sector complainant must first exhaust the administrative process set out at 29 C.F.R. Part 1614. "Exhaustion" for the purposes of filing a civil action may occur at different stages of the process. The regulations provide that civil actions may be filed in an appropriate federal court: (1) within 90 days of receipt of the final action where no administrative appeal has been filed; (2) after 180 days from the date of filing a complaint if an administrative appeal has not been filed and final action has not been taken; (3) within 90 days of receipt of EEOC's final decision on an appeal; or (4) after 180 days from the filing of an appeal with EEOC if there has been no final decision by the EEOC. 29 C.F.R. Section 1614.408.

Under the Age Discrimination in Employment Act (ADEA), a complainant may proceed directly to federal court after giving the EEOC notice of intent to sue. 29 C.F.R. Section 1614.201. An ADEA complainant who initiates the administrative process in 29 C.F.R. Part 1614 may also file a civil action within the time frames noted above. 29 C.F.R. Section 1614.408.

Under the Equal Pay Act, a complainant may file a civil action within 2 years (3 years for willful violations), regardless of whether he or she has pursued an administrative complaint. 29 C.F.R. Section 1614.409.

Filing a civil action terminates EEOC processing of an appeal. 29 C.F.R. Section 1614.410.

## **K. Class Complaints**

Class complaints of discrimination are processed differently than individual complaints. See 29 C.F.R. Section 1614.204. The employee or applicant who wishes to file a class complaint must first seek counseling and be counseled, just like an individual complaint. However, once counseling is completed the class complaint is not investigated by the respondent agency. Rather, the complaint is forwarded to the nearest EEOC Field or District Office, where an EEOC AJ is appointed to make decision as to whether to accept or dismiss the class complaint. The AJ examines the class to determine whether it meets the class certification requirements of numerosity, commonality, typicality and adequacy of representation. The AJ may issue a decision dismissing the class because it fails to meet any of these class certification requirements, as well as for any of the reasons for dismissal discussed above for individual complaints (see section 5, above).

## ***EEOC FY 2003 Annual Report on the Federal Workforce***

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A class complaint may begin as an individual complaint of discrimination. At a certain point, it may become evident that there are many more individuals than the complainant affected by the issues raised in the individual complaint. EEOC's regulations provide that a complainant may move for class certification at any reasonable point in the process when it becomes apparent that there are class implications to the claims raised in an individual complaint. 29 C.F.R. Section 1614.204(b).

The AJ transmits his or her decision to accept or dismiss a class complaint to the class agent and the agency. The agency must then take final action by issuing a final order within 40 days of receipt of the AJ's decision. The final order must notify the agent whether or not the agency will implement the decision of the AJ. If the agency's final order does not implement the AJ's decision, the agency must simultaneously appeal the AJ's decision to EEOC's OFO. A copy of the agency's appeal must be appended to the agency's final order. 29 C.F.R. Section 1614.204(d)(7).

A dismissal of a class complaint shall inform the class agent either that the complaint is being filed on that date as an individual complaint and processed accordingly, or that the complaint is also dismissed as an individual complaint for one of the reasons for dismissal (discussed in section E, above). In addition, a dismissal must inform the class agent of the right to appeal to EEOC's OFO or to file a civil action in federal court.

When a class complaint is accepted, the agency must use reasonable means to notify the class members of the acceptance of the class complaint, a description of the issues accepted as part of the complaint, an explanation of the binding nature of the final decision or resolution on the class members, and the name, address and telephone number of the class representative. 29 C.F.R. Section 1614.204(e). In lieu of an investigation by the respondent agency, an EEOC AJ develops the record through discovery and a hearing. The AJ then issues a recommended decision to the agency. Within 60 days of receipt of the AJ's recommended decision on the merits of the class complaint, the agency must issue a final decision which either accepts, rejects or modifies the AJ's recommended decision. If the agency fails to issue such a decision within that time frame, the AJ's recommended decision becomes the agency's final decision in the class complaint.

When discrimination is found in the final decision and a class member believes that he or she is entitled to relief, the class member may file a written claim with the agency within 30 days of receipt of notification by the agency of its final decision. The EEOC AJ retains jurisdiction over the complaint in order to resolve disputed claims by class members. The claim for relief must contain a specific showing that the claimant is a class member entitled to relief. EEOC's regulations provide that, when a finding of discrimination against a class has been made, there is a presumption of discrimination as to each member of the class. The agency must show by clear and convincing evidence that any class member is not entitled to relief. The agency must issue a final decision on each individual claim for relief within 90 days of filing. Such decision may be appealed to EEOC's OFO, or a civil action may be filed in federal court. 29 C.F.R. Section 1614.204(l)(3).

A class complaint may be resolved at any time by agreement between the agency and the class agent. Notice of such resolution must be provided to all class members, and reviewed and approved by an EEOC AJ. If the AJ finds that the proposed resolution is not fair to the class as

a whole, the AJ will issue a decision vacating the agreement, and may replace the class agent with some other eligible class member to further process the class complaint. Such decision may be appealed to EEOC. If the AJ finds that the resolution is fair to the class as a whole, the resolution is binding on all class members. 29 C.F.R. Section 1614.204(g).

#### **L. Grievances**

Persons covered by collective bargaining agreements which permit allegations of discrimination to be raised in the grievance procedure, and who wish to file a complaint or grievance on an allegation of employment discrimination, must elect to proceed either under the procedures of 29 C.F.R. Part 1614 or the negotiated grievance procedures, but not both. 29 C.F.R. Section 1614.301(a). An election to proceed under Part 1614 is made by the filing of a complaint, and an election to proceed under the negotiated grievance procedures is made by filing a grievance. Participation in the pre-complaint procedures of Part 1614 is not an election of the 1614 procedures. The election requirement does not apply to employees of agencies not covered by 5 U.S.C. Section 7121(d), notably employees of the United States Postal Service.

#### **M. Mixed Case Complaints**

Some employment actions which may be the subject of a discrimination complaint under Part 1614 may also be appealed to the Merit Systems Protection Board (MSPB). In such cases, the employee must elect to proceed with a complaint as a “mixed case complaint” under Part 1614, or a “mixed case appeal” before the MSPB. Whichever is filed first is considered an election to proceed in that forum. 29 C.F.R. Section 1614.302.

Mixed case complaints are processed similarly to other complaints of discrimination, with the following notable exceptions: (1) the agency has only 120 days from the date of the filing of the mixed case complaint to issue a final decision, and the complainant may appeal the matter to the MSPB or file a civil action any time thereafter; (2) the complainant must appeal the agency’s decision to the MSPB, not the EEOC, within 30 days of receipt of the agency’s decision; (3) at the completion of the investigation the complainant does not have the right to request a hearing before an EEOC AJ, and the agency must issue a decision within 45 days. 29 C.F.R. Section 1614.302(d).

Individuals who have filed either a mixed case complaint or a mixed case appeal, and who have received a final decision from the MSPB, may petition the EEOC to review the MSPB final decision.

In contrast to non-mixed matters, individuals who wish to file a civil action in mixed-case matters must file within 30 days (not 90) of receipt of: (1) the agency’s final decision; (2) the MSPB’s final decision; or (3) the EEOC’s decision on a petition to review. Alternatively, a civil action may be filed after 120 days from the date of filing the mixed case complaint with the agency or the mixed case appeal with the MSPB if there has been no final decision on the complaint or appeal, or 180 days after filing a petition to review with EEOC if there has been no decision by EEOC on the petition. 29 C.F.R. Section 1614.310.

# APPENDIX III

**GOVERNMENT-WIDE EMPLOYMENT  
OF WORKERS IN  
THE FEDERAL WORKFORCE**

**TABLE 1  
TEN YEAR TREND  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

	% 2000 CIVILIAN LABOR FORCE	FEDERAL WORK FORCE									
		% 1994	% 1995	% 1996	% 1997	% 1998	% 1999	% 2000	% 2001	% 2002	% 2003
MEN	53.2	58.54	58.47	58.40	58.35	58.13	57.89	57.70	57.55	57.57	57.43
WOMEN	46.8	41.46	41.53	41.60	41.65	41.87	42.11	42.30	42.45	42.43	42.57
WHITE	72.7	70.06	69.66	69.46	69.16	68.48	68.08	67.78	67.52	67.31	67.17
MEN	39.0	43.59	43.28	43.08	42.87	42.36	41.97	41.67	41.40	41.28	41.11
WOMEN	33.7	26.47	26.38	26.38	26.29	26.12	26.11	26.10	26.11	26.03	26.06
BLACK	10.6	18.28	18.34	18.32	18.35	18.57	18.70	18.76	18.74	18.63	18.56
MEN	4.8	8.02	8.05	8.04	8.04	8.13	8.15	8.15	8.11	8.07	8.00
WOMEN	5.8	10.26	10.29	10.27	10.31	10.45	10.55	10.62	10.63	10.56	10.56
HISPANIC	10.7	5.96	6.11	6.26	6.39	6.59	6.69	6.81	6.94	7.10	7.22
MEN	6.2	3.69	3.78	3.88	3.97	4.07	4.10	4.15	4.22	4.33	4.39
WOMEN	4.5	2.27	2.33	2.38	2.42	2.52	2.59	2.65	2.72	2.77	2.83
ASIAN / PACIFIC ISLANDER	4.0	4.33	4.50	4.59	4.71	4.95	5.11	5.22	5.32	5.45	5.54
MEN	2.1	2.57	2.67	2.72	2.77	2.89	2.97	3.03	3.10	3.16	3.21
WOMEN	1.9	1.76	1.83	1.87	1.93	2.06	2.14	2.18	2.22	2.29	2.33
AMERICAN INDIAN / ALASKAN NATIVE	1.0	1.38	1.38	1.37	1.39	1.40	1.42	1.44	1.48	1.50	1.50
MEN	0.5	0.68	0.68	0.68	0.69	0.69	0.69	0.70	0.71	0.72	0.71
WOMEN	0.5	0.70	0.70	0.69	0.71	0.72	0.73	0.74	0.76	0.79	0.79
TOTAL FEDERAL EMPLOYEES		2,630,755	2,583,193	2,532,507	2,475,761	2,479,199	2,462,152	2,442,643	2,445,335	2,459,505	2,428,330

Includes data for those agencies which are provided by CPDF plus AAFES, TVA AND USPS; does not include data for intelligence gathering agencies. (Continued)

**TABLE 2**  
**TEN YEAR TREND (FIVE YEAR CHANGE)**  
**GOVERNMENT WIDE EMPLOYMENT OF PEOPLE WITH TARGETED DISABILITIES**

TARGETED DISABILITY BY TYPE	FY 1994	FY 1995	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	NET CHANGE FY 99 - FY 03
TOTAL WORK FORCE	2,628,093	2,568,728	2,531,422	2,473,179	2,467,626	2,449,880	2,438,978	2,443,899	2,461,135	2,428,725	-0.86%
TOTAL TARGETED DISABILITY	31,860	31,359	29,930	28,671	28,035	27,601	27,231	26,834	26,230	25,551	-7.43%
% OF TOTAL WORK FORCE	1.21%	1.22%	1.18%	1.16%	1.14%	1.13%	1.12%	1.10%	1.07%	1.05%	
DEAF TOTAL	6,207	6,123	5,896	5,639	5,512	5,368	5,220	5,088	4,949	4,796	-10.66%
% OF TOTAL DISABILITY	19.48%	19.53%	19.70%	19.67%	19.66%	19.45%	19.17%	18.96%	18.87%	18.77%	
BLIND TOTAL	2,984	2,920	2,784	2,676	2,615	2,570	2,603	2,636	2,582	2,588	0.70%
% OF TOTAL DISABILITY	9.37%	9.31%	9.30%	9.33%	9.33%	9.31%	9.56%	9.82%	9.84%	10.13%	
MISSING EXTREMITIES TOTAL	2,110	2,066	1,963	1,856	1,812	1,733	1,697	1,627	1,556	1,525	-12.00%
% OF TOTAL DISABILITY	6.62%	6.59%	6.56%	6.47%	6.46%	6.28%	6.23%	6.06%	5.93%	5.97%	
PARTIAL PARALYSIS TOTAL	4,259	4,185	3,939	3,694	3,585	3,503	3,475	3,346	3,283	3,219	-8.11%
% OF TOTAL DISABILITY	13.37%	13.35%	13.16%	12.88%	12.79%	12.69%	12.76%	12.47%	12.52%	12.60%	
COMPLETE PARALYSIS TOTAL	1,803	1,749	1,641	1,559	1,507	1,459	1,435	1,415	1,387	1,316	-9.80%
% OF TOTAL DISABILITY	5.66%	5.58%	5.48%	5.44%	5.38%	5.29%	5.27%	5.27%	0.00%	5.15%	
CONVULSIVE DISORDER TOTAL	4,374	4,339	4,125	3,967	3,860	3,826	3,811	3,767	3,730	3,637	-4.94%
% OF TOTAL DISABILITY	13.73%	13.84%	13.78%	13.84%	13.93%	13.86%	14.00%	14.04%	14.22%	14.23%	
MENTAL RETARDATION TOTAL	3,305	3,193	2,994	2,837	2,770	2,672	2,533	2,428	2,261	2,106	-21.18%
% OF TOTAL DISABILITY	10.37%	10.18%	10.00%	9.90%	9.88%	9.68%	9.30%	9.05%	8.62%	8.24%	
MENTAL ILLNESS TOTAL	5,900	5,869	5,737	5,622	5,579	5,690	5,697	5,801	5,786	5,695	0.09%
% OF TOTAL DISABILITY	18.52%	18.72%	19.17%	19.61%	19.90%	20.62%	20.92%	21.62%	22.06%	22.29%	
DISTORTION OF LIMBS & SPINE TOTAL	918	915	851	821	795	780	757	726	696	669	-14.23%
% OF TOTAL DISABILITY	2.88%	2.92%	2.84%	2.86%	2.84%	2.83%	2.78%	2.71%	2.65%	2.62%	

Table 2

**TABLE 3  
WHITE COLLAR WORK FORCE  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

	% 2000 WHITE COLLAR LABOR FORCE	FEDERAL WHITE COLLAR WORK FORCE									
		% 1994	% 1995	% 1996	% 1997	% 1998	% 1999	% 2000	% 2001	% 2002	% 2003
MEN	43.31	50.45	50.50	50.63	50.70	50.75	50.69	50.63	50.63	51.23	51.42
WOMEN	56.69	49.55	49.50	49.37	49.30	49.25	49.31	49.37	49.37	48.77	48.58
WHITE	75.44	72.88	72.45	72.17	71.79	71.41	71.03	70.59	70.16	69.77	69.49
MEN	33.42	40.26	40.07	39.98	39.83	39.70	39.47	39.21	38.98	39.12	39.09
WOMEN	42.12	32.62	32.38	32.19	31.96	31.71	31.57	31.38	31.18	30.65	30.40
BLACK	10.46	16.45	16.52	16.53	16.57	16.66	16.81	16.99	17.06	17.07	17.07
MEN	3.67	4.92	4.96	5.00	5.03	5.08	5.15	5.21	5.26	5.43	5.47
WOMEN	6.79	11.53	11.56	11.53	11.54	11.58	11.67	11.78	11.81	11.63	11.60
HISPANIC	8.64	5.33	5.51	5.68	5.88	6.07	6.18	6.34	6.52	6.78	6.97
MEN	3.68	2.71	2.81	2.93	3.06	3.17	3.22	3.31	3.41	3.63	3.75
WOMEN	4.96	2.62	2.70	2.75	2.82	2.90	2.96	3.03	3.11	3.15	3.22
ASIAN / PACIFIC ISLANDER	4.37	3.65	3.81	3.92	4.02	4.10	4.19	4.26	4.39	4.51	4.61
MEN	2.17	1.89	1.97	2.03	2.07	2.10	2.14	2.17	2.23	2.30	2.36
WOMEN	2.20	1.76	1.84	1.90	1.95	2.00	2.05	2.09	2.16	2.21	2.25
AMERICAN INDIAN / ALASKAN NATIVE	0.97	1.69	1.71	1.69	1.73	1.76	1.79	1.81	1.86	1.88	1.86
MEN	0.37	0.67	0.68	0.69	0.70	0.71	0.72	0.73	0.75	0.75	0.74
WOMEN	0.62	1.02	1.02	1.00	1.03	1.05	1.07	1.09	1.11	1.13	1.12

INCLUDES DATA FOR ONLY THOSE AGENCIES REPORTED BY CPDF.

DOES NOT INCLUDE DATA FOR AAFES, TVA, USPS, OR INTELLIGENCE GATHERING AGENCIES.

**TABLE 4  
BLUE COLLAR WORK FORCE  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

	% 2000 BLUE COLLAR LABOR FORCE	FEDERAL BLUE COLLAR WORK FORCE									
		% 1994	% 1995	% 1996	% 1997	% 1998	% 1999	% 2000	% 2001	% 2002	% 2003
MEN	82.65	90.19	90.29	90.28	90.53	90.58	90.47	90.39	90.39	90.37	90.11
WOMEN	17.35	9.81	9.71	9.72	9.47	9.42	9.53	9.61	9.61	9.63	9.89
WHITE	68.38	66.12	65.85	65.82	66.14	66.22	66.31	66.25	66.15	66.00	65.91
MEN	57.94	61.45	61.16	61.09	61.48	61.58	61.58	61.48	61.38	61.20	60.97
WOMEN	10.44	4.68	4.69	4.73	4.65	4.64	4.73	4.77	4.76	4.80	4.94
BLACK	10.84	19.37	19.28	19.08	18.68	18.71	18.82	18.94	18.93	18.90	19.09
MEN	8.20	15.47	15.51	15.38	15.15	15.22	15.27	15.41	15.43	15.46	15.59
WOMEN	2.64	3.90	3.77	3.70	3.53	3.49	3.54	3.53	3.50	3.44	3.50
HISPANIC	16.69	7.46	7.67	7.91	8.00	7.84	7.44	7.39	7.43	7.38	7.40
MEN	13.59	6.90	7.10	7.32	7.41	7.27	6.91	6.84	6.85	6.81	6.80
WOMEN	3.10	0.56	0.57	0.59	0.58	0.57	0.53	0.55	0.58	0.58	0.60
ASIAN / PACIFIC ISLANDER	2.81	4.83	4.95	4.90	4.84	4.84	4.96	4.93	5.00	5.16	5.03
MEN	1.86	4.48	4.59	4.52	4.45	4.45	4.56	4.51	4.58	4.71	4.56
WOMEN	0.95	0.35	0.36	0.38	0.39	0.39	0.41	0.41	0.43	0.45	0.47
AMERICAN INDIAN / ALASKAN NATIVE	1.28	2.22	2.26	2.29	2.34	2.39	2.46	2.49	2.50	2.55	2.57
MEN	1.06	1.90	1.93	1.96	2.02	2.07	2.14	2.16	2.16	2.20	2.19
WOMEN	0.22	0.32	0.33	0.33	0.32	0.32	0.32	0.34	0.34	0.36	0.38

INCLUDES DATA FOR ONLY THOSE AGENCIES REPORTED BY CPDF.

DOES NOT INCLUDE DATA FOR AAFES, TVA, USPS, OR INTELLIGENCE GATHERING AGENCIES.

**TABLE 5**  
**DISTRIBUTION (PERCENTAGE) ACROSS GRADE RANGES**  
**GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

GS AND RELATED GRADE	YEAR	TOTAL	MEN	WOMEN	WHITE	BLACK	HISPANIC	ASIAN / PACIFIC ISLANDER	AMERICAN INDIAN / ALASKAN NATIVE
GSR 1-4	1999	4.62	2.60	6.70	3.51	8.13	5.72	5.38	10.33
	2000	5.22	2.92	7.57	3.93	9.03	6.40	6.86	11.71
	2001	4.20	2.50	5.95	3.23	6.96	5.23	4.87	10.45
	2002	3.87	2.34	5.47	3.00	6.25	4.52	4.79	9.86
	2003	3.56	2.16	5.04	2.74	5.74	4.20	4.43	9.52
GSR 5-8	1999	26.84	16.21	37.77	22.66	41.41	34.14	23.40	38.79
	2000	26.27	16.26	36.53	22.09	40.41	33.79	22.83	38.24
	2001	26.11	16.73	35.73	21.92	39.86	33.92	22.81	38.07
	2002	24.90	16.16	34.08	20.93	37.53	32.31	22.08	37.65
	2003	24.49	16.34	33.12	20.60	36.82	31.85	21.20	37.20
GSR 9-12	1999	39.26	43.19	35.21	40.44	33.92	40.99	39.36	36.16
	2000	38.70	41.94	35.38	39.75	34.18	40.40	38.21	35.75
	2001	38.34	41.05	35.57	39.28	34.45	40.00	37.36	35.13
	2002	37.45	39.24	35.57	38.27	34.17	38.65	36.53	34.65
	2003	37.60	39.14	35.97	38.34	34.50	39.23	36.53	34.91
GSR 13-15	1999	22.51	31.38	13.38	25.82	12.41	14.18	23.52	12.07
	2000	22.90	31.33	14.25	26.21	13.11	14.34	24.51	11.99
	2001	23.33	31.48	14.96	26.63	13.79	14.63	25.20	12.06
	2002	23.23	30.67	15.42	26.47	14.20	14.40	25.32	12.00
	2003	23.74	30.92	16.13	26.96	14.91	14.72	26.08	12.36
SENIOR PAY	1999	1.02	1.55	0.48	1.26	0.41	0.49	0.50	0.44
	2000	1.05	1.57	0.51	1.29	0.44	0.52	0.53	0.46
	2001	1.03	1.54	0.51	1.27	0.42	0.48	0.52	0.46
	2002	1.04	1.52	0.54	1.29	0.43	0.51	0.53	0.45
	2003	1.05	1.51	0.55	1.30	0.43	0.51	0.57	0.44
OTHER WHITE COLLAR	1999	5.75	5.07	6.45	6.30	3.72	4.48	7.85	2.20
	2000	5.87	5.98	5.75	6.74	2.84	4.55	7.06	1.84
	2001	6.99	6.70	7.29	7.66	4.51	5.73	9.24	3.83
	2002	9.51	10.06	8.93	10.04	7.42	9.60	10.75	5.38
	2003	9.57	9.93	9.20	10.07	7.59	9.49	11.18	5.57

Includes data for only those agencies reported by CPDF. Does not include data for AAFES, TVA, USPS, or Intelligence Gathering Agencies.  
Explanation of table using example of "Women, GSR 5-8, 2000": 36.53 percent of all white collar women were within the GSR 5-8 grade range.

**TABLE 6**  
**GOVERNMENT WIDE**  
**EMPLOYMENT OF PEOPLE WITH TARGETED DISABILITIES - BY GRADE LEVEL**

<b>DISABILITY BY TYPE</b>	<b>GSR-1</b>	<b>GSR-2</b>	<b>GSR-3</b>	<b>GSR-4</b>	<b>GSR-5</b>	<b>GSR-6</b>	<b>GSR-7</b>	<b>GSR-8</b>	<b>GSR-9</b>
TOTAL WHITE COLLAR % OF WORK FORCE	130 0.01%	626 0.04%	10,009 0.68%	41,311 2.82%	95,744 6.54%	80,578 5.50%	129,694 8.85%	52,722 3.60%	123,115 8.41%
NO DISABILITIES % OF GRADE LEVEL	100 76.92%	435 69.49%	8,169 81.62%	34,581 83.71%	83,533 87.25%	71,788 89.09%	117,029 90.23%	46,824 88.81%	110,452 89.71%
NOT IDENTIFIED/DISCLOSED % OF GRADE LEVEL	2 1.54%	12 1.92%	215 2.15%	933 2.26%	2,276 2.38%	1,684 2.09%	2,946 2.27%	1,740 3.30%	3,666 2.98%
REPORTABLE DISABILITIES % OF GRADE LEVEL	28 21.54%	179 28.59%	1,625 16.24%	5,797 14.03%	9,935 10.38%	7,106 8.82%	9,719 7.49%	4,158 7.89%	8,997 7.31%
TARGETED DISABILITY % OF GRADE LEVEL	16 12.31%	111 17.73%	482 4.82%	1,582 3.83%	2,120 2.21%	1,274 1.58%	1,536 1.18%	835	1,234 1.00%
DEAF % OF TARGETED DISABILITY	1 6.25%	4 3.60%	65 13.49%	354 22.38%	435 20.52%	231 18.13%	273 17.77%	80 9.58%	151 12.24%
BLIND % OF TARGETED DISABILITY	1 6.25%	6 5.41%	41 8.51%	158 9.99%	198 9.34%	152 11.93%	182 11.85%	280 33.53%	152 12.32%
MISSING EXTREMITIES % OF TARGETED DISABILITY	0 0.00%	1 0.90%	5 1.04%	45 2.84%	90 4.25%	60 4.71%	81 5.27%	51 6.11%	92 7.46%
PARTIAL PARALYSIS % OF TARGETED DISABILITY	2 12.50%	16 14.41%	50 10.37%	227 14.35%	303 14.29%	191 14.99%	273 17.77%	116 13.89%	264 21.39%
COMPLETE PARALYSIS % OF TARGETED DISABILITY	0 0.00%	4 3.60%	11 2.28%	81 5.12%	135 6.37%	68 5.34%	105 6.84%	55 6.59%	103 8.35%
CONVULSIVE DISORDER % OF TARGETED DISABILITY	0 0.00%	7 6.31%	56 11.62%	180 11.38%	324 15.28%	212 16.64%	241 15.69%	114 13.65%	203 16.45%
MENTAL RETARDATION % OF TARGETED DISABILITY	10 62.50%	59 53.15%	161 33.40%	236 14.92%	165 7.78%	40 3.14%	41 2.67%	9 1.08%	10 0.81%
MENTAL ILLNESS % OF TARGETED DISABILITY	2 12.50%	11 9.91%	82 17.01%	263 16.62%	416 19.62%	268 21.04%	281 18.29%	99 11.86%	229 18.56%
DISTORTION OF LIMBS & SPINE % OF TARGETED DISABILITY	0 0.00%	3 2.70%	11 2.28%	38 2.40%	54 2.55%	52 4.08%	59 3.84%	31 3.71%	30 2.43%

**TABLE 6  
GOVERNMENT WIDE  
EMPLOYMENT OF PEOPLE WITH TARGETED DISABILITIES - BY GRADE LEVEL**

<b>DISABILITY BY TYPE</b>	<b>GSR-10</b>	<b>GSR-11</b>	<b>GSR-12</b>	<b>GSR-13</b>	<b>GSR-14</b>	<b>GSR-15</b>	<b>SENIOR PAY</b>	<b>OTHER WHITE COLLAR</b>	<b>TOTAL WHITE COLLAR</b>
TOTAL WHITE COLLAR	17,421	185,590	224,578	196,148	94,025	57,494	15,244	140,260	1,464,689
% OF WORK FORCE	1.19%	12.67%	15.33%	13.39%	6.42%	3.93%	1.04%	9.58%	
NO DISABILITIES	15,510	166,699	202,028	179,149	85,706	52,357	13,750	131,356	1,319,466
% OF GRADE LEVEL	89.03%	89.82%	89.96%	91.33%	91.15%	91.07%	90.20%	93.65%	90.09%
NOT IDENTIFIED/DISCLOSED	649	6,271	7,646	6,679	3,815	2,534	912	2,299	44,279
% OF GRADE LEVEL	3.73%	3.38%	3.40%	3.41%	0.26%	4.41%	5.98%	1.64%	3.02%
REPORTABLE DISABILITIES	1,262	12,620	14,904	10,320	4,504	2,603	582	6,605	100,944
% OF GRADE LEVEL	7.24%	6.80%	6.64%	5.26%	4.79%	4.53%	3.82%	4.71%	6.89%
TARGETED DISABILITY	127	1,734	1,862	1,320	512	272	64	620	15,701
% OF GRADE LEVEL	0.73%	0.93%	0.83%	0.67%	0.54%	0.47%	0.42%	0.44%	1.07%
DEAF	8	153	202	97	18	6	1	42	2,121
% OF TARGETED DISABILITY	6.30%	8.82%	10.85%	7.35%	3.52%	2.21%	1.56%	6.77%	13.51%
BLIND	19	315	249	235	79	48	14	82	2,211
% OF TARGETED DISABILITY	14.96%	18.17%	13.37%	17.80%	15.43%	17.65%	21.88%	13.23%	14.08%
MISSING EXTREMITIES	12	125	163	124	51	18	7	42	967
% OF TARGETED DISABILITY	9.45%	7.21%	8.75%	9.39%	9.96%	6.62%	10.94%	6.77%	6.16%
PARTIAL PARALYSIS	23	361	407	283	121	66	17	70	2,790
% OF TARGETED DISABILITY	18.11%	20.82%	21.86%	21.44%	23.63%	24.26%	26.56%	11.29%	17.77%
COMPLETE PARALYSIS	12	147	198	138	42	33	10	23	1,165
% OF TARGETED DISABILITY	9.45%	8.48%	10.63%	10.45%	8.20%	12.13%	15.63%	3.71%	7.42%
CONVULSIVE DISORDER	27	272	272	207	94	40	7	151	2,407
% OF TARGETED DISABILITY	21.26%	15.69%	14.61%	15.68%	18.36%	14.71%	10.94%	24.35%	15.33%
MENTAL RETARDATION	1	8	6	1	1	2	0	8	758
% OF TARGETED DISABILITY	0.79%	0.46%	0.32%	0.08%	0.20%	0.74%	0.00%	1.29%	4.83%
MENTAL ILLNESS	25	290	312	197	93	53	3	188	2,812
% OF TARGETED DISABILITY	19.69%	16.72%	16.76%	14.92%	18.16%	19.49%	4.69%	30.32%	17.91%
DISTORTION OF LIMBS & SPINE	0	63	53	38	13	6	5	14	470
% OF TARGETED DISABILITY	0.00%	3.63%	2.85%	2.88%	2.54%	2.21%	7.81%	2.26%	2.99%

NOTE: DATA ONLY FOR CPDF AGENCIES

**TABLE 7  
SENIOR PAY PARTICIPATION BY AGENCY  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

AGENCY OR DEPARTMENT	TOTAL	MEN		WOMEN		WHITE		BLACK		HISPANIC		ASIAN / PACIFIC ISLANDER		AMERICAN INDIAN / ALASKAN NATIVE	
	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
AGENCY FOR INTERNATIONAL DEVELOPMENT	144	104	72.22	40	27.78	115	79.86	21	14.58	4	2.78	3	2.08	1	0.69
AGRICULTURE, U. S. DEPARTMENT OF	439	341	77.68	98	22.32	365	83.14	43	9.79	17	3.87	11	2.51	3	0.68
AIR FORCE, DEPARTMENT OF THE	233	195	83.69	38	16.31	216	92.70	5	2.15	3	1.29	7	3.00	2	0.86
ARMY, DEPARTMENT OF THE	326	274	84.05	52	15.95	296	90.80	14	4.29	3	0.92	10	3.07	3	0.92
COMMERCE, U. S. DEPARTMENT OF	530	399	75.28	131	24.72	455	85.85	42	7.92	9	1.70	22	4.15	2	0.38
DEPARTMENT OF DEFENSE - SUMMARY	1,680	1,408	83.81	272	16.19	1,546	92.02	47	2.80	21	1.25	53	3.15	13	0.77
EDUCATION, U. S. DEPARTMENT OF	109	69	63.30	40	36.70	88	80.73	14	12.84	3	2.75	3	2.75	1	0.92
ENERGY, U. S. DEPARTMENT OF	497	398	80.08	99	19.92	438	88.13	22	4.43	17	3.42	16	3.22	4	0.80
ENVIRONMENTAL PROTECTION AGENCY	304	198	65.13	106	34.87	260	85.53	25	8.22	10	3.29	9	2.96	0	0.00
EQUAL EMPLOYMENT OPPORTUNITY COMMISSION	37	20	54.05	17	45.95	17	45.95	13	35.14	6	16.22	1	2.70	0	0.00
FEDERAL COMMUNICATIONS COMMISSION	56	41	73.21	15	26.79	51	91.07	4	7.14	1	1.79	0	0.00	0	0.00
FEDERAL DEPOSIT INSURANCE CORPORATION	96	71	73.96	25	26.04	86	89.58	6	6.25	3	3.13	1	1.04	0	0.00
FEDERAL TRADE COMMISSION	37	24	64.86	13	35.14	36	97.30	1	2.70	0	0.00	0	0.00	0	0.00
GENERAL SERVICES ADMINISTRATION	106	78	73.58	28	26.42	96	90.57	7	6.60	2	1.89	1	0.94	0	0.00
GOVERNMENT PRINTING OFFICE	19	17	89.47	2	10.53	17	89.47	2	10.53	0	0.00	0	0.00	0	0.00
HEALTH & HUMAN SERVICES, U. S. DEPARTMENT OF	683	464	67.94	219	32.06	564	82.58	55	8.05	14	2.05	34	4.98	16	2.34
HOMELAND SECURITY, U.S. DEPARTMENT OF	282	226	80.14	56	19.86	237	84.04	25	8.87	14	4.96	6	2.13	0	0.00
HOUSING & URBAN DEVELOPMENT, U.S. DEPT. OF	104	71	68.27	33	31.73	62	59.62	32	30.77	8	7.69	1	0.96	1	0.96
INTERIOR, U. S. DEPARTMENT OF	303	219	72.28	84	27.72	243	80.20	18	5.94	11	3.63	5	1.65	26	8.58
JUSTICE, U. S. DEPARTMENT OF	4,192	2,949	70.35	1,243	29.65	3,606	86.02	283	6.75	200	4.77	87	2.08	16	0.38
LABOR, U. S. DEPARTMENT OF	216	159	57.00	57	26.39	182	84.26	21	9.72	8	3.70	3	1.39	2	0.93
NATIONAL AERONAUTICS & SPACE ADMINISTRATION	483	386	79.92	97	20.08	408	84.47	32	6.63	17	3.52	21	4.35	5	1.04
NATIONAL ARCHIVES & RECORDS ADMINISTRATION	15	14	93.33	1	6.67	14	93.33	0	0.00	0	0.00	1	6.67	0	0.00
NATIONAL LABOR RELATIONS BOARD	109	87	79.82	22	20.18	95	87.16	8	7.34	6	5.50	0	0.00	0	0.00
NATIONAL SCIENCE FOUNDATION	281	184	65.48	97	34.52	236	83.99	18	6.41	9	3.20	17	6.05	1	0.36
NAVY, DEPARTMENT OF THE	590	516	87.46	74	12.54	539	91.36	13	2.20	7	1.19	27	4.58	4	0.68
NUCLEAR REGULATORY COMMISSION	209	180	86.12	29	13.88	185	88.52	9	4.31	3	1.44	12	5.74	0	0.00
OFFICE OF PERSONNEL MANAGEMENT	51	33	64.71	18	35.29	42	82.35	5	9.80	4	7.84	0	0.00	0	0.00
PENSION BENEFIT GUARANTY CORPORATION	28	19	67.86	9	32.14	24	85.71	4	14.29	0	0.00	0	0.00	0	0.00
RAILROAD RETIREMENT BOARD	11	8	72.73	3	27.27	10	90.91	1	9.09	0	0.00	0	0.00	0	0.00
SECURITIES AND EXCHANGE COMMISSION	82	53	64.63	29	35.37	77	93.90	4	4.88	1	1.22	0	0.00	0	0.00
SMALL BUSINESS ADMINISTRATION	52	36	69.23	16	30.77	35	67.31	9	17.31	8	15.38	0	0.00	0	0.00
SMITHSONIAN INSTITUTION	122	89	72.95	33	27.05	112	91.80	5	4.10	3	2.46	2	1.64	0	0.00
SOCIAL SECURITY ADMINISTRATION	1,160	977	84.22	183	15.78	1,014	87.41	70	6.03	52	4.48	9	0.78	15	1.29
STATE, U. S. DEPARTMENT OF	1,007	740	73.49	267	26.51	875	86.89	71	7.05	32	3.18	25	2.48	4	0.40
TRANSPORTATION, U. S. DEPARTMENT OF	433	315	72.75	118	27.25	352	81.29	47	10.85	14	3.23	20	4.62	0	0.00
TREASURY, U. S. DEPARTMENT OF	516	358	69.38	158	30.62	440	85.27	58	11.24	7	1.36	9	1.74	2	0.39
VETERANS AFFAIRS, U. S. DEPARTMENT OF	393	296	75.32	97	24.68	340	86.51	26	6.62	14	3.56	7	1.78	6	1.53
GOVERNMENT WIDE (CPDF)	15,308	11,402	74.48	3,906	25.52	13,194	86.19	1,085	7.09	525	3.43	384	2.51	120	0.78

INCLUDES DATA FOR ONLY THOSE AGENCIES REPORTED BY CPDF. DOES NOT INCLUDE AAFES, TVA AND USPS OR INTELLIGENCE GATHERING AGENCIES

TABLE 8

## TEN YEAR TREND - SENIOR PAY LEVEL

## GOVERNMENT WIDE EMPLOYMENT OF WORKERS

YEAR	TOTAL	MEN		WOMEN		WHITE		BLACK		HISPANIC		ASIAN / PACIFIC ISLANDER		AMERICAN INDIAN / ALASKAN NATIVE	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
1994	13,385	11,197	83.65	2,188	16.35	12,072	90.19	760	5.68	292	2.18	181	1.35	80	0.60
1995	13,636	11,119	81.54	2,517	18.46	12,176	89.29	834	6.12	335	2.46	212	1.55	79	0.58
1996	13,656	10,934	80.07	2,722	19.93	12,137	88.88	865	6.33	330	2.42	230	1.68	94	0.69
1997	13,956	11,040	79.11	2,916	20.89	12,334	88.38	906	6.49	367	2.63	258	1.85	91	0.65
1998	14,124	11,051	78.24	3,073	21.76	12,409	87.86	925	6.55	399	2.82	289	2.05	102	0.72
1999	14,296	10,994	76.90	3,302	23.10	12,503	87.46	969	6.78	421	2.94	294	2.06	109	0.76
2000	14,618	11,082	75.81	3,536	24.19	12,690	86.81	1,039	7.11	459	3.14	313	2.14	117	0.80
2001	14,552	11,020	75.73	3,532	24.27	12,648	86.92	1,017	6.99	441	3.03	326	2.24	120	0.82
2002	15,224	11,409	74.94	3,815	25.06	13,175	86.54	1,069	7.02	504	3.31	352	2.31	124	0.81
2003	15,308	11,402	74.48	3,906	25.52	13,194	86.19	1,085	7.09	525	3.43	384	2.51	120	0.78

INCLUDES DATA FOR ONLY THOSE AGENCIES REPORTED BY CPDF.

DOES NOT INCLUDE DATA FOR AAFES, TVA, USPS, OR INTELLIGENCE GATHERING AGENCIES.

**TABLE 9  
PEOPLE WITH DISABILITIES  
AGENCY PARTICIPATION OF PEOPLE WITH TARGETED DISABILITIES BY DISABILITY**

AGENCY OR DEPARTMENT		TOTAL WORK FORCE	PEOPLE WITH TARGETED DISABILITIES	DEAF	BLIND	MISSING EXTREMITIES	PARTIAL PARALYSIS	COMPLETE PARALYSIS	CONVULSIVE DISORDER	MENTAL RETARDATION	MENTAL ILLNESS	DISTORTION LIMBS/SPINE
AFRICAN DEVELOPMENT FOUNDATION	# %	25 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
AGENCY FOR INTERNATIONAL DEVELOPMENT	# %	1,706 0.59	10 30.00	3 0.00	0 0.00	0 0.00	2 20.00	1 10.00	2 20.00	2 20.00	0 0.00	0 0.00
AGRICULTURE, U.S. DEPARTMENT OF	# %	89,853 1.05	947 11.30	107 6.97	66 6.76	64 6.76	209 22.07	95 10.03	136 14.36	69 7.29	168 17.74	33 3.48
AMERICAN BATTLE MONUMENTS COMMISSION, THE	# %	20 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
APPALACHIAN REGIONAL COMMISSION	# %	5 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
ARCH. & TRANS. BARRIERS COMPLIANCE BOARD, U.S.	# %	27 29.63	8 0.00	0 0.00	2 25.00	0 0.00	2 25.00	3 37.50	1 12.50	0 0.00	0 0.00	0 0.00
ARMED FORCES RETIREMENT HOME	# %	629 0.64	4 0.00	0 0.00	0 0.00	1 25.00	0 0.00	0 0.00	0 0.00	2 50.00	1 25.00	0 0.00
BROADCASTING BOARD OF GOVERNORS	# %	1,779 0.90	16 0.90	0 0.00	2 12.50	1 6.25	3 18.75	0 0.00	2 12.50	5 31.25	3 18.75	0 0.00
COMMERCE, U.S. DEPARTMENT OF	# %	35,374 0.90	319 14.11	45 14.11	43 13.48	6 1.88	47 14.73	19 5.96	48 15.05	34 10.66	69 21.63	8 2.51
CHEMICAL SAFETY & HAZARD INVESTIGATION BOARD	# %	31 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
COMMISSION ON CIVIL RIGHTS, U.S.	# %	57 1.75	1 0.00	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
COMM. FOR PURCHASE FROM PEOPLE WHO ARE BLIND.....	# %	27 7.41	2 0.00	0 0.00	1 50.00	0 0.00	0 0.00	0 0.00	1 0.00	0 0.00	0 0.00	0 0.00
COMMODITY FUTURES TRADING COMMISSION	# %	490 0.20	1 0.00	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
CONSUMER PRODUCT SAFETY COMMISSION, U.S.	# %	451 0.67	3 0.67	0 0.00	2 66.67	0 0.00	0 0.00	0 0.00	0 0.00	1 33.33	0 0.00	0 0.00
CORPORATION FOR NATIONAL SERVICE	# %	191 2.62	5 0.00	0 0.00	2 40.00	1 20.00	2 40.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
COURT SERVICES & OFFENDER SUPERVISION AGENCY	# %	967 0.21	2 0.21	0 0.00	0 0.00	1 50.00	0 0.00	0 0.00	1 50.00	0 0.00	0 0.00	0 0.00

**TABLE 9  
PEOPLE WITH DISABILITIES  
AGENCY PARTICIPATION OF PEOPLE WITH TARGETED DISABILITIES BY DISABILITY**

AGENCY OR DEPARTMENT		TOTAL WORK FORCE	PEOPLE WITH TARGETED DISABILITIES	DEAF	BLIND	MISSING EXTREMITIES	PARALYSIS	COMPLETE PARALYSIS	COMPULSIVE DISORDER	MENTAL RETARDATION	MENTAL ILLNESS	DISTORTION LIMBS/SPINE
DEFENSE, U.S. DEPARTMENT OF SUMMARY	#	637,773	6,418	1,013	551	382	1,157	397	1,056	645	984	233
	%		1	15.78	8.58	5.95	18.02	6.18	16.45	10.04	15.33	3.63
AIR FORCE, DEPARTMENT OF THE	#	132,948	1157	136	107	69	216	78	213	90	198	50
	%		0.87	11.75	9.25	5.96	18.67	6.74	18.41	7.78	17.11	4.32
ARMY, DEPARTMENT OF THE	#	205,878	1689	266	154	119	356	116	283	112	218	65
	%		0.82	15.75	9.12	7.05	21.08	6.87	16.76	6.63	12.91	3.85
ARMY & AIR FORCE EXCHANGE SERVICE	#	36,612	687	67	46	19	66	25	95	188	163	18
	%		1.88	9.75	6.70	2.77	9.61	3.64	13.83	27.37	23.73	2.62
DEFENSE COMMISSARY AGENCY	#	12,038	156	25	16	7	21	4	30	15	31	7
	%		1.30	16.03	10.26	4.49	13.46	2.56	19.23	9.62	19.87	4.49
DEFENSE CONTRACT AUDIT AGENCY	#	4,020	54	4	3	4	15	3	8	1	13	3
	%		1.34	7.41	5.56	7.41	27.78	5.56	14.81	1.85	24.07	5.56
DEFENSE CONTRACT MANAGEMENT AGENCY	#	10,683	149	22	13	10	31	14	26	2	26	5
	%		1.39	14.77	8.72	6.71	20.81	9.40	17.45	1.34	17.45	3.36
DEFENSE EDUCATION ACTIVITY	#	10,750	38	2	5	3	9	1	15	1	2	0
	%		0.35	5.26	13.16	7.89	23.68	2.63	39.47	2.63	5.26	0.00
DEFENSE FINANCE AND ACCOUNTING SERVICE	#	13,624	283	83	19	16	52	19	42	10	35	7
	%		2.08	29.33	6.71	5.65	18.37	6.71	14.84	3.53	12.37	2.47
DEFENSE HUMAN RESOURCE ACTIVITY	#	731	6	0	1	1	2	0	2	0	0	0
	%		0.82	0.00	16.67	16.67	33.33	0.00	33.33	0.00	0.00	0.00
DEFENSE INFORMATION SYSTEMS AGENCY	#	5,519	64	18	4	3	9	5	12	4	5	4
	%		1.16	28.13	6.25	4.69	14.06	7.81	18.75	6.25	7.81	6.25
DEFENSE INSPECTOR GENERAL, OFFICE OF THE	#	1,180	14	2	3	1	4	1	2	1	0	0
	%		1.19	14.29	21.43	7.14	28.57	7.14	14.29	7.14	0.00	0.00
DEFENSE LOGISTICS AGENCY	#	20,763	448	130	32	28	63	22	59	46	54	14
	%		2.16	29.02	7.14	6.25	14.06	4.91	13.17	10.27	12.05	3.13
NAVY, DEPARTMENT OF THE	#	175,794	1620	250	145	98	303	107	257	167	234	59
	%		0.92	15.43	8.95	6.05	18.70	6.60	15.86	10.31	14.44	3.64
DEFENSE NUCLEAR FACILITIES SAFETY BOARD	#	92	1	0	0	0	0	0	0	0	1	0
	%		1.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00
DEFENSE SECRETARY, OFFICE OF THE	#	3,871	26	5	1	3	5	1	6	4	1	0
	%		0.67	19.23	3.85	11.54	19.23	3.85	23.08	15.38	3.85	0.00
DEFENSE SECURITY SERVICE	#	2,377	21	3	2	1	4	1	5	1	3	1
	%		0.88	14.29	9.52	4.76	19.05	4.76	23.81	4.76	14.29	4.76
DEFENSE THREAT REDUCTION AGENCY	#	893	5	0	0	0	1	0	1	3	0	0
	%		0.56	0.00	0.00	0.00	20.00	0.00	20.00	60.00	0.00	0.00

**TABLE 9  
PEOPLE WITH DISABILITIES  
AGENCY PARTICIPATION OF PEOPLE WITH TARGETED DISABILITIES BY DISABILITY**

AGENCY OR DEPARTMENT		TOTAL WORK FORCE	PEOPLE WITH TARGETED DISABILITIES	DEAF	BLIND	MISSING EXTREMITIES	PARALYSIS	COMPLETE PARALYSIS	COMPULSIVE DISORDER	MENTAL RETARDATION	MENTAL ILLNESS	DISTORTION LIMBS/SPINE
EDUCATION, U.S. DEPARTMENT OF	#	4,225	70	7	23	3	13	8	5	7	3	1
	%		1.66	10.00	32.86	4.29	18.57	11.43	7.14	10.00	4.29	1.43
ENERGY U.S. DEPARTMENT OF	#	15,196	122	11	12	7	25	18	19	2	24	4
	%		0.80	9.02	9.84	5.74	20.49	14.75	15.57	1.64	19.67	3.28
ENVIRONMENTAL PROTECTION AGENCY, U.S.	#	17,642	183	25	26	12	40	11	30	14	19	6
	%		1.04	13.66	14.21	6.56	21.86	6.01	16.39	7.65	10.38	3.28
EQUAL EMPLOYMENT OPPORTUNITY COMMISSION, U.S.	#	2,555	56	11	13	4	8	3	4	0	13	0
	%		2.19	19.64	23.21	7.14	14.29	5.36	7.14	0.00	23.21	0.00
EXECUTIVE OFFICE OF THE PRESIDENT - SUMMARY	#	1023	4	1	0	0	0	1	0	0	1	1
	%		0.39	25.00	0.00	0.00	0.00	25.00	0.00	0.00	25.00	
COUNCIL OF ECONOMIC ADVISORS	#	12	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
COUNCIL ON ENVIRONMENTAL QUALITY	#	12	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NATIONAL SECURITY COUNCIL	#	52	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OFFICE OF ADMINISTRATION	#	210	2	1	0	0	0	0	0	0	1	0
	%		0.95	50.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	0.00
OFFICE OF MANAGEMENT AND BUDGET	#	463	1	0	0	0	0	1	0	0	0	0
	%		0.22	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00
OFFICE OF NATIONAL DRUG CONTROL POLICY	#	80	1	0	0	0	0	0	0	0	0	1
	%		1.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
OFFICE OF SCIENCE AND TECHNOLOGY POLICY	#	17	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OFFICE OF U. S. TRADE REPRESENTATIVE	#	177	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EXPORT-IMPORT BANK OF THE UNITED STATES	#	375	6	3	0	0	2	0	0	0	1	0
	%		1.60	50.00	0.00	0.00	33.33	0.00	0.00	0.00	16.67	0.00
FARM CREDIT ADMINISTRATION	#	264	5	0	1	0	1	0	0	0	3	0
	%		1.89	0.00	20.00	0.00	20.00	0.00	0.00	0.00	60.00	0.00
FEDERAL COMMUNICATIONS COMMISSION	#	2,012	23	3	5	1	4	2	4	1	3	0
	%		1.14	13.04	21.74	4.35	17.39	8.70	17.39	4.35	13.04	0.00
FEDERAL DEPOSIT INSURANCE CORPORATION	#	5,338	41	13	5	2	8	1	4	1	4	3
	%		0.77	31.71	12.20	4.88	19.51	2.44	9.76	2.44	9.76	7.32
FEDERAL ELECTION COMMISSION	#	352	1	1	0	0	0	0	0	0	0	0
	%		0.28	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FEDERAL ENERGY REGULATORY COMMISSION	#	1,142	11	0	0	0	1	3	3	1	3	0
	%		0.96	0.00	0.00	0.00	9.09	27.27	27.27	9.09	27.27	0.00

**TABLE 9  
PEOPLE WITH DISABILITIES  
AGENCY PARTICIPATION OF PEOPLE WITH TARGETED DISABILITIES BY DISABILITY**

AGENCY OR DEPARTMENT		TOTAL WORK FORCE	PEOPLE WITH TARGETED DISABILITIES	DEAF	BLIND	MISSING EXTREMITIES	PARALYSIS	COMPLETE PARALYSIS	COMPULSIVE DISORDER	MENTAL RETARDATION	MENTAL ILLNESS	DISTORTION LIMBS/SPINE
FEDERAL HOUSING FINANCE BOARD	#	85	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FEDERAL LABOR RELATIONS AUTHORITY	#	188	1	0	0	0	1	0	0	0	0	0
	%		0.53	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00
FEDERAL MARITIME COMMISSION	#	121	1	0	0	0	0	0	0	0	1	0
	%		0.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00
FEDERAL MEDIATION AND CONCILIATION SERVICE	#	288	7	2	0	0	0	0	0	3	2	0
	%		2.43	28.57	0.00	0.00	0.00	0.00	0.00	42.86	28.57	0.00
FEDERAL MINE SAFETY AND HEALTH REVIEW COMMISSION	#	33	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FEDERAL RETIREMENT THRIFT INVESTMENT BOARD	#	96	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FEDERAL TRADE COMMISSION	#	969	4	1	1	0	0	0	0	0	1	1
	%		0.41	25.00	25.00	0.00	0.00	0.00	0.00	0.00	25.00	25.00
GENERAL SERVICES ADMINISTRATION	#	12,400	127	14	16	3	19	8	18	36	10	3
	%		1.02	11.02	12.60	2.36	14.96	6.30	14.17	28.35	7.87	2.36
HARRY S. TRUMAN SCHOLARSHIP FOUNDATION	#	2	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HEALTH AND HUMAN SERVICES, U.S. DEPARTMENT OF	#	52,938	595	72	63	20	95	34	86	68	146	11
	%		1.12	12.10	10.59	3.36	15.97	5.71	14.45	11.43	24.54	1.85
HOLOCAUST MEMORIAL MUSEUM	#	228	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HOMELAND SECURITY U.S. DEPARTMENT OF	#	109,655	544	73	62	28	59	30	103	35	143	11
	%		0.50	13.42	11.40	5.15	10.85	5.51	18.93	6.43	26.29	2.02
HOUSING & URBAN DEVELOPMENT, U.S. DEPT. OF	#	10,177	140	18	23	9	30	13	19	2	21	5
	%		1.38	12.86	16.43	6.43	21.43	9.29	13.57	1.43	15.00	3.57
INTER-AMERICAN FOUNDATION	#	48	1	0	0	0	0	1	0	0	0	0
	%		2.08	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00
INTERIOR, U.S. DEPARTMENT OF THE	#	60,840	612	83	72	41	120	36	86	51	105	18
	%		1.01	13.56	11.76	6.70	19.61	5.88	14.05	8.33	17.16	2.94
INTERNATIONAL BOUNDARY & WATER COMM. U.S. & MEXICO	#	238	3	0	0	0	0	0	0	1	0	2
	%		1.26	0.00	0.00	0.00	0.00	0.00	0.00	33.33	0.00	66.67
INTERNATIONAL TRADE COMMISSION, U.S.	#	339	2	0	0	0	0	0	1	0	1	0
	%		0.59	0.00	0.00	0.00	0.00	0.00	50.00	0.00	50.00	0.00
JAPAN-U.S. FRIENDSHIP COMMISSION	#	4	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
JUSTICE, U.S. DEPARTMENT OF	#	98,180	380	37	68	24	63	30	94	10	45	9
	%		0.39	9.74	17.89	6.32	16.58	7.89	24.74	2.63	11.84	2.37
LABOR, U.S. DEPARTMENT OF	#	15,838	213	34	32	17	37	18	23	5	43	4
	%		1.34	15.96	15.02	7.98	17.37	8.45	10.80	2.35	20.19	1.88
MARINE MAMMAL COMMISSION	#	12	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**TABLE 9  
PEOPLE WITH DISABILITIES  
AGENCY PARTICIPATION OF PEOPLE WITH TARGETED DISABILITIES BY DISABILITY**

AGENCY OR DEPARTMENT		TOTAL WORK FORCE	PEOPLE WITH TARGETED DISABILITIES	DEAF	BLIND	MISSING EXTREMITIES	PARALYSIS	COMPLETE PARALYSIS	COMPULSIVE DISORDER	MENTAL RETARDATION	MENTAL ILLNESS	DISTORTION LIMBS/SPINE
MERIT SYSTEMS PROTECTION BOARD, U.S.	#	217	2	0	0	0	0	0	1	0	1	0
	%		0.92	0.00	0.00	0.00	0.00	0.00	50.00	0.00	50.00	0.00
NATIONAL AERONAUTICS AND SPACE ADMINISTRATION	#	18,500	194	22	31	12	39	25	25	5	28	7
	%		1.05	11.34	15.98	6.19	20.10	12.89	12.89	2.58	14.43	3.61
NATIONAL ARCHIVES AND RECORDS ADMINISTRATION	#	2,619	46	10	0	0	5	0	2	22	7	0
	%		1.76	21.74	0.00	0.00	10.87	0.00	4.35	47.83	15.22	0.00
NATIONAL CAPITAL PLANNING COMMISSION	#	52	1	0	0	0	0	0	0	0	1	0
	%		1.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00
NATIONAL COMM. ON LIBRARIES AND INFORMATION SCIENCE	#	4	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NATIONAL COUNCIL ON DISABILITY	#	12	3	1	1	1	0	0	0	0	0	0
	%		25.00	33.33	33.33	33.33	0.00	0.00	0.00	0.00	0.00	0.00
NATIONAL CREDIT UNION ADMINISTRATION	#	898	7	1	1	0	2	0	2	0	1	0
	%		0.78	14.29	14.29	0.00	28.57	0.00	28.57	0.00	14.29	0.00
NATIONAL ENDOWMENT FOR THE ARTS	#	123	1	0	0	1	0	0	0	0	0	0
	%		0.81	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00
NATIONAL ENDOWMENT FOR THE HUMANITIES	#	149	3	1	0	0	0	0	0	1	1	0
	%		2.01	33.33	0.00	0.00	0.00	0.00	0.00	33.33	33.33	0.00
NATIONAL GALLERY OF ART	#	768	7	0	0	0	1	0	1	1	2	2
	%		0.91	0.00	0.00	0.00	14.29	0.00	14.29	14.29	28.57	28.57
NATIONAL LABOR RELATIONS BOARD	#	1,891	14	0	2	0	5	2	0	0	5	0
	%		0.74	0.00	14.29	0.00	35.71	14.29	0.00	0.00	35.71	0.00
NATIONAL MEDIATION BOARD	#	44	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NATIONAL SCIENCE FOUNDATION	#	1,092	12	3	2	0	3	2	0	0	2	0
	%		1.10	25.00	16.67	0.00	25.00	16.67	0.00	0.00	16.67	0.00
NATIONAL TRANSPORTATION SAFETY BOARD	#	398	1	1	0	0	0	0	0	0	0	0
	%		0.25	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NAVAJO & HOPI INDIAN RELOCATION, OFFICE OF	#	55	2	0	1	0	0	0	0	0	1	0
	%		3.64	0.00	50.00	0.00	0.00	0.00	0.00	0.00	50.00	0.00
NUCLEAR REGULATORY COMMISSION, U.S.	#	2,995	30	4	7	3	5	0	2	1	6	2
	%		1.00	13.33	23.33	10.00	16.67	0.00	6.67	3.33	20.00	6.67
OCCUPATIONAL SAFETY AND HEALTH REVIEW COMMISSION	#	55	2	0	0	0	0	0	0	0	0	2
	%		3.64	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00
OFFICE OF GOVERNMENT ETHICS, U.S.	#	73	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OFFICE OF PERSONNEL MANAGEMENT, U.S.	#	3,456	36	8	5	3	8	1	4	3	4	0
	%		1.04	22.22	13.89	8.33	22.22	2.78	11.11	8.33	11.11	0.00
OFFICE OF SPECIAL COUNSEL, U.S.	#	930	0	0	0	0	0	0	0	0	0	0
	%		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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AGENCY PARTICIPATION OF PEOPLE WITH TARGETED DISABILITIES BY DISABILITY**

AGENCY OR DEPARTMENT		TOTAL WORK FORCE	PEOPLE WITH TARGETED DISABILITIES	DEAF	BLIND	MISSING EXTREMITIES	PARALYSIS	COMPLETE PARALYSIS	COMPULSIVE DISORDER	MENTAL RETARDATION	MENTAL ILLNESS	DISTORTION LIMBS/SPINE
OVERSEAS PRIVATE INVESTMENT CORPORATION	# %	185 1.62	3 1.62	0 0.00	1 33.33	0 0.00	1 33.33	0 0.00	0 0.00	0 0.00	1 33.33	0 0.00
PEACE CORPS OF THE UNITED STATES	# %	912 0.77	7 0.77	0 0.00	4 57.14	1 14.29	0 0.00	0 0.00	0 0.00	0 0.00	2 28.57	0 0.00
PENSION BENEFIT GUARANTY CORPORATION	# %	740 1.62	12 1.62	1 8.33	1 8.33	0 0.00	1 8.33	1 8.33	3 25.00	1 8.33	4 33.33	0 0.00
POSTAL RATE COMMISSION	# %	46 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
RAILROAD RETIREMENT BOARD	# %	1,128 1.15	13 1.15	1 7.69	2 15.38	0 0.00	1 7.69	0 0.00	3 23.08	0 0.00	6 46.15	0 0.00
SECURITIES AND EXCHANGE COMMISSION, U.S.	# %	3,116 1.32	41 1.32	14 34.15	4 9.76	1 2.44	4 9.76	3 7.32	5 12.20	4 9.76	5 12.20	1 2.44
SELECTIVE SERVICE SYSTEM	# %	160 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
SMALL BUSINESS ADMINISTRATION	# %	3,145 1.02	32 1.02	1 3.13	2 6.25	2 6.25	7 21.88	4 12.50	8 25.00	2 6.25	5 15.63	1 3.13
SMITHSONIAN INSTITUTION	# %	4,783 0.75	36 0.75	7 19.44	4 11.11	1 2.78	6 16.67	0 0.00	6 16.67	3 8.33	7 19.44	2 5.56
SOCIAL SECURITY ADMINISTRATION	# %	63,599 2.27	1444 2.27	205 14.20	350 24.24	86 5.96	235 16.27	143 9.90	128 8.86	89 6.16	167 11.57	41 2.84
STATE, U.S. DEPARTMENT OF	# %	17,511 0.42	73 0.42	16 21.92	13 17.81	7 9.59	12 16.44	1 1.37	10 13.70	4 5.48	9 12.33	1 1.37
TENNESSEE VALLEY AUTHORITY	# %	13,379 0.61	81 0.61	6 7.41	9 11.11	9 11.11	15 18.52	7 8.64	11 13.58	0 0.00	16 19.75	8 9.88
TRADE AND DEVELOPMENT AGENCY	# %	40 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
TRANSPORTATION, U.S. DEPARTMENT OF	# %	57,731 0.52	299 0.52	41 13.71	36 12.04	28 9.36	55 18.39	36 12.04	42 14.05	7 2.34	50 16.72	4 1.34
TREASURY, U.S. DEPARTMENT OF THE	# %	108,199 1.97	2131 1.97	328 15.39	460 21.59	102 4.79	329 15.44	128 6.01	267 12.53	86 4.04	382 17.93	49 2.30
UNITED STATES POSTAL SERVICE	# %	729,398 0.92	6716 0.92	2,188 32.58	121 1.80	422 6.28	175 2.61	69 1.03	852 12.69	542 8.07	2,223 33.10	124 1.85
VETERANS AFFAIRS, U.S. DEPARTMENT OF	# %	207,091 1.65	3410 1.65	359 10.53	440 12.90	219 6.42	360 10.56	161 4.72	519 15.22	340 9.97	941 27.60	71 2.08
<b>TOTAL</b>	# %	<b>2,428,725</b> <b>1.05</b>	<b>25,551</b> <b>1.05</b>	<b>4,796</b> <b>18.77</b>	<b>2,588</b> <b>10.13</b>	<b>1,525</b> <b>5.97</b>	<b>3,219</b> <b>12.60</b>	<b>1,316</b> <b>5.15</b>	<b>3,637</b> <b>14.23</b>	<b>2,106</b> <b>8.24</b>	<b>5,695</b> <b>22.29</b>	<b>669</b> <b>2.62</b>

**TABLE 10  
WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL			WHITE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN			
	ALL			FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE	
	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>GOVERNMENT WIDE TOTAL</b>																					
1994	2,630,755	1,090,731	41.46	696,282	26.47	210,879	8.02	269,902	10.26	96,978	3.69	59,815	2.27	67,526	2.57	46,330	1.76	17,871	0.68	18,402	0.70
1995	2,583,193	1,072,887	41.53	681,569	26.38	208,017	8.05	265,774	10.29	97,768	3.78	60,161	2.33	68,989	2.67	47,268	1.83	17,559	0.68	18,115	0.70
1996	2,532,507	1,053,429	41.60	668,052	26.38	203,726	8.04	260,193	10.27	98,298	3.88	60,235	2.38	68,776	2.72	47,451	1.87	17,242	0.68	17,498	0.69
1997	2,475,761	1,031,228	41.65	650,780	26.29	199,125	8.04	255,202	10.31	98,409	3.97	59,897	2.42	68,644	2.77	47,882	1.93	17,018	0.69	17,467	0.71
1998	2,479,199	1,038,094	41.87	647,579	26.12	201,445	8.13	259,045	10.45	100,886	4.07	62,589	2.52	71,591	2.89	51,136	2.06	17,057	0.69	17,745	0.72
1999	2,462,152	1,036,896	42.11	642,744	26.10	200,591	8.15	259,812	10.55	100,929	4.10	63,728	2.59	73,224	2.97	52,698	2.14	17,064	0.69	17,914	0.73
2000	2,442,643	1,033,158	42.30	637,559	26.10	198,973	8.15	259,369	10.62	101,437	4.15	64,819	2.65	74,065	3.03	53,320	2.18	17,056	0.70	18,091	0.74
2001	2,483,299	1,050,595	42.31	644,462	25.95	202,245	8.14	262,432	10.57	107,439	4.33	68,341	2.75	77,796	3.13	55,934	2.25	17,723	0.71	19,426	0.78
2002	2,459,505	1,043,630	42.43	640,136	26.03	198,598	8.07	259,724	10.56	106,551	4.33	68,146	2.77	77,831	3.16	56,281	2.29	17,625	0.72	19,343	0.79
2003	2,428,330	1,033,811	42.57	632,915	26.06	194,351	8.00	256,335	10.56	106,599	4.39	68,812	2.83	77,927	3.21	56,543	2.33	17,274	0.71	19,206	0.79
<b>AGENCY FOR INTERNATIONAL DEVELOPMENT</b>																					
1994	2,903	1,335	45.99	658	22.67	177	6.10	614	21.15	63	2.17	27	0.93	54	1.86	32	1.10	7	0.24	4	0.14
1995	2,807	1,312	46.74	653	23.26	174	6.20	589	20.98	60	2.14	30	1.07	53	1.89	35	1.25	7	0.25	5	0.18
199	2,459	1,160	47.17	586	23.83	152	6.18	506	20.58	51	2.07	27	1.10	42	1.71	37	1.50	7	0.28	4	0.16
1997	2,313	1,110	47.99	562	24.30	150	6.49	486	21.01	48	2.08	24	1.04	39	1.69	34	1.47	6	0.26	4	0.17
1998	2,223	1,091	49.08	554	24.92	136	6.12	476	0.00	47	2.11	25	1.12	42	1.89	32	1.44	6	0.27	4	0.18
1999	2,091	1,018	48.68	512	24.49	130	6.22	448	21.43	44	2.10	22	1.05	37	1.77	32	1.53	5	0.24	4	0.19
2000	1,850	903	48.81	447	24.16	117	6.32	404	21.84	42	2.27	18	0.97	35	1.89	30	1.62	3	0.16	4	0.22
2001	1,745	859	49.23	414	23.72	107	6.13	394	22.58	38	2.18	16	0.92	36	2.06	31	1.78	3	0.17	4	0.23
2002	1,736	874	50.35	412	23.73	110	6.34	409	23.56	39	2.25	16	0.92	35	2.02	34	1.96	2	0.12	3	0.17
2003	1,706	873	51.17	411	24.09	113	6.62	411	24.09	41	2.40	15	0.88	36	2.11	34	1.99	1	0.06	2	0.12
<b>AGRICULTURE</b>																					
1994	92,798	38,339	41.31	29,607	31.90	3,447	3.71	5,412	5.83	2,772	2.99	1,672	1.80	1,105	1.19	740	0.80	1,232	1.33	908	0.98
1995	90,343	37,323	41.31	28,662	31.73	3,391	3.75	5,350	5.92	2,782	3.08	1,646	1.82	1,093	1.21	745	0.82	1,275	1.41	920	1.02
1996	89,534	36,974	41.30	28,347	31.66	3,401	3.80	5,326	5.95	2,818	3.15	1,629	1.82	1,120	1.25	762	0.85	1,297	1.45	910	1.02
1997	87,392	36,025	41.22	27,402	31.36	3,388	3.88	5,353	6.13	2,817	3.22	1,626	1.86	1,144	1.31	754	0.86	1,291	1.48	890	1.02
1998	85,711	35,580	41.51	26,850	31.33	3,373	3.94	5,461	6.37	2,841	3.31	1,636	1.91	1,160	1.35	758	0.88	1,281	1.49	875	1.02
1999	85,156	35,530	41.72	26,711	31.37	3,361	3.95	5,527	6.49	2,850	3.35	1,660	1.95	1,171	1.38	767	0.90	1,271	1.49	865	1.02
2000	85,305	35,958	42.15	26,861	31.49	3,392	3.98	5,703	6.69	2,901	3.40	1,714	2.01	1,194	1.40	799	0.94	1,265	1.48	881	1.03
2001	88,194	37,247	42.23	27,720	31.43	3,506	3.98	5,969	6.77	3,142	3.56	1,817	2.06	1,281	1.45	851	0.96	1,346	1.53	890	1.01
2002	90,858	38,519	42.39	28,629	31.51	3,550	3.91	6,118	6.73	3,291	3.62	1,943	2.14	1,378	1.52	923	1.02	1,330	1.46	906	1.00
2003	89,853	38,498	42.85	28,727	31.97	3,425	3.81	6,130	6.82	3,051	3.40	1,819	2.02	1,280	1.42	918	1.02	1,301	1.45	904	1.01
<b>COMMERCE</b>																					
1994	32,996	14,481	43.89	9,487	28.75	1,793	5.43	4,088	12.39	456	1.38	368	1.12	886	2.69	475	1.44	82	0.25	63	0.19
1995	32,038	14,083	43.96	9,188	28.68	1,730	5.40	3,955	12.34	465	1.45	382	1.19	943	2.94	490	1.53	76	0.24	68	0.21
1996	32,326	14,516	44.91	9,633	29.80	1,711	5.29	3,883	12.01	463	1.43	401	1.24	998	3.09	523	1.62	88	0.27	76	0.24
1997	32,081	14,634	45.62	9,772	30.46	1,648	5.14	3,825	11.92	466	1.45	417	1.30	1,015	3.16	540	1.68	89	0.28	80	0.25
1998	32,764	14,840	45.29	9,832	30.01	1,758	5.37	3,893	11.88	490	1.50	446	1.36	1,180	3.60	593	1.81	79	0.24	76	0.23
1999	34,168	15,629	45.74	10,311	30.18	1,809	5.29	4,042	11.83	514	1.50	516	1.51	1,341	3.92	680	1.99	79	0.23	80	0.23
2000	34,146	15,752	46.13	10,362	30.35	1,782	5.22	4,037	11.82	532	1.56	541	1.58	1,358	3.98	726	2.13	81	0.24	86	0.25
2001	35,008	16,518	47.18	10,774	30.78	1,812	5.18	4,221	12.06	578	1.65	595	1.70	1,461	4.17	820	2.34	84	0.24	108	0.31
2002	35,931	16,801	46.76	10,802	30.06	1,873	5.21	4,330	12.05	611	1.70	624	1.74	1,644	4.58	937	2.61	96	0.27	108	0.30
2003	35,374	16,404	46.37	10,546	29.81	1,840	5.20	4,182	11.82	590	1.67	615	1.74	1,686	4.77	948	2.68	97	0.27	113	0.32

**TABLE 10  
WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL			TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN			
	ALL			FEMALE		FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE	
	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>DEFENSE SUMMARY *</b>																							
1994	817,879	305,726	37.38	205,840	25.17	56,738	6.94	61,766	7.55	31,022	3.79	18,227	2.23	27,396	3.35	17,035	2.08	4,698	0.57	2,858	0.34		
1995	767,482	285,961	37.26	191,769	24.99	52,698	6.87	57,644	7.51	29,719	3.87	17,432	2.27	26,558	3.46	16,408	2.14	4,484	0.58	2,708	0.34		
1996	730,665	272,371	37.28	182,317	24.95	49,628	6.79	54,719	7.49	29,041	3.97	16,948	2.32	25,299	3.46	15,819	2.17	4,344	0.59	2,568	0.35		
1997	689,024	256,932	37.29	171,510	24.89	46,222	6.71	51,502	7.47	27,845	4.04	16,110	2.34	23,914	3.47	15,371	2.23	4,170	0.61	2,439	0.35		
1998	672,981	251,633	37.39	166,313	24.71	46,329	6.88	51,032	7.58	27,108	4.03	16,342	2.43	23,211	3.45	15,512	2.30	4,116	0.61	2,434	0.35		
1999	651,187	242,993	37.32	159,905	24.56	45,323	6.96	49,586	7.61	25,406	3.90	15,736	2.42	22,858	3.51	15,385	2.36	4,055	0.62	2,381	0.37		
2000	637,304	238,003	37.30	156,327	24.53	44,612	7.00	48,915	7.68	24,512	3.85	15,405	2.42	22,300	3.50	15,008	2.35	3,975	0.62	2,348	0.37		
2001	632,883	233,856	36.95	154,176	24.36	44,061	6.96	47,879	7.57	24,440	3.86	15,072	2.38	22,413	3.54	14,424	2.28	3,919	0.62	2,305	0.36		
2002	618,128	224,291	36.29	145,310	23.51	43,275	7.00	46,847	7.58	24,112	3.90	14,834	2.40	22,624	3.66	15,089	2.44	3,818	0.62	2,211	0.36		
2003	599,712	220,501	36.77	144,801	24.15	41,905	6.99	45,140	7.53	23,070	3.85	14,257	2.38	21,585	3.60	14,200	2.37	3,641	0.61	2,103	0.35		
<b>DEFENSE AIR FORCE</b>																							
1994	174,803	57,195	32.72	41,808	23.92	8,894	5.09	7,988	4.57	11,041	6.32	4,934	2.82	3,080	1.76	1,789	1.02	1,179	0.67	676	0.39		
1995	165,495	53,772	32.49	39,062	23.60	8,525	5.15	7,634	4.61	10,643	6.43	4,735	2.86	3,113	1.88	1,726	1.04	1,136	0.69	615	0.37		
1996	164,158	53,772	32.76	38,862	23.67	8,532	5.20	7,780	4.74	10,598	6.46	4,752	2.89	3,160	1.92	1,761	1.07	1,144	0.70	617	0.38		
1997	159,778	52,210	32.68	37,532	23.49	8,331	5.21	7,654	4.79	10,367	6.49	4,649	2.91	3,118	1.95	1,759	1.10	1,156	0.72	616	0.39		
1998	154,697	50,251	32.48	36,086	23.33	8,157	5.27	7,417	4.79	9,812	6.34	4,426	2.86	3,042	1.97	1,740	1.12	1,131	0.73	582	0.38		
1999	149,797	48,649	32.48	35,106	23.44	7,986	5.33	7,251	4.84	8,337	5.57	3,976	2.65	3,013	2.01	1,728	1.15	1,146	0.77	588	0.39		
2000	144,758	47,552	32.67	34,388	23.76	7,785	5.38	7,144	4.94	7,370	5.09	3,700	2.56	3,026	2.09	1,716	1.19	1,119	0.77	604	0.42		
2001	144,290	46,869	32.48	33,783	23.41	7,851	5.44	7,187	4.98	7,019	4.86	3,553	2.46	3,086	2.14	1,740	1.21	1,124	0.78	606	0.42		
2002	142,123	46,734	32.88	33,610	23.65	7,840	5.52	7,179	5.05	6,815	4.80	3,541	2.49	3,101	2.18	1,794	1.26	1,108	0.78	610	0.43		
2003	132,948	43,091	32.41	31,640	23.80	7,612	5.73	6,754	5.08	5,992	4.51	3,059	2.30	1,923	1.45	1,061	0.80	1,029	0.77	577	0.43		
<b>DEFENSE ARMY</b>																							
1994	252,139	94,071	37.31	66,593	26.41	16,284	6.46	18,896	7.49	9,025	3.58	4,311	1.71	4,821	1.91	3,252	1.29	1,679	0.67	1,019	0.40		
1995	240,952	89,693	37.22	62,662	26.01	15,829	6.57	18,486	7.67	8,756	3.63	4,251	1.76	4,846	2.01	3,280	1.36	1,671	0.69	1,014	0.42		
1996	233,887	86,810	37.12	59,938	25.63	15,896	6.80	18,282	7.82	8,822	3.77	4,298	1.84	4,904	2.10	3,331	1.42	1,647	0.70	961	0.41		
1997	224,582	82,973	36.95	56,944	25.36	15,376	6.85	17,635	7.85	8,529	3.80	4,181	1.86	4,855	2.16	3,308	1.47	1,577	0.70	905	0.40		
1998	216,796	79,783	36.80	54,527	25.15	15,099	6.96	17,000	7.84	8,434	3.89	4,133	1.91	4,710	2.17	3,241	1.49	1,531	0.71	882	0.41		
1999	210,054	77,181	36.74	52,502	24.99	14,837	7.06	16,514	7.86	8,394	4.00	4,107	1.96	4,634	2.21	3,177	1.51	1,507	0.72	881	0.42		
2000	208,803	76,553	36.66	51,706	24.76	14,974	7.17	16,636	7.97	8,536	4.09	4,174	2.00	4,646	2.23	3,154	1.51	1,494	0.72	883	0.42		
2001	208,792	76,452	36.62	51,578	24.70	14,935	7.15	16,612	7.96	8,850	4.24	4,212	2.02	4,724	2.26	3,198	1.53	1,461	0.70	852	0.41		
2002	209,797	77,278	36.83	51,783	24.68	15,062	7.18	16,940	8.07	8,961	4.27	4,354	2.08	4,714	2.25	3,361	1.60	1,466	0.70	840	0.40		
2003	205,878	76,523	37.17	50,977	24.76	14,574	7.08	16,825	8.17	9,065	4.40	4,478	2.18	4,767	2.32	3,426	1.66	1,399	0.68	817	0.40		
<b>DEFENSE ARMY AND AIR FORCE EXCHANGE SERVICE</b>																							
1994	56,271	38,310	68.08	18,195	32.33	5,626	10.00	10,662	18.95	1,850	3.29	3,953	7.02	1,503	2.67	5,225	9.29	159	0.28	275	0.49		
1995	49,544	33,653	67.93	15,725	31.74	4,914	9.92	9,247	18.66	1,741	3.51	3,601	7.27	1,382	2.79	4,824	9.74	131	0.26	256	0.52		
1996	43,067	29,244	67.90	13,470	31.28	4,211	9.78	7,882	18.30	1,595	3.70	3,306	7.68	1,262	2.93	4,351	10.10	127	0.29	235	0.55		
1997	39,622	27,024	68.20	12,480	31.50	3,782	9.55	7,235	18.26	1,392	3.51	2,978	7.52	1,175	2.97	4,113	10.38	114	0.29	218	0.55		
1998	45,558	30,230	66.35	13,492	29.61	4,815	10.57	8,279	18.17	1,812	3.98	3,642	7.99	1,335	2.93	4,525	9.93	150	0.33	292	0.64		
1999	45,083	29,862	66.24	13,015	28.87	4,941	10.96	8,307	18.43	1,840	4.08	3,677	8.16	1,356	3.01	4,581	10.16	155	0.34	282	0.63		
2000	43,687	28,388	64.98	12,092	27.68	4,863	11.13	8,020	18.36	1,843	4.22	3,570	8.17	1,465	3.35	4,453	10.19	157	0.36	253	0.58		
2001	40,876	25,966	63.52	11,378	27.84	4,631	11.33	7,264	17.77	1,881	4.60	3,315	8.11	1,228	3.00	3,752	9.18	151	0.37	257	0.63		
2002	40,032	25,844	64.56	10,993	27.46	4,324	10.80	7,130	17.81	1,844	4.61	3,284	8.20	1,310	3.27	4,221	10.54	124	0.31	216	0.54		
2003	36,612	23,648	64.59	10,000	27.31	3,863	10.55	6,488	17.72	1,667	4.55	3,057	8.35	1,213	3.31	3,908	10.67	111	0.30	195	0.53		
<b>*DEFENSE SUMMARY CONSISTS OF DATA ONLY FOR THOSE DEFENSE AGENCIES SHOWN IN THIS TABLE</b>																							

**TABLE 10  
WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL			WHITE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN			
	ALL			FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE	
	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>DEFENSE CONTRACT AUDIT AGENCY</b>																					
1994	5,250	2,303	43.87	1,726	32.88	169	3.22	303	5.77	95	1.81	72	1.37	175	3.33	196	3.73	6	0.11	6	0.11
1995	5,042	2,206	43.75	1,631	32.35	161	3.19	298	5.91	91	1.80	74	1.47	176	3.49	197	3.91	5	0.10	6	0.12
1996	4,773	2,102	44.04	1,544	32.35	156	3.27	297	6.22	85	1.78	69	1.45	162	3.39	185	3.88	4	0.08	7	0.15
1997	4,484	1,958	43.67	1,442	32.16	150	3.35	274	6.11	83	1.85	63	1.40	148	3.30	172	3.84	5	0.11	7	0.16
1998	4,172	1,815	43.50	1,343	32.19	144	3.45	245	5.87	81	1.94	58	1.39	136	3.26	161	3.86	5	0.12	8	0.19
1999	3,876	1,701	43.89	1,241	32.02	130	3.35	235	6.06	81	2.09	68	1.75	123	3.17	149	3.84	4	0.10	8	0.21
2000	4,168	1,875	44.99	1,318	31.62	143	3.43	293	7.03	111	2.66	93	2.23	135	3.24	163	3.91	5	0.12	8	0.19
2001	4,006	1,820	45.43	1,273	31.78	136	3.39	279	6.96	102	2.55	94	2.35	121	3.02	167	4.17	6	0.15	7	0.17
2002	4,079	1,880	46.09	1,305	31.99	144	3.53	294	7.21	107	2.62	101	2.48	124	3.04	173	4.24	7	0.17	7	0.17
2003	4,020	1,898	47.21	1,321	32.86	138	3.43	293	7.29	105	2.61	107	2.66	120	2.99	171	4.25	8	0.20	6	0.15
<b>DEFENSE INFORMATION SYSTEMS AGENCY</b>																					
1994	7,989	3,812	47.72	2,522	31.57	528	6.61	962	12.04	132	1.65	147	1.84	194	2.43	148	1.85	23	0.29	33	0.41
1995	7,385	3,428	46.42	2,322	31.44	477	6.46	819	11.09	115	1.56	128	1.73	177	2.40	128	1.73	21	0.28	31	0.42
1996	6,563	3,087	47.04	2,102	32.03	424	6.46	707	10.77	107	1.63	120	1.83	171	2.61	131	2.00	20	0.30	27	0.41
1997	6,328	2,977	47.04	2,037	32.19	394	6.23	676	10.68	99	1.56	114	1.80	173	2.73	129	2.04	18	0.28	21	0.33
1998	6,221	2,986	48.00	2,019	32.45	397	6.38	695	11.17	97	1.56	110	1.77	172	2.76	140	2.25	16	0.26	22	0.35
1999	5,203	2,474	47.55	1,700	32.67	349	6.71	569	10.94	57	1.10	56	1.08	174	3.34	133	2.56	16	0.31	16	0.31
2000	6,042	2,892	47.86	1,968	32.57	400	6.62	649	10.74	105	1.74	99	1.64	196	3.24	153	2.53	20	0.33	23	0.38
2001	6,000	2,865	47.75	1,962	32.70	396	6.60	636	10.60	100	1.67	95	1.58	205	3.42	152	2.53	17	0.28	20	0.33
2002	5,898	2,779	47.12	1,894	32.11	398	6.75	623	10.56	100	1.70	90	1.53	206	3.49	151	2.56	14	0.24	21	0.36
2003	5,519	2,570	46.57	1,759	31.87	388	7.03	576	10.44	94	1.70	82	1.49	196	3.55	136	2.46	14	0.25	17	0.31
<b>DEFENSE INSPECTOR GENERAL</b>																					
1994	1,667	675	40.49	464	27.83	112	6.72	167	10.02	20	1.20	15	0.90	31	1.86	24	1.44	4	0.24	5	0.30
1995	1,567	638	40.71	427	27.25	108	6.89	170	10.85	22	1.40	13	0.83	27	1.72	23	1.47	4	0.26	5	0.32
1996	1,413	562	39.77	372	26.33	100	7.08	151	10.69	20	1.42	13	0.92	26	1.84	22	1.56	4	0.28	4	0.28
1997	1,332	538	40.39	347	26.05	86	6.46	155	11.64	23	1.73	11	0.83	21	1.58	22	1.65	3	0.23	3	0.23
1998	1,221	477	39.07	306	25.06	81	6.63	134	10.97	22	1.80	12	0.98	21	1.72	21	1.72	4	0.33	4	0.33
1999	1,224	490	40.03	304	24.84	85	6.94	148	12.09	20	1.63	12	0.98	19	1.55	22	1.80	3	0.25	4	0.33
2000	1,207	483	40.02	306	25.35	88	7.29	143	11.85	21	1.74	10	0.83	19	1.57	20	1.66	2	0.17	4	0.33
2001	1,248	507	40.63	331	26.52	87	6.97	140	11.22	22	1.76	14	1.12	22	1.76	18	1.44	2	0.16	4	0.32
2002	1,179	497	42.15	305	25.87	80	6.79	149	12.64	21	1.78	17	1.44	23	1.95	22	1.87	2	0.17	4	0.34
2003	1,180	502	42.54	301	25.51	77	6.53	153	12.97	23	1.95	17	1.44	26	2.20	25	2.12	2	0.17	6	0.51
<b>DEFENSE SECURITY SERVICE</b>																					
1994	3,040	1,403	46.15	994	32.70	139	4.57	309	10.16	45	1.74	60	1.97	36	1.18	34	1.12	13	0.43	6	0.20
1995	2,721	1,245	45.76	885	32.52	120	4.41	281	10.33	41	1.51	47	1.73	32	1.18	26	0.96	11	0.40	6	0.22
1996	2,580	1,197	46.40	851	32.98	111	4.30	272	10.54	39	1.51	45	1.74	33	1.28	25	0.97	11	0.43	4	0.16
1997	2,503	1,153	46.06	821	32.80	106	4.23	263	10.51	38	1.52	37	1.48	32	1.28	28	1.12	13	0.52	4	0.16
1998	2,454	1,137	46.33	811	33.05	103	4.20	257	10.47	39	1.59	33	1.34	29	1.18	31	1.26	13	0.53	5	0.20
1999	2,420	1,108	45.79	792	32.73	104	4.30	251	10.37	38	1.57	32	1.32	28	1.16	29	1.20	12	0.50	4	0.17
2000	2,533	1,193	47.10	863	34.07	109	4.30	259	10.23	39	1.54	41	1.62	25	0.99	27	1.07	12	0.47	3	0.12
2001	2,655	1,269	47.80	922	34.73	109	4.11	271	10.21	38	1.43	43	1.62	27	1.02	29	1.09	12	0.45	4	0.15
2002	2,561	1,270	49.59	916	35.77	101	3.94	279	10.89	39	1.52	43	1.68	22	0.86	27	1.05	11	0.43	5	0.20
2003	2,377	1,163	48.93	815	34.29	93	3.91	274	11.53	44	1.85	43	1.81	28	1.18	25	1.05	12	0.50	6	0.25

**TABLE 10  
WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL			TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN			
								MALE		FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE	
	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>DEFENSE LOGISTICS AGENCY</b>																							
1994	53,136	21,472	40.41	13,999	26.35	5,676	10.68	5,832	10.98	1,971	3.71	1,009	1.90	943	1.77	428	0.81	331	0.62	204	0.38		
1995	48,736	19,342	39.69	12,925	26.52	5,168	10.60	4,981	10.22	1,741	3.57	851	1.75	880	1.81	405	0.83	299	0.61	180	0.37		
1996	45,718	18,135	39.67	12,126	26.52	4,719	10.32	4,620	10.11	1,638	3.58	812	1.78	850	1.86	409	0.89	275	0.60	168	0.37		
1997	44,209	17,570	39.74	11,812	26.72	4,186	9.47	4,358	9.86	1,615	3.65	748	1.69	890	2.01	479	1.08	261	0.59	173	0.39		
1998	40,545	16,217	40.00	11,021	27.18	3,767	9.29	4,007	9.88	1,260	3.11	633	1.56	774	1.91	394	0.97	245	0.60	162	0.40		
1999	38,076	15,193	39.90	10,204	26.80	3,557	9.34	3,824	10.04	1,211	3.18	592	1.55	812	2.13	420	1.10	235	0.62	153	0.40		
2000	35,300	14,274	40.44	9,595	27.18	3,122	8.84	3,589	10.17	1,124	3.18	551	1.56	773	2.19	390	1.10	219	0.62	149	0.42		
2001	22,651	9,451	41.72	6,139	27.10	2,360	10.84	2,674	11.81	730	3.22	291	1.28	462	2.04	242	1.07	154	0.07	105	0.46		
2002	21,698	9,229	42.53	5,981	27.56	2,153	9.92	2,611	12.03	721	3.32	317	1.46	425	1.96	217	1.00	151	0.70	103	0.47		
2003	20,763	8,834	42.55	5,688	27.39	2,109	10.16	2,523	12.15	649	3.13	307	1.48	364	1.75	222	1.07	134	0.65	94	0.45		
<b>DEFENSE NAVY</b>																							
1994	243,038	75,156	30.92	50,503	20.78	18,340	7.55	15,028	6.18	6,466	2.66	3,272	1.35	16,490	6.78	5,762	2.37	1,270	0.52	591	0.24		
1995	225,727	71,053	31.48	47,594	21.08	16,414	7.27	14,140	6.26	6,139	2.72	3,144	1.39	15,785	6.99	5,628	2.49	1,174	0.52	547	0.24		
1996	209,174	66,990	32.03	44,824	21.43	14,689	7.02	13,220	6.32	5,784	2.77	3,004	1.44	14,614	6.99	5,442	2.60	1,087	0.52	500	0.24		
1997	194,345	62,502	32.16	41,709	21.46	13,475	6.93	12,275	6.32	5,419	2.79	2,860	1.47	13,453	6.92	5,198	2.67	1,008	0.52	460	0.24		
1998	186,794	59,636	31.93	39,743	21.28	12,960	6.94	11,602	6.21	5,232	2.80	2,794	1.50	12,905	6.91	5,053	2.71	1,000	0.54	444	0.24		
1999	181,149	57,293	31.63	38,111	21.04	12,546	6.93	11,116	6.14	5,111	2.82	2,703	1.49	12,608	6.96	4,945	2.73	955	0.53	418	0.23		
2000	176,151	55,513	31.51	37,016	21.01	12,310	6.99	10,774	6.12	5,055	2.87	2,621	1.49	11,918	6.77	4,711	2.67	922	0.52	391	0.22		
2001	174,813	54,351	31.09	36,143	20.68	11,958	6.84	10,462	5.98	4,993	2.86	2,626	1.50	12,125	6.94	4,740	2.71	903	0.52	380	0.22		
2002	176,216	49,454	28.06	31,400	17.82	12,478	7.08	10,260	5.82	5,204	2.95	2,528	1.43	12,593	7.15	4,881	2.77	913	0.52	385	0.22		
2003	175,794	52,952	30.12	35,161	20.00	12,361	7.03	9,883	5.62	5,126	2.92	2,562	1.46	12,829	7.30	4,982	2.83	904	0.51	364	0.21		
<b>DEFENSE EDUCATION ACTIVITY</b>																							
1993	10,704	7,713	72.06	6,518	60.89	236	2.20	812	7.59	70	0.65	210	1.96	26	0.24	148	1.38	8	0.07	25	0.27		
1994	10,835	7,689	70.96	6,424	59.29	268	2.47	784	7.24	221	2.04	342	3.16	26	0.24	113	1.04	10	0.09	26	0.24		
1995	10,411	7,345	70.55	5,970	57.34	281	2.70	758	7.28	286	2.75	477	4.58	31	0.30	111	1.07	11	0.11	29	0.28		
1996	10,345	7,323	70.79	5,938	57.40	289	2.79	779	7.53	267	2.58	466	4.50	30	0.29	111	1.07	12	0.12	29	0.28		
1997	10,463	7,404	70.76	5,951	56.88	299	2.86	818	7.82	272	2.60	462	4.42	33	0.32	143	1.37	13	0.12	30	0.29		
1998	10,491	7,400	70.54	5,872	55.97	320	3.05	858	8.18	274	2.61	476	4.54	38	0.36	166	1.58	9	0.09	28	0.27		
1999	10,498	7,430	70.78	5,903	56.23	334	3.18	857	8.16	270	2.57	488	4.65	44	0.42	157	1.50	9	0.09	25	0.24		
2000	10,741	7,657	71.29	6,058	56.40	331	3.08	880	8.19	263	2.45	519	4.83	46	0.43	172	1.60	10	0.09	28	0.26		
2002	10,800	7,703	71.32	6,095	56.44	337	3.12	869	8.05	260	2.41	533	4.94	53	0.49	187	1.73	10	0.09	19	0.18		
2003	10,750	7,668	71.33	6,087	56.62	327	3.04	848	7.89	252	2.34	521	4.85	56	0.52	192	1.79	12	0.11	20	0.19		
<b>DEFENSE OFFICE OF THE SECRETARY</b>																							
1994	1,610	875	54.35	588	36.52	56	3.48	242	15.03	10	0.62	15	0.93	19	1.18	25	1.55	5	0.31	5	0.31		
1995	1,792	879	49.05	590	32.92	63	3.52	247	13.78	8	0.45	12	0.67	22	1.23	26	1.45	3	0.17	4	0.22		
1996	1,407	643	45.70	443	31.49	36	2.56	169	12.01	6	0.43	8	0.57	16	1.14	20	1.42	2	0.14	3	0.21		
1997	1,378	623	45.21	435	31.57	37	2.69	159	11.54	8	0.58	7	0.51	16	1.16	20	1.45	2	0.15	2	0.15		
1998	4,032	1,701	42.19	1,093	27.11	486	12.05	538	13.34	45	1.12	25	0.62	49	1.22	40	0.99	12	0.30	5	0.12		
1999	3,807	1,612	42.34	1,017	26.98	454	11.93	514	13.50	47	1.23	25	0.66	47	1.23	44	1.16	13	0.34	2	0.05		
2000	3,914	1,623	41.47	1,027	25.98	487	12.44	528	13.49	45	1.15	27	0.69	51	1.30	49	1.25	15	0.38	2	0.05		
2001	3,995	1,652	41.35	1,045	26.16	483	12.09	527	13.19	48	1.20	28	0.70	52	1.30	51	1.28	15	0.38	1	0.03		
2002	3,745	1,623	43.34	1,028	27.45	358	9.56	513	13.70	40	1.07	26	0.69	53	1.42	55	1.47	12	0.32	1	0.03		
2003	3,871	1,652	42.68	1,052	27.18	363	9.38	523	13.51	53	1.37	24	0.62	63	1.63	52	1.34	16	0.41	1	0.03		

**TABLE 10**  
**WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES**  
**GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL		TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN					
	#		%		#		%		#		%		#		%		#		%		#		%	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
<b>EDUCATION</b>																								
1994	4,401	2,673	60.74	1,216	27.63	370	8.41	1,283	29.15	70	1.59	88	2.00	61	1.39	64	1.45	9	0.20	22	0.50			
1995	4,580	2,778	60.66	1,286	28.08	389	8.49	1,296	28.30	77	1.68	102	2.23	65	1.42	72	1.57	9	0.20	22	0.48			
1996	4,373	2,661	60.85	1,226	28.04	373	8.53	1,254	28.68	69	1.58	93	2.13	64	1.46	66	1.51	8	0.18	22	0.50			
1997	4,265	2,636	61.81	1,241	29.10	363	8.51	1,218	28.56	64	1.50	88	2.06	61	1.43	67	1.57	8	0.19	22	0.52			
1998	4,311	2,683	62.24	1,248	28.95	373	8.65	1,238	28.72	72	1.67	98	2.27	59	1.37	77	1.79	11	0.26	22	0.51			
1999	4,366	2,713	62.14	1,256	28.77	387	8.86	1,255	28.74	72	1.65	101	2.31	63	1.44	78	1.79	10	0.23	23	0.53			
2000	4,369	2,727	62.42	1,224	28.02	384	8.79	1,296	29.66	70	1.60	99	2.27	60	1.37	85	1.95	10	0.23	23	0.53			
2001	4,411	2,778	62.98	1,242	28.16	381	8.64	1,311	29.72	71	1.61	109	2.47	60	1.36	94	2.13	11	0.25	22	0.50			
2002	4,309	2,691	62.45	1,204	27.94	383	8.89	1,263	29.31	70	1.62	110	2.55	61	1.42	93	2.16	11	0.26	21	0.49			
2003	4,225	2,640	62.49	1,179	27.91	367	8.69	1,241	29.37	71	1.68	111	2.63	55	1.30	90	2.13	11	0.26	19	0.45			
<b>ENERGY</b>																								
1994	19,705	7,436	37.74	5,166	26.22	705	3.58	1,546	7.85	485	2.46	436	2.21	416	2.11	196	0.99	141	0.72	92	0.40			
1995	19,262	7,419	38.52	5,114	26.55	690	3.58	1,559	8.09	487	2.53	439	2.28	430	2.23	210	1.09	146	0.76	97	0.50			
1996	19,004	7,355	38.70	5,045	26.55	701	3.69	1,540	8.10	494	2.60	457	2.40	466	2.45	220	1.16	148	0.78	93	0.49			
1997	18,145	6,949	38.30	4,778	26.33	654	3.60	1,455	8.02	474	2.61	421	2.32	471	2.60	202	1.11	144	0.79	93	0.51			
1998	16,759	6,373	38.03	4,361	26.02	598	3.57	1,335	7.97	445	2.66	398	2.37	449	2.68	192	1.15	127	0.76	87	0.52			
1999	15,828	5,979	37.77	4,078	25.76	552	3.49	1,256	7.94	428	2.70	384	2.43	434	2.74	178	1.12	128	0.81	83	0.52			
2000	15,368	5,812	37.82	3,947	25.68	516	3.36	1,224	7.96	439	2.86	367	2.39	435	2.83	189	1.23	129	0.84	85	0.55			
2001	15,608	5,918	37.92	4,032	25.83	524	3.36	1,210	7.75	463	2.97	384	2.46	446	2.86	204	1.31	134	0.86	88	0.56			
2002	15,726	5,981	38.03	4,073	25.90	529	3.36	1,199	7.62	486	3.09	408	2.59	463	2.94	209	1.33	134	0.85	92	0.59			
2003	15,196	5,745	37.81	3,888	25.59	516	3.40	1,153	7.59	473	3.11	399	2.63	463	3.05	213	1.40	136	0.89	92	0.61			
<b>ENVIRONMENTAL PROTECTION AGENCY</b>																								
1994	17,279	8,488	49.12	5,378	31.12	675	3.91	2,403	13.91	307	1.78	366	2.12	347	2.01	303	1.75	23	0.13	38	0.22			
1995	17,376	8,574	49.34	5,386	31.00	696	4.01	2,428	13.97	323	1.86	376	2.16	379	2.18	338	1.95	33	0.19	46	0.26			
1996	16,659	8,250	49.52	5,181	31.10	662	3.97	2,346	14.08	303	1.82	359	2.15	367	2.20	317	1.90	30	0.18	47	0.28			
1997	17,180	8,511	49.54	5,322	30.98	688	4.00	2,403	13.99	325	1.89	384	2.24	392	2.28	343	2.00	39	0.23	59	0.34			
1998	17,842	8,889	49.82	5,488	30.76	737	4.13	2,505	14.04	356	2.00	430	2.41	429	2.40	394	2.21	53	0.30	72	0.40			
1999	17,824	8,906	49.97	5,461	30.64	744	4.17	2,511	14.09	373	2.09	428	2.40	448	2.51	430	2.41	69	0.39	76	0.43			
2000	17,411	8,684	49.88	5,291	30.39	722	4.15	2,475	14.22	372	2.14	422	2.42	453	2.60	422	2.42	66	0.38	74	0.43			
2001	17,456	8,765	50.21	5,286	30.28	744	4.26	2,536	14.53	378	2.17	425	2.43	466	2.67	443	2.54	66	0.38	75	0.43			
2002	17,495	8,814	50.38	5,285	30.21	750	4.29	2,564	14.66	394	2.25	437	2.50	474	2.71	451	2.58	65	0.37	77	0.44			
2003	17,642	8,957	50.77	5,370	30.44	765	4.34	2,582	14.64	408	2.31	455	2.58	492	2.79	472	2.68	70	0.40	78	0.44			
<b>EQUAL EMPLOYMENT OPPORTUNITY COMMISSION</b>																								
1994	2,841	1,863	65.54	618	21.75	358	12.60	1,013	35.66	126	4.44	181	6.37	31	1.09	36	1.27	5	0.18	15	0.52			
1995	2,742	1,816	66.27	605	22.06	335	12.22	977	35.63	122	4.45	184	6.71	32	1.17	36	1.31	5	0.18	14	0.49			
1996	2,620	1,726	65.84	562	21.45	323	12.33	945	36.07	116	4.43	171	6.53	32	1.22	33	1.26	3	0.11	15	0.55			
1997	2,565	1,695	66.04	544	21.21	318	12.40	934	36.41	107	4.17	168	6.55	30	1.17	35	1.36	3	0.11	14	0.53			
1998	2,510	1,660	65.98	548	21.83	307	12.23	899	35.82	103	4.10	162	6.45	29	1.16	38	1.51	3	0.12	13	0.51			
1999	2,853	1,870	65.65	648	22.71	344	12.06	957	33.54	123	4.31	200	7.01	38	1.33	56	1.96	3	0.12	9	0.36			
2000	2,709	1,780	65.63	602	22.22	337	12.44	920	33.96	116	4.28	192	7.09	38	1.40	54	1.99	3	0.11	12	0.42			
2001	2,866	1,882	65.67	635	22.16	339	11.83	950	33.15	132	4.61	228	7.96	39	1.36	55	1.92	2	0.07	14	0.49			
2002	2,734	1,814	66.35	621	22.71	317	11.59	904	33.07	125	4.57	226	8.27	38	1.39	53	1.94	2	0.07	10	0.37			
2003	2,555	1,698	66.46	580	22.70	298	11.66	846	33.11	114	4.46	216	8.45	37	1.45	47	1.84	2	0.08	9	0.35			

**TABLE 10**  
**WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES**  
**GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL		TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN					
	#		%		#		%		#		%		#		%		#		%		#		%	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
<b>FEDERAL COMMUNICATIONS COMMISSION</b>																								
1994	1,943	1,004	51.67	481	24.76	122	6.28	469	24.14	26	1.34	24	1.24	35	1.80	27	1.39	4	0.21	3	0.15			
1995	2,028	1,043	51.43	511	25.20	135	6.66	462	22.78	28	1.38	29	1.43	42	2.07	38	1.87	4	0.20	3	0.15			
1996	1,879	967	51.46	466	24.80	133	7.08	440	23.42	24	1.28	25	1.33	36	1.92	34	1.81	4	0.21	2	0.11			
1997	1,879	967	51.46	466	24.80	133	7.08	440	23.42	24	1.28	25	1.33	36	1.92	34	1.81	4	0.21	2	0.11			
1998	1,656	874	52.78	412	24.88	111	6.70	416	25.12	21	1.27	18	1.09	31	1.87	26	1.57	4	0.24	2	0.12			
1999	1,599	848	53.03	393	24.58	110	6.88	409	25.58	21	1.31	18	1.13	31	1.94	26	1.63	4	0.25	2	0.13			
2000	1,909	1,013	53.06	502	26.30	134	7.02	450	23.57	25	1.31	22	1.15	47	2.46	37	1.94	5	0.26	2	0.10			
2001	1,955	1,021	52.23	484	24.76	151	7.72	470	24.04	30	1.53	21	1.07	47	2.40	45	2.30	4	0.20	1	0.05			
2002	2,024	1,054	52.08	512	25.30	156	7.71	478	23.62	31	1.53	20	0.99	51	2.52	45	2.22	4	0.20	1	0.05			
2003	2,012	1,050	52.19	500	24.85	157	7.80	481	23.91	39	1.94	22	1.09	48	2.39	46	2.29	4	0.20	1	0.05			
<b>FEDERAL DEPOSIT INSURANCE CORPORATION</b>																								
1994	9,041	4,038	44.66	2,728	30.17	374	4.14	1,034	11.44	158	1.75	124	1.37	81	0.90	123	1.36	24	0.27	29	0.32			
1995	8,414	3,722	44.24	2,489	29.58	348	4.14	986	11.72	145	1.72	115	1.37	72	0.86	109	1.30	21	0.25	23	0.27			
1996	7,650	3,430	44.84	2,311	30.21	323	4.22	891	11.65	143	1.87	100	1.31	68	0.89	104	1.36	20	0.26	24	0.31			
1997	6,803	3,064	45.04	2,047	30.09	284	4.17	810	11.91	123	1.81	92	1.35	61	0.90	94	1.38	15	0.22	21	0.31			
1998	6,615	2,982	45.08	1,955	29.55	299	4.52	825	12.47	125	1.89	91	1.38	72	1.09	94	1.42	21	0.32	17	0.26			
1999	6,609	2,986	45.18	1,909	28.88	307	4.65	852	12.89	139	2.10	95	1.44	85	1.29	106	1.60	25	0.38	24	0.36			
2000	6,352	2,864	45.09	1,815	28.57	305	4.80	833	13.11	139	2.19	92	1.45	80	1.26	99	1.56	21	0.33	25	0.39			
2001	6,160	2,781	45.15	1,753	28.46	295	4.79	812	13.18	139	2.26	91	1.48	76	1.23	101	1.64	21	0.34	24	0.39			
2002	5,795	2,612	45.07	1,643	28.35	281	4.85	766	13.22	132	2.28	83	1.43	79	1.36	100	1.73	19	0.33	20	0.35			
2003	5,338	2,355	44.12	1,506	28.21	261	4.89	665	12.46	133	2.49	73	1.37	85	1.59	96	1.80	16	0.30	15	0.28			
<b>FEDERAL EMERGENCY MANAGEMENT AGENCY</b>																								
1994	2,433	945	38.84	632	25.98	120	4.93	258	10.60	32	1.32	32	1.32	21	0.86	19	0.78	6	0.25	4	0.16			
1995	2,261	881	38.97	570	25.21	116	5.13	258	11.41	30	1.33	30	1.33	20	0.88	20	0.88	5	0.22	3	0.13			
1996	2,231	893	40.03	585	26.22	111	4.98	256	11.47	32	1.43	31	1.39	19	0.85	19	0.85	5	0.22	2	0.09			
1997	2,193	891	40.63	585	26.68	109	4.97	253	11.54	31	1.41	31	1.41	22	1.00	19	0.87	5	0.23	3	0.14			
1998	2,195	889	40.50	589	26.83	108	4.92	251	11.44	33	1.50	27	1.23	23	1.05	17	0.77	7	0.32	5	0.23			
1999	2,124	869	40.91	572	26.93	99	4.66	245	11.53	30	1.41	29	1.37	22	1.04	18	0.85	5	0.24	5	0.24			
2000	2,173	897	41.28	576	26.51	106	4.88	265	12.20	29	1.33	32	1.47	23	1.06	17	0.78	6	0.28	7	0.32			
2001	2,177	903	41.48	586	26.92	106	4.87	263	12.08	31	1.42	32	1.47	27	1.24	15	0.69	5	0.23	7	0.32			
2002	2,202	901	40.92	575	26.11	114	5.18	266	12.08	32	1.45	36	1.63	25	1.14	16	0.73	7	0.32	8	0.36			
2003	2,271	905	39.85	587	25.85	117	5.15	264	11.62	32	1.41	31	1.37	24	1.06	16	0.70	8	0.35	7	0.31			
<b>FEDERAL TRADE COMMISSION</b>																								
1994	894	456	51.01	275	30.76	48	5.37	166	18.57	3	0.34	10	1.12	9	1.01	5	0.56	0	0.00	0	0.00			
1995	897	467	52.06	280	31.22	45	5.02	163	18.17	4	0.45	9	1.00	10	1.11	14	1.56	0	0.00	1	0.11			
1996	874	447	51.14	264	30.21	47	5.38	159	18.19	3	0.34	10	1.14	8	0.92	13	1.49	0	0.00	1	0.11			
1997	878	464	52.85	279	31.78	46	5.24	158	18.00	6	0.68	13	1.48	5	0.57	12	1.37	0	0.00	2	0.23			
1998	888	466	52.48	276	31.08	48	5.41	163	18.36	5	0.56	12	1.35	9	1.01	13	1.46	0	0.00	2	0.23			
1999	852	443	52.00	258	30.28	45	5.28	161	18.90	5	0.59	8	0.94	8	0.94	14	1.64	0	0.00	2	0.23			
2000	896	473	52.79	278	31.03	47	5.25	164	18.30	7	0.78	10	1.12	12	1.34	20	2.23	0	0.00	1	0.11			
2001	920	477	51.85	275	29.89	45	4.89	169	18.37	9	0.98	10	1.09	11	1.20	21	2.28	0	0.00	2	0.22			
2002	959	497	51.82	294	30.66	44	4.59	168	17.52	11	1.15	10	1.04	13	1.36	23	2.40	0	0.00	2	0.21			
2003	969	501	51.70	292	30.13	44	4.54	175	18.06	10	1.03	10	1.03	12	1.24	22	2.27	0	0.00	2	0.21			

**TABLE 10**  
**WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES**  
**GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL			WHITE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN			
	ALL			FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE	
	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>GENERAL SERVICES ADMINISTRATION</b>																					
1994	18,680	7,813	41.83	4,417	23.65	2,427	12.99	2,781	14.89	470	2.52	321	1.72	340	1.82	236	1.26	71	0.38	58	0.31
1995	16,146	6,798	42.10	3,834	23.75	2,015	12.48	2,414	14.95	410	2.54	292	1.81	319	1.98	210	1.30	62	0.38	48	0.30
1996	15,393	6,470	42.03	3,598	23.37	1,948	12.66	2,337	15.18	401	2.61	283	1.84	308	2.00	207	1.34	61	0.40	45	0.29
1997	14,127	5,981	42.34	3,298	23.35	1,802	12.76	2,178	15.42	393	2.78	272	1.93	290	2.05	192	1.36	54	0.38	41	0.29
1998	14,013	5,976	42.65	3,283	23.43	1,768	12.62	2,179	15.55	399	2.85	279	1.99	283	2.02	193	1.38	52	0.37	42	0.30
1999	13,965	6,036	43.22	3,272	23.43	1,747	12.51	2,227	15.95	396	2.84	288	2.06	280	2.01	204	1.46	56	0.40	45	0.32
2000	14,000	6,134	43.81	3,325	23.75	1,702	12.16	2,252	16.09	386	2.76	287	2.05	281	2.01	218	1.56	65	0.46	52	0.37
2001	14,016	6,248	44.58	3,328	23.74	1,679	11.98	2,292	16.35	397	2.83	304	2.17	287	2.05	252	1.80	81	0.58	72	0.51
2002	14,095	6,388	45.32	3,403	24.14	1,620	11.49	2,289	16.24	417	2.96	350	2.48	292	2.07	258	1.83	101	0.72	88	0.62
2003	12,400	6,036	48.68	3,265	26.33	1,184	9.55	2,134	17.21	282	2.27	309	2.49	263	2.12	268	2.16	56	0.45	60	0.48
<b>GOVERNMENT PRINTING OFFICE</b>																					
1994	4,280	1,666	38.93	453	10.58	1,266	29.58	1,166	27.24	63	1.47	31	0.72	26	0.61	11	0.26	3	0.07	5	0.12
1995	4,061	1,604	39.50	429	10.56	1,198	29.50	1,132	27.87	63	1.55	29	0.71	22	0.54	10	0.25	3	0.07	4	0.10
1996	3,749	1,498	39.96	404	10.78	1,108	29.55	1,055	28.14	53	1.41	26	0.69	20	0.53	9	0.24	2	0.05	4	0.11
1997	3,554	1,448	40.74	388	10.92	1,035	29.12	1,020	28.70	51	1.44	28	0.79	20	0.56	9	0.25	2	0.06	3	0.08
1998	3,389	1,388	40.96	365	10.77	986	29.09	985	29.06	47	1.39	25	0.74	20	0.59	10	0.30	2	0.06	3	0.09
1999	3,232	1,354	41.89	349	10.80	938	29.02	964	29.83	43	1.33	28	0.87	20	0.62	10	0.31	2	0.06	3	0.09
2000	3,149	1,327	42.14	344	10.92	909	28.87	944	29.98	42	1.33	26	0.83	19	0.60	10	0.32	3	0.10	3	0.10
2001	3,001	1,268	42.25	320	10.66	877	29.22	908	30.26	35	1.17	26	0.87	16	0.53	11	0.37	5	0.17	3	0.10
2002	2,979	1,252	42.03	324	10.88	897	30.11	887	29.78	36	1.21	25	0.84	17	0.57	15	0.50	7	0.23	1	0.03
2003	2,789	1,171	41.99	314	11.26	840	30.12	816	29.26	31	1.11	19	0.68	18	0.65	19	0.68	4	0.14	3	0.11
<b>HEALTH AND HUMAN SERVICES</b>																					
1994	116,427	77,866	66.88	44,107	37.88	5,493	4.72	21,328	18.32	1,859	1.60	4,184	3.59	1,057	0.91	1,708	1.47	2,233	1.92	6,539	5.62
1995	48,348	29,934	61.91	16,010	33.11	2,548	5.27	6,123	12.66	537	1.11	720	1.49	771	1.59	930	1.92	2,042	4.22	6,151	12.72
1996	48,005	29,912	62.31	15,914	33.15	2,468	5.14	6,132	12.77	539	1.12	733	1.53	790	1.65	969	2.02	2,026	4.22	6,164	12.84
1997	48,605	30,292	62.32	15,964	32.84	2,431	5.00	6,235	12.83	555	1.14	782	1.61	828	1.70	1,020	2.10	2,041	4.20	6,291	12.94
1998	49,151	30,809	62.68	16,095	32.75	2,387	4.86	6,385	12.99	585	1.19	808	1.64	849	1.73	1,094	2.23	2,082	4.24	6,427	13.08
1999	50,163	31,557	62.91	16,436	32.77	2,391	4.77	6,608	13.17	632	1.26	851	1.70	909	1.81	1,191	2.37	2,131	4.25	6,471	12.90
2000	51,173	32,387	63.29	16,667	32.57	2,439	4.77	6,958	13.60	668	1.31	922	1.80	1,001	1.96	1,308	2.56	2,176	4.25	6,532	12.76
2001	52,241	33,322	63.79	16,824	32.20	2,500	4.79	7,343	14.06	702	1.34	1,010	1.93	1,073	2.05	1,443	2.76	2,205	4.22	6,702	12.83
2002	54,147	34,559	63.82	17,135	31.65	2,593	4.79	7,583	14.00	776	1.43	1,089	2.01	1,198	2.21	1,587	2.93	2,328	4.30	7,165	13.23
2003	52,938	33,931	64.10	16,702	31.55	2,509	4.74	7,438	14.05	773	1.46	1,088	2.06	1,220	2.30	1,652	3.12	2,264	4.28	7,051	13.32

**TABLE 10  
WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL		TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN					
	#		%		#		%		#		%		#		%		#		%		#		%	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
<b>HOUSING AND URBAN DEVELOPMENT</b>																								
1994	12,455	7,321	58.78	3,686	29.59	1,003	8.05	2,899	23.28	316	2.54	466	3.74	154	1.24	192	1.54	47	0.38	78	0.63			
1995	11,130	6,614	59.42	3,287	29.53	901	8.10	2,660	23.90	284	2.55	424	3.81	144	1.29	168	1.51	42	0.38	75	0.67			
1996	10,771	6,399	59.41	3,126	29.02	871	8.09	2,623	24.35	276	2.56	416	3.86	143	1.33	164	1.52	43	0.40	70	0.65			
1997	9,987	5,928	59.36	2,839	28.43	824	8.25	2,465	24.68	249	2.49	398	3.99	135	1.35	161	1.61	41	0.41	65	0.65			
1998	9,405	5,588	59.42	2,635	28.02	766	8.14	2,357	25.06	241	2.56	375	3.99	135	1.44	158	1.68	39	0.41	63	0.67			
1999	9,448	5,600	59.27	2,618	27.71	786	8.32	2,366	25.04	253	2.68	385	4.07	145	1.53	170	1.80	40	0.42	61	0.65			
2000	9,822	5,760	58.64	2,649	26.97	855	8.70	2,466	25.11	279	2.84	402	4.09	156	1.59	181	1.84	44	0.45	62	0.63			
2001	9,727	5,775	59.37	2,583	26.55	850	8.74	2,535	26.06	278	2.86	405	4.16	161	1.66	190	1.95	41	0.42	62	0.64			
2002	9,793	5,845	59.69	2,550	26.04	872	8.90	2,623	26.78	278	2.84	411	4.20	166	1.70	199	2.03	38	0.39	62	0.63			
2003	10,177	6,137	60.30	2,636	25.90	935	9.19	2,765	27.17	290	2.85	437	4.29	170	1.67	230	2.26	37	0.36	69	0.68			
<b>INTERIOR</b>																								
1994	63,090	23,127	36.66	15,908	25.21	1,787	2.83	1,913	3.03	1,533	2.43	1,159	1.84	524	0.83	398	0.63	4,707	7.46	3,749	5.94			
1995	60,269	22,048	36.58	15,247	25.30	1,748	2.90	1,848	3.07	1,471	2.44	1,085	1.80	512	0.85	386	0.64	4,356	7.23	3,482	5.78			
1996	56,027	20,252	36.15	14,295	25.51	1,632	2.91	1,652	2.95	1,413	2.52	1,011	1.80	474	0.85	373	0.67	4,019	7.17	2,921	5.21			
1997	55,817	20,348	36.45	14,292	25.61	1,721	3.08	1,695	3.04	1,452	2.60	1,062	1.90	508	0.91	428	0.77	3,942	7.06	2,871	5.14			
1998	56,337	20,711	36.76	14,518	25.77	1,766	3.13	1,776	3.15	1,519	2.70	1,111	1.97	523	0.93	468	0.83	3,898	6.92	2,838	5.04			
1999	56,739	21,235	37.43	14,881	26.23	1,736	3.06	1,846	3.25	1,567	2.76	1,147	2.02	545	0.96	495	0.87	3,876	6.83	2,866	5.05			
2000	57,577	21,775	37.82	15,221	26.44	1,762	3.06	1,903	3.31	1,641	2.85	1,207	2.10	589	1.02	520	0.90	3,885	6.75	2,924	5.08			
2001	59,141	22,545	38.12	15,765	26.66	1,786	3.02	1,910	3.23	1,708	2.89	1,242	2.10	602	1.02	548	0.93	4,062	6.87	3,080	5.21			
2002	60,465	23,232	38.42	16,226	26.84	1,739	2.88	1,936	3.20	1,685	2.79	1,267	2.10	626	1.04	570	0.94	4,075	6.74	3,233	5.35			
2003	60,840	23,496	38.62	16,383	26.93	1,726	2.84	1,936	3.18	1,708	2.81	1,280	2.10	645	1.06	600	0.99	3,993	6.56	3,297	5.42			
<b>JUSTICE</b>																								
1994	93,364	36,426	39.02	22,615	24.22	6,151	6.59	9,664	10.35	6,845	7.33	3,059	3.28	1,111	1.19	883	0.95	358	0.38	205	0.22			
1995	98,017	37,932	38.70	23,581	24.06	6,597	6.73	9,878	10.08	7,527	7.68	3,273	3.34	1,270	1.30	977	1.00	440	0.45	223	0.23			
1996	104,921	40,079	38.20	24,923	23.75	6,986	6.66	10,177	9.70	8,526	8.13	3,629	3.46	1,483	1.41	1,101	1.05	510	0.49	249	0.24			
1997	111,218	42,126	37.88	26,351	23.69	7,353	6.61	10,387	9.34	9,273	8.34	3,903	3.51	1,672	1.50	1,202	1.08	563	0.51	283	0.25			
1998	117,180	44,349	37.85	27,533	23.50	7,679	6.55	10,953	9.35	10,050	8.58	4,252	3.63	1,807	1.54	1,302	1.11	587	0.50	309	0.26			
1999	119,902	45,733	38.14	28,277	23.58	7,972	6.65	11,333	9.45	10,321	8.61	4,439	3.70	1,884	1.57	1,367	1.14	606	0.51	317	0.26			
2000	120,858	45,750	37.85	28,155	23.30	8,047	6.66	11,305	9.35	11,024	9.12	4,586	3.79	1,946	1.61	1,393	1.15	621	0.51	311	0.26			
2001	122,669	46,279	37.73	28,222	23.01	8,279	6.75	11,465	9.35	8,971	7.31	4,792	3.91	2,088	1.70	1,479	1.21	632	0.52	321	0.26			
2002	124,539	47,073	37.80	28,618	22.98	8,296	6.66	11,616	9.33	12,623	10.14	5,081	4.08	2,219	1.78	1,419	1.14	616	0.49	339	0.27			
2003	98,180	39,776	40.51	25,071	25.54	7,382	7.52	10,238	10.43	5,148	5.24	3,138	3.20	1,515	1.54	1,045	1.06	542	0.55	284	0.29			
<b>LABOR</b>																								
1994	16,270	7,719	47.44	4,132	25.40	1,006	6.18	2,930	18.01	492	3.02	409	2.51	167	1.03	194	1.19	53	0.33	54	0.33			
1995	15,700	7,541	48.03	4,073	25.94	962	6.13	2,770	17.64	486	3.10	435	2.77	171	1.09	207	1.32	51	0.32	56	0.36			
1996	14,928	7,221	48.37	3,889	26.05	906	6.07	2,662	17.83	447	2.99	410	2.75	161	1.08	198	1.33	46	0.31	62	0.42			
1997	15,271	7,434	48.68	4,026	26.36	932	6.10	2,666	17.46	494	3.23	459	3.01	194	1.27	224	1.47	44	0.29	59	0.39			
1998	15,225	7,484	49.16	4,005	26.35	913	6.00	2,701	17.74	502	3.30	479	3.15	195	1.28	240	1.58	45	0.30	59	0.39			
1999	15,348	7,557	49.24	4,017	26.17	941	6.13	2,715	17.69	513	3.34	509	3.32	202	1.32	256	1.67	47	0.31	60	0.39			
2000	15,626	7,716	49.38	4,057	25.96	989	6.33	2,779	17.78	525	3.36	534	3.42	217	1.39	285	1.82	47	0.30	61	0.39			
2001	15,942	7,964	49.96	4,187	26.26	999	6.27	2,838	17.80	528	3.31	557	3.49	240	1.51	318	1.99	50	0.31	64	0.40			
2002	15,832	7,951	50.22	4,204	26.55	1,005	6.35	2,794	17.65	519	3.28	560	3.54	252	1.59	333	2.10	58	0.37	60	0.38			
2003	15,838	7,961	50.27	4,185	26.42	969	6.12	2,779	17.55	533	3.37	577	3.64	266	1.68	361	2.28	54	0.34	59	0.37			

**TABLE 10**  
**WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES**  
**GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL		TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN					
	#		%		#		%		#		%		#		%		#		%		#		%	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>																								
1994	22,965	7,271	31.66	5,395	23.49	1,009	4.39	1,250	5.44	624	2.72	309	1.35	723	3.15	251	1.09	85	0.37	66	0.29			
1995	21,325	6,888	32.30	5,048	23.67	938	4.40	1,217	5.71	627	2.94	300	1.41	716	3.36	252	1.18	101	0.47	71	0.33			
1996	20,633	6,644	32.20	4,837	23.44	924	4.48	1,197	5.80	598	2.90	294	1.42	687	3.33	244	1.18	101	0.49	72	0.35			
1997	19,295	6,190	32.08	4,498	23.31	802	4.16	1,113	5.77	567	2.94	278	1.44	666	3.45	230	1.19	100	0.52	71	0.37			
1998	18,246	5,905	32.36	4,270	23.40	847	4.64	1,069	5.86	557	3.05	273	1.50	657	3.60	230	1.26	96	0.53	63	0.35			
1999	18,322	6,035	32.94	4,320	23.58	848	4.63	1,107	6.04	568	3.10	295	1.61	681	3.72	242	1.32	96	0.52	71	0.39			
2000	18,416	6,127	33.27	4,344	23.59	839	4.56	1,147	6.23	581	3.15	309	1.68	719	3.90	257	1.40	91	0.49	70	0.38			
2001	18,568	6,239	33.60	4,430	23.86	843	4.54	1,160	6.25	596	3.21	311	1.67	749	4.03	266	1.43	91	0.49	72	0.39			
2002	18,520	6,258	33.79	4,426	23.90	845	4.56	1,176	6.35	597	3.22	309	1.67	760	4.10	275	1.48	91	0.49	72	0.39			
2003	18,500	6,341	34.28	4,442	24.01	840	4.54	1,223	6.61	596	3.22	319	1.72	767	4.15	286	1.55	90	0.49	71	0.38			
<b>NATIONAL ARCHIVES AND RECORDS ADMINISTRATION</b>																								
1994	2,239	1,215	54.27	732	32.69	216	9.65	439	19.61	18	0.80	21	0.94	15	0.67	19	0.85	2	0.09	4	0.18			
1995	2,012	1,079	53.63	663	32.95	191	9.49	376	18.69	17	0.84	19	0.94	13	0.65	17	0.84	2	0.10	4	0.20			
1996	3,127	1,723	55.10	938	30.00	369	11.80	698	22.32	25	0.80	40	1.28	36	1.15	38	1.22	1	0.03	9	0.29			
1997	2,854	1,576	55.22	871	30.52	339	11.88	642	22.49	25	0.88	24	0.84	27	0.95	31	1.09	3	0.11	8	0.28			
1998	2,417	1,354	56.02	771	31.90	250	10.34	523	21.64	19	0.79	16	0.66	19	0.79	36	1.49	3	0.12	8	0.33			
1999	2,403	1,344	55.93	782	32.54	251	10.45	507	21.10	17	0.71	18	0.75	16	0.67	31	1.29	2	0.08	6	0.25			
2000	2,482	1,376	55.44	803	32.35	268	10.80	521	20.99	18	0.73	17	0.68	22	0.89	29	1.17	4	0.16	6	0.24			
2001	2,585	1,411	54.58	807	31.22	282	10.91	547	21.16	19	0.74	20	0.77	26	1.01	31	1.20	3	0.12	6	0.23			
2002	2,723	1,461	53.65	841	30.89	297	10.91	556	20.42	20	0.73	23	0.84	31	1.14	33	1.21	4	0.15	8	0.29			
2003	2,619	1,398	53.38	840	32.07	283	10.81	501	19.13	22	0.84	21	0.80	27	1.03	30	1.15	3	0.11	6	0.23			
<b>NATIONAL CREDIT UNION ADMINISTRATION</b>																								
1994	871	310	35.59	229	26.29	33	3.79	59	6.77	18	2.07	11	1.26	15	1.72	8	0.92	2	0.23	3	0.34			
1995	869	316	36.36	234	26.93	29	3.34	59	6.79	18	2.07	11	1.27	14	1.61	11	1.27	1	0.12	1	0.12			
1996	877	322	36.72	239	27.25	33	3.76	58	6.61	18	2.05	11	1.25	12	1.37	11	1.25	3	0.34	3	0.34			
1997	867	332	38.29	240	27.68	31	3.58	65	7.50	22	2.54	10	1.15	16	1.85	12	1.38	2	0.23	5	0.58			
1998	829	312	37.64	232	27.99	29	3.50	55	6.63	19	2.29	11	1.33	12	1.45	10	1.21	2	0.24	4	0.48			
1999	910	350	38.46	259	28.46	34	3.74	65	7.14	21	2.31	14	1.54	19	2.09	9	0.99	2	0.22	3	0.33			
2000	930	369	39.68	277	29.78	31	3.33	68	7.31	20	2.15	12	1.29	19	2.04	9	0.97	1	0.11	3	0.32			
2001	913	367	40.20	267	29.24	32	3.50	73	8.00	20	2.19	14	1.53	16	1.75	9	0.99	1	0.11	4	0.44			
2002	920	375	40.76	276	30.00	34	3.70	72	7.83	19	2.07	14	1.52	15	1.63	9	0.98	1	0.11	4	0.43			
2003	898	370	41.20	271	30.18	33	3.67	71	7.91	19	2.12	15	1.67	16	1.78	9	1.00	1	0.11	4	0.45			
<b>NATIONAL LABOR RELATIONS BOARD</b>																								
1994	2,029	1,152	56.78	652	32.13	90	4.44	407	20.06	47	2.32	68	3.35	10	0.49	23	1.13	1	0.05	2	0.10			
1995	1,983	1,144	57.69	658	33.18	92	4.64	379	19.11	46	2.32	77	3.88	10	0.50	27	1.36	1	0.05	3	0.15			
1996	1,914	1,114	58.20	645	33.70	87	4.55	368	19.23	44	2.30	75	3.92	13	0.68	24	1.25	1	0.05	2	0.10			
1997	1,918	1,127	58.76	661	34.46	85	4.43	360	18.77	43	2.24	78	4.07	13	0.68	26	1.36	1	0.05	2	0.10			
1998	1,843	1,085	58.87	626	33.97	81	4.40	354	19.21	43	2.33	75	4.07	12	0.65	28	1.52	1	0.05	2	0.11			
1999	1,841	1,098	59.64	636	34.55	80	4.35	349	18.96	43	2.34	82	4.45	8	0.43	29	1.58	1	0.05	2	0.11			
2000	1,940	1,168	60.21	698	35.98	83	4.28	356	18.35	45	2.32	80	4.12	9	0.46	31	1.60	1	0.05	3	0.15			
2001	2,019	1,223	60.57	751	37.20	87	4.31	353	17.48	49	2.43	87	4.31	11	0.54	28	1.39	2	0.10	4	0.20			
2002	2,099	1,271	60.55	771	36.73	91	4.34	373	17.77	53	2.53	90	4.29	11	0.52	33	1.57	2	0.10	4	0.19			
2003	1,891	1,150	60.81	707	37.39	78	4.12	324	17.13	47	2.49	85	4.49	14	0.74	30	1.59	2	0.11	4	0.21			

**TABLE 10**  
**WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES**  
**GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL		TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN					
	#		%		#		%		#		%		#		%		#		%		#		%	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
<b>NATIONAL SCIENCE FOUNDATION</b>																								
1994	1,122	675	60.16	291	25.94	65	5.79	356	31.73	7	0.62	9	0.80	21	1.87	19	1.69	0	0.00	0	0.00			
1995	1,151	710	61.69	313	27.19	64	5.56	366	31.80	6	0.52	12	1.04	19	1.65	18	1.56	4	0.35	1	0.09			
1996	1,121	698	62.27	311	27.74	62	5.53	357	31.85	6	0.54	11	0.98	18	1.61	19	1.69	3	0.27	0	0.00			
1997	1,090	680	62.39	303	27.80	55	5.05	345	31.65	6	0.55	12	1.10	19	1.74	20	1.83	2	0.18	0	0.00			
1998	1,013	633	62.49	277	27.34	51	5.03	324	31.98	5	0.49	12	1.18	18	1.78	20	1.97	2	0.20	0	0.00			
1999	931	579	62.19	250	26.85	50	5.37	298	32.01	4	0.43	11	1.18	15	1.61	20	2.15	2	0.21	0	0.00			
2000	861	536	62.25	231	26.83	43	4.99	276	32.06	3	0.35	11	1.28	14	1.63	18	2.09	2	0.23	0	0.00			
2001	1,075	694	64.56	311	28.93	57	5.30	341	31.72	9	0.84	14	1.30	19	1.77	26	2.42	1	0.09	2	0.19			
2002	1,077	693	64.35	326	30.27	50	4.64	323	29.99	9	0.84	15	1.39	20	1.86	29	2.69	1	0.09	0	0.00			
2003	1,092	696	63.74	322	29.49	57	5.22	326	29.85	11	1.01	17	1.56	23	2.11	31	2.84	1	0.09	0	0.00			
<b>NUCLEAR REGULATORY COMMISSION</b>																								
1994	3,032	1,123	37.04	802	26.45	120	3.96	256	8.44	32	1.06	20	0.66	144	4.75	40	1.32	1	0.03	5	0.16			
1995	3,102	1,146	36.94	808	26.05	117	3.77	264	8.51	37	1.19	27	0.87	147	4.74	44	1.42	1	0.03	3	0.10			
1996	3,062	1,130	36.90	794	25.93	113	3.69	264	8.62	37	1.21	25	0.82	145	4.74	44	1.44	4	0.13	3	0.10			
1997	2,999	1,107	36.91	781	26.04	116	3.87	256	8.54	40	1.33	21	0.70	145	4.83	46	1.53	4	0.13	3	0.10			
1998	2,903	1,063	36.62	742	25.56	116	4.00	251	8.65	38	1.31	21	0.72	149	5.13	46	1.58	5	0.17	3	0.10			
1999	2,813	1,042	37.04	719	25.56	112	3.98	252	8.96	38	1.35	22	0.78	151	5.37	45	1.60	5	0.18	4	0.14			
2000	2,787	1,043	37.42	713	25.58	108	3.88	257	9.22	43	1.54	25	0.90	150	5.38	46	1.65	4	0.14	2	0.07			
2001	2,785	1,042	37.41	708	25.42	107	3.84	253	9.08	58	2.08	30	1.08	147	5.28	49	1.76	6	0.22	2	0.07			
2002	2,872	1,090	37.95	723	25.17	116	4.04	267	9.30	71	2.47	45	1.57	153	5.33	53	1.85	6	0.21	2	0.07			
2003	2,995	1,117	37.30	733	24.47	128	4.27	276	9.22	81	2.70	52	1.74	162	5.41	54	1.80	8	0.27	2	0.07			
<b>OFFICE OF PERSONNEL MANAGEMENT</b>																								
1994	4,864	2,983	61.33	1,814	37.29	321	6.60	1,028	21.13	74	1.52	94	1.93	27	0.56	41	0.84	2	0.04	6	0.12			
1995	3,770	2,313	61.35	1,404	37.24	249	6.60	814	21.59	55	1.46	55	1.46	20	0.53	34	0.90	2	0.05	6	0.16			
1996	3,669	2,302	62.74	1,435	39.11	243	6.62	777	21.18	54	1.47	50	1.36	16	0.44	33	0.90	5	0.14	7	0.19			
1997	3,471	2,168	62.46	1,327	38.23	226	6.51	749	21.58	50	1.44	52	1.50	19	0.55	33	0.95	4	0.12	7	0.20			
1998	3,443	2,159	62.71	1,304	37.87	227	6.59	760	22.07	49	1.42	54	1.57	20	0.58	34	0.99	5	0.15	7	0.20			
1999	3,484	2,178	62.51	1,282	36.80	236	6.77	781	22.42	54	1.55	69	1.98	21	0.60	36	1.03	6	0.17	10	0.29			
2000	3,598	2,273	63.17	1,333	37.05	245	6.81	799	22.21	59	1.64	79	2.20	23	0.64	48	1.33	7	0.19	14	0.39			
2001	3,441	2,177	63.27	1,261	36.65	241	7.00	782	22.73	54	1.57	73	2.12	22	0.64	47	1.37	5	0.15	14	0.41			
2002	3,534	2,243	63.47	1,296	36.67	243	6.88	801	22.67	57	1.61	82	2.32	23	0.65	47	1.33	5	0.14	17	0.48			
2003	3,456	2,189	63.34	1,258	36.40	235	6.80	789	22.83	56	1.62	88	2.55	24	0.69	42	1.22	6	0.17	12	0.35			
<b>RAILROAD RETIREMENT BOARD</b>																								
1994	1,628	971	59.64	474	29.12	85	5.22	439	26.97	12	0.74	41	2.52	13	0.80	14	0.86	0	0.00	3	0.00			
1995	1,532	916	59.79	447	29.18	80	5.22	412	26.89	10	0.65	41	2.68	13	0.85	14	0.91	0	0.00	3	0.18			
1996	1,423	862	60.58	422	29.66	68	4.78	384	26.99	8	0.56	42	2.95	11	0.77	12	0.84	0	0.00	2	0.13			
1997	1,318	798	60.55	392	29.74	63	4.78	353	26.78	8	0.61	43	3.26	10	0.76	8	0.61	0	0.00	2	0.14			
1998	1,279	780	60.99	386	30.18	61	4.77	343	26.82	8	0.63	40	3.13	10	0.78	8	0.63	0	0.00	2	0.15			
1999	1,247	761	61.03	366	29.35	59	4.73	340	27.27	9	0.72	44	3.53	10	0.80	8	0.64	1	0.08	3	0.23			
2000	1,165	706	60.60	336	28.84	58	4.98	313	26.87	7	0.60	46	3.95	8	0.69	8	0.69	1	0.09	3	0.24			
2001	1,171	714	60.97	335	28.61	58	4.95	324	27.67	8	0.68	44	3.76	11	0.94	8	0.68	1	0.09	3	0.26			
2002	1,161	708	60.98	329	28.34	57	4.91	321	27.65	7	0.60	47	4.05	10	0.86	8	0.69	1	0.09	3	0.26			
2003	1,128	688	60.99	316	28.01	56	4.96	314	27.84	7	0.62	47	4.17	9	0.80	8	0.71	1	0.09	3	0.27			

**TABLE 10**  
**WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES**  
**GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL		TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN					
	#		%		#		%		#		%		#		%		#		%		#		%	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
<b>SECURITIES AND EXCHANGE COMMISSION</b>																								
1994	2,597	1,281	49.33	710	27.34	186	7.16	472	18.17	34	1.31	44	1.69	36	1.39	55	2.12	0	0.00	0	0.00			
1995	2,714	1,307	48.16	781	28.78	271	9.99	405	14.92	38	1.40	53	1.95	59	2.17	64	2.36	2	0.07	4	0.15			
1996	2,696	1,345	49.89	739	27.41	187	6.94	477	17.69	35	1.30	58	2.15	56	2.08	67	2.49	3	0.11	4	0.15			
1997	2,689	1,351	50.24	740	27.52	184	6.84	478	17.78	38	1.41	59	2.19	63	2.34	71	2.64	4	0.15	3	0.11			
1998	2,652	1,342	50.60	737	27.79	179	6.75	476	17.95	39	1.47	52	1.96	63	2.38	74	2.79	4	0.15	3	0.11			
1999	2,703	1,362	50.39	764	28.26	185	6.84	464	17.17	45	1.66	56	2.07	68	2.52	77	2.85	4	0.15	1	0.04			
2000	2,804	1,390	49.57	780	27.82	176	6.28	464	16.55	50	1.78	63	2.25	80	2.85	82	2.92	5	0.18	1	0.04			
2001	2,913	1,464	50.26	815	27.98	174	5.97	486	16.68	52	1.79	67	2.30	87	2.99	95	3.26	6	0.21	1	0.03			
2002	2,926	1,470	50.24	819	27.99	165	5.64	483	16.51	49	1.67	67	2.29	97	3.32	100	3.42	5	0.17	1	0.03			
2003	3,116	1,557	49.97	887	28.47	165	5.30	481	15.44	54	1.73	73	2.34	108	3.47	114	3.66	6	0.19	2	0.06			
<b>SMALL BUSINESS ADMINISTRATION</b>																								
1994	3,960	2,067	52.20	1,172	29.60	249	6.29	637	16.09	151	3.81	186	4.70	47	1.19	61	1.54	15	0.38	11	0.28			
1995	3,559	1,897	53.30	1,057	29.70	216	6.07	603	16.94	140	3.93	170	4.78	43	1.21	55	1.55	14	0.39	12	0.34			
1996	3,413	1,820	53.33	1,014	29.71	205	6.01	576	16.88	132	3.87	167	4.89	44	1.29	52	1.52	13	0.38	11	0.32			
1997	3,418	1,828	53.48	1,010	29.55	207	6.06	571	16.71	138	4.04	172	5.03	48	1.40	62	1.81	13	0.38	13	0.38			
1998	3,564	1,946	54.60	1,078	30.25	216	6.06	592	16.61	148	4.15	186	5.22	55	1.54	76	2.13	13	0.36	14	0.39			
1999	3,554	1,929	54.28	1,065	29.97	230	6.47	589	16.57	148	4.16	185	5.21	55	1.55	78	2.19	13	0.37	12	0.34			
2000	3,447	1,876	54.42	1,024	29.71	224	6.50	579	16.80	142	4.12	187	5.43	51	1.48	74	2.15	12	0.35	12	0.35			
2001	3,339	1,826	54.69	985	29.50	222	6.65	574	17.19	141	4.22	182	5.45	49	1.47	73	2.19	11	0.33	12	0.36			
2002	3,243	1,772	54.64	953	29.39	223	6.88	562	17.33	142	4.38	176	5.43	45	1.39	70	2.16	10	0.31	11	0.34			
2003	3,145	1,723	54.79	916	29.13	217	6.90	551	17.52	141	4.48	172	5.47	46	1.46	71	2.26	9	0.29	13	0.41			
<b>SMITHSONIAN INSTITUTION</b>																								
1994	4,945	1,998	40.40	1,189	24.04	1,278	25.84	703	14.22	73	1.48	44	0.89	51	1.03	37	0.75	16	0.32	25	0.51			
1995	4,763	1,943	40.79	1,156	24.27	1,202	25.24	682	14.32	78	1.64	44	0.92	51	1.07	37	0.78	19	0.40	24	0.50			
1996	4,621	1,907	41.27	1,123	24.30	1,149	24.86	682	14.76	73	1.58	44	0.95	51	1.10	34	0.74	18	0.39	24	0.52			
1997	4,590	1,907	41.55	1,116	24.31	1,157	25.21	688	14.99	69	1.50	44	0.96	52	1.13	33	0.72	15	0.33	26	0.57			
1998	4,619	1,921	41.59	1,119	24.23	1,133	24.53	695	15.05	78	1.69	42	0.91	52	1.13	36	0.78	21	0.45	29	0.63			
1999	4,688	1,944	41.47	1,121	23.91	1,163	24.81	716	15.27	85	1.81	46	0.98	54	1.15	33	0.70	19	0.41	28	0.60			
2000	4,638	1,929	41.59	1,104	23.80	1,162	25.05	707	15.24	81	1.75	49	1.06	45	0.97	38	0.82	22	0.47	31	0.67			
2001	4,595	1,917	41.72	1,099	23.92	1,102	23.98	696	15.15	85	1.85	48	1.04	45	0.98	40	0.87	23	0.50	34	0.74			
2002	4,677	1,933	41.33	1,088	23.26	1,165	24.91	715	15.29	96	2.05	54	1.15	44	0.94	43	0.92	24	0.51	33	0.71			
2003	4,783	1,983	41.46	1,079	22.56	1,182	24.71	750	15.68	134	2.80	64	1.34	55	1.15	54	1.13	23	0.48	36	0.75			
<b>SOCIAL SECURITY ADMINISTRATION</b>																								
1994	64,804	46,016	71.01	26,804	41.36	2,724	4.20	14,612	22.55	1,280	1.98	3,449	5.32	314	0.48	814	1.26	119	0.18	337	0.42			
1995	65,283	46,617	71.41	26,929	41.25	2,786	4.27	14,921	22.86	1,271	1.95	3,584	5.49	343	0.53	853	1.31	124	0.19	330	0.46			
1996	65,256	46,525	71.30	26,773	41.03	2,814	4.31	14,782	22.65	1,376	2.11	3,751	5.75	365	0.56	872	1.34	124	0.19	347	0.47			
1997	64,207	45,617	71.05	26,094	40.64	2,811	4.38	14,590	22.72	1,389	2.16	3,730	5.81	384	0.60	864	1.35	124	0.19	339	0.50			
1998	63,403	44,968	70.92	25,449	40.14	2,836	4.47	14,312	22.57	1,463	2.31	3,948	6.23	398	0.63	908	1.43	154	0.24	351	0.52			
1999	62,004	43,811	70.66	24,331	39.24	2,843	4.59	13,960	22.51	1,529	2.47	4,157	6.70	434	0.70	998	1.61	138	0.22	365	0.59			
2000	62,247	44,007	70.70	24,114	38.74	2,880	4.63	13,868	22.28	1,697	2.73	4,513	7.25	494	0.79	1,075	1.73	165	0.27	437	0.70			
2001	63,178	44,700	70.75	24,032	38.04	2,977	4.71	13,981	22.13	1,867	2.96	4,935	7.81	562	0.89	1,214	1.92	187	0.30	538	0.85			
2002	63,226	44,740	70.76	23,646	37.40	3,110	4.92	14,104	22.31	1,869	2.96	5,130	8.11	598	0.95	1,310	2.07	209	0.33	550	0.87			
2003	63,599	44,969	70.71	23,321	36.67	3,248	5.11	14,215	22.35	1,952	3.07	5,425	8.53	664	1.04	1,445	2.27	214	0.34	563	0.89			

**TABLE 10  
WORK FORCE TREND - AGENCIES WITH 500 OR MORE EMPLOYEES  
GOVERNMENT WIDE EMPLOYMENT OF WORKERS**

YEAR	TOTAL ALL	TOTAL FEMALE		WHITE FEMALE		BLACK				HISPANIC				ASIAN / PACIFIC ISLANDER				AMERICAN INDIAN / NATIVE ALASKAN			
						MALE		FEMALE		MALE		FEMALE		MALE		FEMALE		MALE		FEMALE	
						#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>STATE</b>																					
1994	12,289	5,369	43.69	3,345	27.22	676	5.50	1,609	13.09	269	2.19	207	1.68	165	1.34	186	1.51	26	0.21	22	0.18
1995	12,017	5,209	43.35	3,267	27.19	634	5.28	1,516	12.62	266	2.21	203	1.69	169	1.41	199	1.66	29	0.24	24	0.20
1996	12,034	5,268	43.78	3,346	27.80	620	5.15	1,501	12.47	269	2.24	200	1.66	184	1.53	195	1.62	29	0.24	26	0.22
1997	11,730	5,192	44.26	3,280	27.96	600	5.12	1,487	12.68	257	2.19	203	1.73	184	1.57	200	1.71	30	0.26	22	0.19
1998	11,631	5,166	44.42	3,266	28.08	580	4.99	1,480	12.72	261	2.24	201	1.73	188	1.62	197	1.69	29	0.25	22	0.19
1999	11,780	5,306	45.04	3,370	28.61	593	5.03	1,521	12.91	247	2.10	197	1.67	188	1.60	196	1.66	28	0.24	22	0.19
2000	13,294	6,218	46.77	3,844	28.92	697	5.24	1,906	14.34	267	2.01	228	1.72	208	1.56	216	1.62	31	0.23	24	0.18
2001	13,234	6,177	46.68	3,812	28.80	698	5.27	1,897	14.33	277	2.09	222	1.68	211	1.59	221	1.67	31	0.23	25	0.19
2002	13,721	6,431	46.87	4,009	29.22	719	5.24	1,930	14.07	305	2.22	210	1.53	231	1.68	257	1.87	31	0.23	25	0.18
2003	17,511	7,716	44.06	4,868	27.80	932	5.32	2,124	12.13	483	2.76	320	1.83	406	2.32	377	2.15	37	0.21	27	0.15
<b>TENNESSEE VALLEY AUTHORITY</b>																					
1994	18,844	4,412	23.41	3,713	19.70	1,217	6.46	623	3.31	56	0.30	7	0.04	109	0.58	32	0.17	85	0.45	37	0.20
1995	16,553	3,881	23.45	3,244	19.60	1,058	6.39	563	3.40	57	0.34	7	0.04	104	0.63	30	0.18	91	0.55	37	0.22
1996	16,021	3,699	23.09	3,101	19.34	1,014	6.33	524	3.27	55	0.34	4	0.02	98	0.61	30	0.19	92	0.57	40	0.25
1997	14,510	3,134	21.60	2,679	18.46	915	6.31	386	2.66	49	0.34	6	0.04	88	0.61	26	0.18	84	0.58	37	0.25
1998	13,818	2,931	21.21	2,515	18.20	853	6.17	351	2.54	47	0.34	6	0.04	85	0.62	26	0.19	77	0.56	33	0.24
1999	13,321	2,818	21.15	2,404	18.05	833	6.25	349	2.62	44	0.33	6	0.05	80	0.60	25	0.19	72	0.54	34	0.26
2000	13,121	2,758	21.02	2,344	17.86	838	6.39	354	2.70	46	0.35	7	0.05	81	0.62	24	0.18	72	0.55	29	0.22
2001	13,430	2,804	20.88	2,379	17.71	893	6.65	364	2.71	43	0.32	10	0.07	89	0.66	24	0.18	80	0.60	27	0.20
2002	13,444	2,819	20.97	2,390	17.78	862	6.41	366	2.72	46	0.34	10	0.07	97	0.72	27	0.20	86	0.64	26	0.19
2003	13,379	2,818	21.06	2,393	17.89	865	6.47	359	2.68	54	0.40	11	0.08	102	0.76	28	0.21	90	0.67	27	0.20
<b>TRANSPORTATION</b>																					
1994	63,843	17,050	26.71	11,932	18.69	3,304	5.18	3,668	5.75	1,988	3.11	738	1.16	1,252	1.96	452	0.71	673	1.05	260	0.41
1995	62,530	16,762	26.81	11,764	18.81	3,232	5.17	3,558	5.69	2,014	3.22	719	1.15	1,251	2.00	459	0.73	699	1.12	262	0.42
1996	62,283	16,720	26.85	11,708	18.80	3,218	5.17	3,563	5.72	2,045	3.28	730	1.17	1,291	2.07	456	0.73	709	1.14	263	0.42
1997	63,016	17,010	26.99	11,913	18.90	3,237	5.14	3,602	5.72	2,112	3.35	755	1.20	1,327	2.11	470	0.75	712	1.13	270	0.43
1998	63,647	17,245	27.09	12,061	18.95	3,249	5.10	3,645	5.73	2,157	3.39	786	1.23	1,345	2.11	484	0.76	702	1.10	269	0.42
1999	62,898	17,160	27.28	11,971	19.03	3,253	5.17	3,655	5.81	2,188	3.48	788	1.25	1,380	2.19	478	0.76	680	1.08	268	0.43
2000	62,372	17,054	27.34	11,810	18.93	3,243	5.20	3,676	5.89	2,197	3.52	816	1.31	1,397	2.24	494	0.79	663	1.06	258	0.41
2001	64,316	17,737	27.58	12,174	18.93	3,419	5.32	3,881	6.03	2,340	3.64	860	1.34	1,507	2.34	557	0.87	662	1.03	265	0.41
2002	100,754	28,381	28.17	18,558	18.42	7,607	7.55	6,704	6.65	5,425	5.38	1,947	1.93	2,284	2.27	809	0.80	868	0.86	363	0.36
2003	57,731	15,286	26.48	10,453	18.11	3,015	5.22	3,258	5.64	2,363	4.09	816	1.41	1,444	2.50	511	0.89	632	1.09	248	0.43
<b>TREASURY</b>																					
1994	150,801	83,069	55.09	50,794	33.68	8,298	5.50	23,456	15.55	4,778	3.17	5,975	3.96	2,116	1.40	2,172	1.44	408	0.27	672	0.45
1995	148,872	82,054	55.12	49,666	33.36	8,221	5.52	23,250	15.62	4,907	3.30	6,120	4.11	2,219	1.49	2,350	1.58	428	0.29	668	0.45
1996	142,617	78,355	54.94	47,226	33.11	6,901	4.84	22,253	15.60	4,926	3.45	5,949	4.17	2,179	1.53	2,282	1.60	424	0.30	645	0.45
1997	137,362	75,450	54.93	45,196	32.90	7,627	5.55	21,563	15.70	5,085	3.70	5,850	4.26	2,136	1.56	2,215	1.61	421	0.31	626	0.46
1998	137,444	76,169	55.42	45,125	32.83	7,640	5.56	22,023	16.02	5,234	3.81	6,091	4.43	2,182	1.59	2,296	1.67	433	0.32	634	0.46
1999	139,632	78,025	55.88	45,962	32.92	7,818	5.60	22,774	16.31	5,378	3.85	6,250	4.48	2,234	1.60	2,380	1.70	447	0.32	659	0.47
2000	139,663	78,316	56.07	45,961	32.91	7,843	5.62	22,847	16.36	5,525	3.96	6,464	4.63	2,220	1.59	2,388	1.71	441	0.32	656	0.47
2001	143,588	80,982	56.40	47,236	32.90	8,027	5.59	23,560	16.41	5,860	4.08	6,956	4.84	2,358	1.64	2,543	1.77	462	0.32	687	0.48
2002	140,690	79,294	56.36	46,781	33.25	7,695	5.47	22,647	16.10	5,878	4.18	6,668	4.74	2,347	1.67	2,546	1.81	448	0.32	652	0.46
2003	108,199	67,516	62.40	39,273	36.30	5,967	5.51	20,139	18.61	2,699	2.49	5,333	4.93	1,681	1.55	2,173	2.01	281	0.26	598	0.55

**TABLE 11**  
**GOVERNMENT WIDE**  
**EMPLOYMENT OF WORKERS IN WHITE COLLAR GRADES**

GS & RELATED GRADES		TOTAL #	MEN		WOMEN		WHITE		BLACK		HISPANIC		ASIAN / PACIFIC ISLANDER		AMERICAN INDIAN / ALASKAN NATIVE	
YEAR	#		#	%	#	%	#	%	#	%	#	%	#	%	#	%
1	1998	333	153	45.95	180	54.05	150	45.05	114	34.23	54	16.22	9	2.70	6	1.80
	1999	453	242	53.42	211	46.58	279	61.59	94	20.75	53	11.70	14	3.09	13	2.87
	2000	352	185	52.56	167	47.44	205	58.24	88	25.00	38	10.80	10	2.84	11	3.13
	2001	233	132	56.65	101	43.35	152	65.24	49	21.03	15	6.44	12	5.15	5	2.15
	2002	191	101	52.88	90	47.12	111	58.12	47	24.61	22	11.52	7	3.66	4	2.09
	2003	130	62	47.69	68	52.31	66	50.77	39	30.00	18	13.85	3	2.31	4	3.08
2	1998	915	343	37.49	572	62.51	490	53.55	270	29.51	77	8.42	32	3.50	46	5.03
	1999	973	351	36.07	622	63.93	483	49.64	371	38.13	64	6.58	28	2.88	27	2.77
	2000	822	335	40.75	487	59.25	435	52.92	266	32.36	64	7.79	24	2.92	33	4.01
	2001	768	309	40.23	459	59.77	419	54.56	224	29.17	60	7.81	36	4.69	29	3.78
	2002	821	337	41.05	484	58.95	421	51.28	280	34.10	51	6.21	26	3.17	43	5.24
	2003	626	295	47.12	331	52.88	349	55.75	175	27.96	43	6.87	19	3.04	40	6.39
3	1998	14,179	3,853	27.17	10,326	72.83	7,798	55.00	3,866	27.27	1,040	7.33	1,004	7.08	471	3.32
	1999	13,426	3,728	27.77	9,698	72.23	7,266	54.12	3,750	27.93	1,005	7.49	987	7.35	418	3.11
	2000	13,193	3,530	26.76	9,663	73.24	6,965	52.79	3,812	28.89	952	7.22	1,035	7.85	429	3.25
	2001	13,182	3,725	28.26	9,457	71.74	7,107	53.91	3,458	26.23	1,035	7.85	1,023	7.76	559	4.24
	2002	11,749	3,459	29.44	8,290	70.56	6,231	53.03	3,003	25.56	898	7.64	1,115	9.49	502	4.27
	2003	10,009	2,931	29.28	7,078	70.72	5,112	51.07	2,572	25.70	808	8.07	1,033	10.32	484	4.84
4	1998	53,357	15,080	28.26	38,277	71.74	28,827	54.03	16,068	30.11	4,058	7.61	2,207	4.14	2,197	4.12
	1999	49,778	14,115	28.36	35,663	71.64	26,829	53.90	14,891	29.91	3,815	7.66	2,121	4.26	2,122	4.26
	2000	46,064	13,417	29.13	32,647	70.87	24,548	53.29	13,694	29.73	3,726	8.09	2,000	4.34	2,096	4.55
	2001	45,338	13,760	30.35	31,578	69.65	24,397	53.81	13,098	28.89	3,725	8.22	1,961	4.33	2,157	4.76
	2002	43,720	13,604	31.12	30,116	68.88	23,798	54.43	12,254	28.03	3,509	8.03	2,005	4.59	2,154	4.93
	2003	41,347	12,978	31.39	28,369	68.61	22,360	54.08	11,572	27.99	3,412	8.25	1,933	4.68	2,070	5.01
5	1998	116,837	27,506	23.54	89,331	76.46	66,160	56.63	32,182	27.54	9,756	8.35	4,869	4.17	3,870	3.31
	1999	109,034	30,700	28.16	78,334	71.84	61,368	56.28	30,168	27.67	9,078	8.33	4,644	4.26	3,776	3.46
	2000	105,321	31,384	29.80	73,937	70.20	58,444	55.49	29,319	27.84	9,332	8.86	4,497	4.27	3,729	3.54
	2001	105,626	32,957	31.20	72,669	68.80	57,985	54.90	29,282	27.72	9,801	9.28	4,661	4.41	3,897	3.69
	2002	100,564	33,164	32.98	67,400	67.02	54,918	54.61	27,330	27.18	9,724	9.67	4,621	4.60	3,971	3.95
	2003	95,743	32,760	34.22	62,983	65.78	52,268	54.59	26,172	27.34	9,200	9.61	4,312	4.50	3,791	3.96
6	1998	91,544	24,080	26.30	67,464	73.70	55,851	61.01	23,916	26.13	6,240	6.82	3,220	3.52	2,317	2.53
	1999	88,445	23,990	27.12	64,455	72.88	53,372	60.34	23,309	26.35	6,202	7.01	3,237	3.66	2,325	2.63
	2000	85,321	23,938	28.06	61,383	71.94	50,988	59.76	22,640	26.54	6,129	7.18	3,228	3.78	2,336	2.74
	2001	84,238	24,578	29.18	59,660	70.82	50,066	59.43	22,183	26.33	6,304	7.48	3,290	3.91	2,395	2.84
	2002	82,647	24,651	29.83	57,996	70.17	48,680	58.90	21,729	26.29	6,309	7.63	3,396	4.11	2,533	3.06
	2003	80,578	24,548	30.46	56,030	69.54	47,526	58.98	21,239	26.36	6,091	7.56	3,211	3.98	2,511	3.12
7	1998	134,290	44,959	33.48	89,331	66.52	84,371	62.83	32,150	23.94	10,393	7.74	4,626	3.44	2,750	2.05
	1999	127,952	43,302	33.84	84,650	66.16	80,187	62.67	30,334	23.71	10,075	7.87	4,663	3.64	2,693	2.10
	2000	126,157	42,359	33.58	83,798	66.42	78,402	62.15	30,160	23.91	10,233	8.11	4,638	3.68	2,724	2.16
	2001	129,164	44,664	34.58	84,500	65.42	79,908	61.87	30,689	23.76	10,860	8.41	4,887	3.78	2,820	2.18
	2002	128,960	45,334	35.15	83,626	64.85	79,515	61.66	30,117	23.35	11,295	8.76	5,120	3.97	2,913	2.26
	2003	129,659	47,215	36.41	82,444	63.59	79,329	61.18	30,048	23.17	12,104	9.34	5,297	4.09	2,881	2.22

**TABLE 11  
GOVERNMENT WIDE  
EMPLOYMENT OF WORKERS IN WHITE COLLAR GRADES**

GS & RELATED GRADES		TOTAL #	MEN		WOMEN		WHITE		BLACK		HISPANIC		ASIAN / PACIFIC ISLANDER		AMERICAN INDIAN / ALASKAN NATIVE	
YEAR	#		#	%	#	%	#	%	#	%	#	%	#	%	#	%
8	1998	43,001	15,103	35.12	27,898	64.88	26,597	61.85	11,228	26.11	3,413	7.94	995	2.31	768	1.79
	1999	49,693	16,848	33.90	32,845	66.10	30,045	60.46	13,484	27.13	4,108	8.27	1,163	2.34	893	1.80
	2000	49,761	17,179	34.52	32,582	65.48	29,747	59.78	13,697	27.53	4,222	8.48	1,206	2.42	889	1.79
	2001	50,697	17,723	34.96	32,974	65.04	29,886	58.95	14,175	27.96	4,383	8.65	1,349	2.66	904	1.78
	2002	51,569	17,827	34.57	33,742	65.43	30,212	58.59	14,378	27.88	4,675	9.07	1,398	2.71	906	1.76
	2003	52,722	18,536	35.16	34,186	64.84	30,634	58.10	14,568	27.63	5,077	9.63	1,475	2.80	968	1.84
9	1998	126,519	61,436	48.56	65,083	51.44	87,102	68.84	22,160	17.52	9,826	7.77	4,600	3.64	2,831	2.24
	1999	125,632	60,812	48.40	64,820	51.60	85,493	68.05	22,467	17.88	10,184	8.11	4,604	3.66	2,884	2.30
	2000	125,417	60,455	48.20	64,962	51.80	84,405	67.30	22,922	18.28	10,484	8.36	4,676	3.73	2,930	2.34
	2001	127,671	61,045	47.81	66,626	52.19	85,170	66.71	23,648	18.52	10,955	8.58	4,930	3.86	2,968	2.32
	2002	122,404	55,677	45.49	66,727	54.51	81,683	66.73	23,779	19.43	9,051	7.39	4,953	4.05	2,938	2.40
	2003	123,115	56,471	45.87	66,644	54.13	82,015	66.62	23,746	19.29	9,349	7.59	5,140	4.17	2,865	2.33
10	1998	17,230	9,297	53.96	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
	1999	16,606	8,830	53.17	7,776	46.83	12,295	74.04	2,602	15.67	842	5.07	563	3.39	304	1.83
	2000	16,312	8,397	51.48	7,915	48.52	11,900	72.95	2,710	16.61	834	5.11	546	3.35	322	1.97
	2001	15,991	8,008	50.08	7,983	49.92	11,513	72.00	2,784	17.41	816	5.10	544	3.40	334	2.09
	2002	16,886	8,525	50.49	8,361	49.51	12,065	71.45	2,944	17.43	924	5.47	573	3.39	380	2.25
	2003	17,421	8,658	49.70	8,763	50.30	12,309	70.66	3,133	17.98	974	5.59	611	3.51	394	2.26
11	1998	185,784	99,866	53.75	85,918	46.25	137,002	73.74	25,668	13.82	12,818	6.90	7,154	3.85	3,142	1.69
	1999	182,158	96,310	52.87	85,848	47.13	132,971	73.00	26,037	14.29	12,846	7.05	7,201	3.95	3,103	1.70
	2000	179,031	93,441	52.19	85,590	47.81	129,617	72.40	26,320	14.70	12,936	7.23	7,015	3.92	3,143	1.76
	2001	176,179	92,111	52.28	84,068	47.72	126,595	71.86	26,282	14.92	13,037	7.40	7,090	4.02	3,175	1.80
	2002	183,237	97,277	53.09	85,960	46.91	129,453	70.65	27,078	14.78	15,738	8.59	7,677	4.19	3,291	1.80
	2003	185,590	98,837	53.26	86,753	46.74	130,171	70.14	27,300	14.71	16,777	9.04	8,026	4.32	3,316	1.79
12	1998	229,620	145,830	63.51	83,790	36.49	176,549	76.89	28,047	12.21	11,473	5.00	10,803	4.70	2,748	1.20
	1999	224,206	139,981	62.43	84,225	37.57	170,679	76.13	28,600	12.76	11,502	5.13	10,685	4.77	2,740	1.22
	2000	219,334	134,034	61.11	85,300	38.89	165,608	75.50	29,093	13.26	11,505	5.25	10,474	4.78	2,654	1.21
	2001	223,193	133,181	59.67	90,012	40.33	167,054	74.85	30,543	13.68	12,158	5.45	10,675	4.78	2,763	1.24
	2002	224,562	132,237	58.89	92,325	41.11	166,859	74.30	31,395	13.98	12,571	5.60	10,846	4.83	2,891	1.29
	2003	224,578	130,823	58.25	93,755	41.75	165,835	73.84	32,042	14.27	12,900	5.74	10,852	4.83	2,949	1.31
13	1998	177,882	124,192	69.82	53,690	30.18	143,645	80.75	17,821	10.02	7,347	4.13	7,322	4.12	1,747	0.98
	1999	179,467	123,044	68.56	56,423	31.44	143,301	79.85	18,975	10.57	7,617	4.24	7,784	4.34	1,790	1.00
	2000	181,866	122,164	67.17	59,702	32.83	143,878	79.11	20,177	11.09	7,867	4.33	8,164	4.49	1,780	0.98
	2001	188,010	124,446	66.19	63,564	33.81	147,273	78.33	21,727	11.56	8,371	4.45	8,780	4.67	1,859	0.99
	2002	192,974	126,371	65.49	66,603	34.51	149,817	77.64	23,010	11.92	8,892	4.61	9,360	4.85	1,895	0.98
	2003	196,148	127,361	64.93	68,787	35.07	151,344	77.16	23,976	12.22	9,271	4.73	9,639	4.91	1,918	0.98
14	1998	90,340	67,567	74.79	22,773	25.21	76,545	84.73	6,738	7.46	3,081	3.41	3,095	3.43	881	0.98
	1999	83,589	59,885	71.64	23,704	28.36	69,446	83.08	7,040	8.42	3,038	3.63	3,198	3.83	867	1.04
	2000	85,347	59,914	70.20	25,433	29.80	70,201	82.25	7,642	8.95	3,128	3.67	3,500	4.10	876	1.03
	2001	88,736	61,470	69.27	27,266	30.73	72,460	81.66	8,235	9.28	3,339	3.76	3,784	4.26	918	1.03
	2002	91,299	62,600	68.57	28,699	31.43	73,942	80.99	8,829	9.67	3,495	3.83	4,049	4.43	984	1.08
	2003	94,025	63,668	67.71	30,357	32.29	75,414	80.21	9,491	10.09	3,722	3.96	4,388	4.67	1,010	1.07

**TABLE 11  
GOVERNMENT WIDE  
EMPLOYMENT OF WORKERS IN WHITE COLLAR GRADES**

GS & RELATED GRADES		YEAR	TOTAL #	MEN		WOMEN		WHITE		BLACK		HISPANIC		ASIAN / PACIFIC ISLANDER		AMERICAN INDIAN / ALASKAN NATIVE	
				#	%	#	%	#	%	#	%	#	%	#	%		
15	1998	51,513	40,124	77.89	11,389	22.11	43,896	85.21	2,974	5.77	1,567	3.04	2,703	5.25	373	0.72	
	1999	51,484	39,374	76.48	12,110	23.52	43,603	84.69	3,150	6.12	1,580	3.07	2,793	5.42	358	0.70	
	2000	52,322	39,267	75.05	13,055	24.95	44,080	84.25	3,257	6.22	1,698	3.25	2,907	5.56	380	0.73	
	2001	53,596	39,801	74.26	13,795	25.74	44,902	83.78	3,371	6.29	1,813	3.38	3,115	5.81	395	0.74	
	2002	55,083	40,566	73.65	14,517	26.35	45,973	83.46	3,558	6.46	1,878	3.41	3,263	5.92	411	0.75	
	2003	57,494	41,843	72.78	15,651	27.22	47,666	82.91	3,811	6.63	2,015	3.50	3,558	6.19	444	0.77	
TOTAL GS & RELATED	1998	1,333,344	687,322	51.55	646,022	48.45	934,983	70.12	223,202	16.74	81,143	6.09	52,639	3.95	24,147	1.81	
	1999	1,302,896	661,512	50.77	641,384	49.23	917,617	70.43	225,272	17.29	82,009	6.29	53,685	4.12	24,313	1.87	
	2000	1,286,620	649,999	50.52	636,621	49.48	899,423	69.91	225,797	17.55	83,148	6.46	53,920	4.19	24,332	1.89	
	2001	1,302,622	657,910	50.51	644,712	49.49	904,887	69.47	229,748	17.64	86,672	6.65	56,137	4.31	25,178	1.93	
	2002	1,306,666	661,730	50.64	644,936	49.36	903,678	69.16	229,731	17.58	89,032	6.81	58,409	4.47	25,816	1.98	
	2003	1,309,185	666,986	50.95	642,199	49.05	902,398	68.93	229,884	17.56	91,761	7.01	59,497	4.54	25,645	1.96	
TOTAL SENIOR PAY	1998	14,124	11,051	78.24	3,073	21.76	12,409	87.86	925	6.55	399	2.82	289	2.05	102	0.72	
	1999	14,296	10,994	76.90	3,302	23.10	12,503	87.46	969	6.78	421	2.94	294	2.06	109	0.76	
	2000	14,618	11,082	75.81	3,536	24.19	12,690	86.81	1,039	7.11	459	3.14	313	2.14	117	0.80	
	2001	14,552	11,020	75.73	3,532	24.27	12,648	86.92	1,017	6.99	441	3.03	326	2.24	120	0.82	
	2002	15,224	11,409	74.94	3,815	25.06	13,175	86.54	1,069	7.02	504	3.31	352	2.31	124	0.81	
	2003	15,308	11,402	74.48	3,906	25.52	13,194	86.19	1,085	7.09	525	3.43	384	2.51	120	0.78	
OTHER WHITE COLLAR	1998	62,171	25,005	40.22	37,166	59.78	46,262	74.41	8,130	13.08	3,192	5.13	4,268	6.86	319	0.51	
	1999	80,305	35,882	44.68	44,423	55.32	62,555	77.90	8,736	10.88	3,868	4.82	4,596	5.72	550	0.68	
	2000	94,242	45,449	48.23	48,793	51.77	72,973	77.43	10,283	10.91	4,916	5.22	5,208	5.53	862	0.91	
	2001	99,031	48,049	48.52	50,982	51.48	76,078	76.82	10,907	11.01	5,292	5.34	5,746	5.80	1,008	1.02	
	2002	138,903	75,285	54.20	63,618	45.80	102,349	73.68	18,496	13.32	9,505	6.84	7,078	5.10	1,475	1.06	
	2003	140,196	74,766	53.33	65,430	46.67	102,482	73.10	18,979	13.54	9,677	6.90	7,539	5.38	1,519	1.08	
TOTAL WHITE COLLAR	1998	1,409,639	723,378	51.32	686,261	48.68	993,654	70.49	232,257	16.48	84,734	6.01	57,196	4.06	24,568	1.74	
	1999	1,397,497	708,388	50.69	689,109	49.31	992,675	71.03	234,977	16.81	86,298	6.18	58,575	4.19	24,972	1.79	
	2000	1,395,480	706,530	50.63	688,950	49.37	985,086	70.59	237,119	16.99	88,523	6.34	59,441	4.26	25,311	1.81	
	2001	1,416,205	716,979	50.63	699,226	49.37	993,613	70.16	241,672	17.06	92,405	6.52	62,209	4.39	26,306	1.86	
	2002	1,460,793	748,424	51.23	712,369	48.77	1,019,202	69.77	249,296	17.07	99,041	6.78	65,839	4.51	27,415	1.88	
	2003	1,464,689	753,154	51.42	711,535	48.58	1,018,074	69.51	249,948	17.06	101,963	6.96	67,420	4.60	27,284	1.86	

**GOVERNMENT-WIDE COMPLAINT  
PROCESSING, APPELLATE RECEIPTS  
AND CLOSURES, AND ALTERNATIVE  
DISPUTE RESOLUTION**

**Table I                      FY 2003 Complaint and Counseling Activities**

<b>Agency or Department</b>	<b>Total Work Force</b>	<b>Combined Total Counseled (EEO Counselor and ADR)</b>		<b>Individuals Percent of Work Force</b>	<b>Complaints Filed</b>	<b>Total Complainants</b>	<b>Complainants Percent of Work Force</b>
		<b>Counselings</b>	<b>Individuals</b>				
Agency for International Development	2,171	33	31	1.43	11	11	0.51
Broadcasting Board of Governors	1,899	145	145	7.64	18	18	0.95
Central Intelligence Agency*	0	29	27	0.00	13	12	0.00
Commodity Futures Trading Commission	536	65	65	12.13	9	9	1.68
Consumer Product Safety Commission	479	8	8	1.67	5	5	1.04
Corporation for National Service	581	12	10	1.72	8	8	1.38
Court Services and Offender Supervision Agency	1,006	25	23	2.29	5	5	0.50
Department of Agriculture	112,843	1,356	1,341	1.19	686	605	0.54
Department of Commerce	44,687	209	199	0.45	171	164	0.37
Defense Summary **	826,669	7,227	6,187	0.75	3,200	2,894	0.35
Army & Air Force Exchange Service	37,973	397	381	1.00	107	102	0.27
Defense Commissary Agency	15,590	292	271	1.74	160	156	1.00
Defense Contract Audit Agency	4,079	37	34	0.83	23	21	0.51
Defense Contract Management Agency	10,620	85	83	0.78	41	41	0.39
Defense Education Activity	17,300	73	73	0.42	31	31	0.18
Defense Finance and Accounting Service	14,193	215	196	1.38	118	106	0.75
Defense Human Resources Activity	737	2	2	0.27	0	0	0.00
Defense Information Systems Agency	5,178	26	26	0.50	15	15	0.29
Defense Inspector General	1,215	4	4	0.33	2	2	0.16
Defense Intelligence Agency*	0	11	11	0.00	8	8	0.00
Defense Logistics Agency	21,262	518	462	2.17	167	160	0.75
Defense National Guard Bureau	82,317	300	185	0.22	47	47	0.06
Defense National Imagery and Mapping Agency*	0	56	56	0.00	22	21	0.00
Defense National Security Agency***	19,713	65	61	0.31	30	27	0.14
Defense Nuclear Facilities Safety Board	98	1	1	1.02	0	0	0.00
Defense Office of the Secretary	5,401	34	34	0.63	22	22	0.41
Defense Security Service	2,528	20	19	0.75	9	9	0.36
Defense Threat Reduction Agency	930	7	7	0.75	4	4	0.43
Defense Tricare Management Activity	149	3	2	1.34	0	0	0.00
Department of the Air Force	170,434	1,748	1,506	0.88	540	475	0.28
Department of the Army	220,863	2,058	1,824	0.83	1,069	1,003	0.45
Department of the Navy	196,089	1,275	949	0.48	785	644	0.33
Department of Education	4,702	45	38	0.81	27	27	0.57
Department of Energy	15,722	207	195	1.24	70	61	0.39
Department of Health and Human Services	60,014	541	510	0.85	257	250	0.42
Department of Housing & Urban Development	10,435	188	165	1.58	108	92	0.88

**Table I                      FY 2003 Complaint and Counseling Activities**

<b>Agency or Department</b>	<b>Total Work Force</b>	<b>Combined Total Counseled (EEO Counselor and ADR)</b>		<b>Individuals Percent of Work Force</b>	<b>Complaints Filed</b>	<b>Total Complainants</b>	<b>Complainants Percent of Work Force</b>
		<b>Counselings</b>	<b>Individuals</b>				
Department of the Interior	79,482	616	590	0.74	296	269	0.34
Department of Justice	102,503	1,711	1,546	1.51	599	580	0.57
Department of Labor	16,154	229	174	1.08	165	137	0.85
Department of State	17,638	276	266	1.51	76	75	0.43
Department of Transportation	58,842	607	572	0.97	361	361	0.61
Department of the Treasury	131,069	1,729	1,717	1.31	883	871	0.66
Department of Veterans Affairs	230,709	4,057	3,579	1.55	2,232	2,003	0.87
Environmental Protection Agency	19,082	125	114	0.60	74	66	0.35
Equal Employment Opportunity Commission	2,608	72	69	2.65	39	38	1.46
Executive Office of the President Summary**	1,014	6	6	0.59	3	3	0.30
Office of Administration	222	3	3	1.35	0	0	0.00
Office of Management and Budget	491	0	0	0.00	1	1	0.20
Office of National Drug Control Policy	112	1	1	0.89	1	1	0.89
Office of U.S. Trade Representative	189	2	2	1.06	1	1	0.53
Export-Import Bank of the United States	395	16	15	3.80	5	5	1.27
Farm Credit Administration	290	5	5	1.72	4	4	1.38
Federal Communications Commission	2,049	91	91	4.44	3	3	0.15
Federal Deposit Insurance Corporation	5,496	52	51	0.93	32	30	0.55
Federal Election Commission	371	0	0	0.00	0	0	0.00
Federal Emergency Management Agency	8,663	111	111	1.28	28	28	0.32
Federal Energy Regulatory Commission	1,161	11	11	0.95	2	2	0.17
Federal Housing Finance Board	98	2	2	2.04	2	2	2.04
Federal Labor Relations Authority	205	2	2	0.98	2	2	0.98
Federal Maritime Commission	130	6	6	4.62	0	0	0.00
Federal Mediation & Conciliation Service	290	3	3	1.03	1	1	0.34
Federal Reserve Board	1,768	18	18	1.02	7	7	0.40
Federal Retirement Thrift Investment Board	100	2	2	2.00	2	2	2.00
Federal Trade Commission	1,077	33	30	2.79	4	4	0.37
General Services Administration	12,800	167	150	1.17	111	97	0.76
Government Printing Office	2,847	59	57	2.00	37	35	1.23
Holocaust Memorial Museum	368	3	3	0.82	1	1	0.27
International Boundary & Water Commission	273	8	5	1.83	5	4	1.47
International Trade Commission	363	2	2	0.55	0	0	0.00
John F Kennedy Center for the Arts	1,076	2	2	0.19	2	2	0.19
Merit Systems Protection Board	226	4	4	1.77	5	2	0.88
National Aeronautics & Space Administration	19,313	174	172	0.89	50	44	0.23

**Table I FY 2003 Complaint and Counseling Activities**

Agency or Department	Total Work Force	Combined Total Counseled (EEO Counselor and ADR)		Individuals Percent of Work Force	Complaints Filed	Total Complainants	Complainants Percent of Work Force
		Counselings	Individuals				
National Archives & Records Administration	3,086	35	33	1.07	11	10	0.32
National Credit Union Administration	945	8	8	0.85	5	5	0.53
National Endowment for the Arts	156	74	39	25.00	0	0	0.00
National Endowment for the Humanities	169	0	0	0.00	0	0	0.00
National Gallery of Art	805	27	25	3.11	13	13	1.61
National Labor Relations Board	1,937	33	30	1.55	12	10	0.52
National Science Foundation	1,411	7	7	0.50	6	6	0.43
National Transportation Safety Board	438	6	6	1.37	6	6	1.37
Nuclear Regulatory Commission	3,047	29	26	0.85	9	8	0.26
Office of Personnel Management	3,618	56	55	1.52	28	28	0.77
Office of Special Counsel	98	6	6	6.12	3	2	2.04
Overseas Private Investment Corporation	220	0	0	0.00	0	0	0.00
Peace Corps	914	10	5	0.55	2	2	0.22
Pension Benefit Guaranty Corporation	777	21	21	2.70	8	7	0.90
Railroad Retirement Board	1,135	6	5	0.44	2	2	0.18
Securities and Exchange Commission	3,293	18	17	0.52	14	13	0.39
Selective Service System	166	1	1	0.60	1	1	0.60
Small Business Administration	3,784	44	44	1.16	39	39	1.03
Smithsonian Institution	6,290	42	41	0.65	21	20	0.32
Social Security Administration	66,607	759	648	0.97	468	437	0.66
Tennessee Valley Authority	13,353	203	179	1.34	60	54	0.40
United States Armed Forces Retirement Home	640	0	0	0.00	0	0	0.00
United States Postal Service	821,881	20,102	17,826	2.17	8,487	7,258	0.88
United States Tax Court	251	3	3	1.20	0	0	0.00
Homeland Security-Memorandum of Understanding***	132,612	3,251	3,083	2.32	1,412	1,317	0.99
<b>TOTAL</b>	<b>2,867,837</b>	<b>45,030</b>	<b>40,427</b>	<b>1.41</b>	<b>20,226</b>	<b>18,077</b>	<b>0.63</b>

\* The total work force number is classified information.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

\*\*\* The total work force number does not include classified positions.

CABINET AGENCY SUB TOTAL	2,665,962	42,351	37,988	1.42	19,030	16,964	0.64
MID-SIZE AGENCY SUB TOTAL	155,388	1,677	1,510	0.97	883	815	0.52
SMALL AGENCY SUB TOTAL	46,487	1,002	929	2.00	313	298	0.64

Table IA

FY 2003 EEO Counselor Pre-Complaint Counseling Completion Times

Agency or Department	Total Counseled By EEO Counselors		EEO Counselor Counselings Completed*							
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days		Because of Remand	
	Counselings	Individuals	#	%	#	%	#	%	#	%
Agency for International Development	33	31	17	51.52	14	42.42	2	6.06	0	0.00
Broadcasting Board of Governors	142	142	114	80.28	28	19.72	0	0.00	0	0.00
Central Intelligence Agency	28	26	13	46.43	10	35.71	5	17.86	0	0.00
Commodity Futures Trading Commission	60	60	39	65.00	21	35.00	0	0.00	0	0.00
Consumer Product Safety Commission	8	8	0	0.00	6	75.00	2	25.00	0	0.00
Corporation for National Service	11	9	2	18.18	7	63.64	2	18.18	0	0.00
Court Services and Offender Supervision Agency	25	23	22	88.00	3	12.00	0	0.00	0	0.00
Department of Agriculture	1,313	1,302	504	38.39	569	43.34	163	12.41	0	0.00
Department of Commerce	189	179	55	29.10	100	52.91	34	17.99	0	0.00
Defense Summary **	6,489	5,482	3,337	51.43	2,546	39.24	590	9.09	13	0.20
Army & Air Force Exchange Service	397	381	304	76.57	93	23.43	0	0.00	0	0.00
Defense Commissary Agency	218	207	97	44.50	102	46.79	16	7.34	3	1.38
Defense Contract Audit Agency	37	34	10	27.03	27	72.97	0	0.00	0	0.00
Defense Contract Management Agency	76	74	42	55.26	30	39.47	4	5.26	0	0.00
Defense Education Activity	67	67	43	64.18	18	26.87	6	8.96	0	0.00
Defense Finance and Accounting Service	215	196	119	55.35	91	42.33	5	2.33	0	0.00
Defense Human Resources Activity	2	2	1	50.00	1	50.00	0	0.00	0	0.00
Defense Information Systems Agency	26	26	12	46.15	11	42.31	3	11.54	0	0.00
Defense Inspector General	4	4	2	50.00	1	25.00	1	25.00	0	0.00
Defense Intelligence Agency	9	9	0	0.00	7	77.78	2	22.22	0	0.00
Defense Logistics Agency	506	450	368	72.73	128	25.30	10	1.98	0	0.00
Defense National Guard Bureau	275	155	155	56.36	83	30.18	35	12.73	1	0.36
Defense National Imagery and Mapping Agency	34	34	32	94.12	2	5.88	0	0.00	0	0.00
Defense National Security Agency	60	56	12	20.00	47	78.33	2	3.33	0	0.00
Defense Nuclear Facilities Safety Board	1	1	1	100.00	0	0.00	0	0.00	0	0.00
Defense Office of the Secretary	26	26	3	11.54	23	88.46	0	0.00	0	0.00
Defense Security Service	20	19	10	50.00	8	40.00	2	10.00	0	0.00
Defense Threat Reduction Agency	4	4	3	75.00	1	25.00	0	0.00	0	0.00
Defense Tricare Management Activity	3	2	3	100.00	0	0.00	0	0.00	0	0.00
Department of the Air Force	1,587	1,351	688	43.35	723	45.56	170	10.71	4	0.25
Department of the Army	1,790	1,559	871	48.66	692	38.66	222	12.40	4	0.22
Department of the Navy	1,132	825	561	49.56	458	40.46	112	9.89	1	0.09
Department of Education	45	38	25	55.56	18	40.00	2	4.44	0	0.00
Department of Energy	165	155	70	42.42	59	35.76	35	21.21	1	0.61
Department of Health and Human Services	374	351	171	45.72	176	47.06	27	7.22	0	0.00

Table IA

FY 2003 EEO Counselor Pre-Complaint Counseling Completion Times

Agency or Department	Total Counseled By EEO Counselors		EEO Counselor Counselings Completed*							
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days		Because of Remand	
	Counselings	Individuals	#	%	#	%	#	%	#	%
Department of Housing & Urban Development	188	165	101	53.72	87	46.28	0	0.00	0	0.00
Department of the Interior	616	590	354	57.47	231	37.50	18	2.92	1	0.16
Department of Justice	1,703	1,538	1,255	73.69	418	24.54	21	1.23	9	0.53
Department of Labor	229	174	189	82.53	40	17.47	0	0.00	0	0.00
Department of State	138	133	70	50.72	40	28.99	28	20.29	0	0.00
Department of Transportation	590	557	317	53.73	246	41.69	27	4.58	0	0.00
Department of the Treasury	1,728	1,716	787	45.54	895	51.79	46	2.66	0	0.00
Department of Veterans Affairs	4,057	3,579	3,224	79.47	771	19.00	59	1.45	3	0.07
Environmental Protection Agency	125	114	66	52.80	39	31.20	19	15.20	1	0.80
Equal Employment Opportunity Commission	72	69	10	13.89	41	56.94	21	29.17	0	0.00
Executive Office of the President Summary**	6	6	3	50.00	1	16.67	2	33.33	0	0.00
Office of Administration	3	3	2	66.67	1	33.33	0	0.00	0	0.00
Office of Management and Budget	0	0	0	0.00	0	0.00	0	0.00	0	0.00
Office of National Drug Control Policy	1	1	0	0.00	0	0.00	1	100.00	0	0.00
Office of U.S. Trade Representative	2	2	1	50.00	0	0.00	1	50.00	0	0.00
Export-Import Bank of the United States	16	15	14	87.50	2	12.50	0	0.00	0	0.00
Farm Credit Administration	5	5	0	0.00	2	40.00	3	60.00	0	0.00
Federal Communications Commission	89	89	52	58.43	37	41.57	0	0.00	0	0.00
Federal Deposit Insurance Corporation	52	51	26	50.00	23	44.23	3	5.77	0	0.00
Federal Election Commission	0	0	0	0.00	0	0.00	0	0.00	0	0.00
Federal Emergency Management Agency	104	104	56	53.85	38	36.54	10	9.62	0	0.00
Federal Energy Regulatory Commission	11	11	8	72.73	3	27.27	0	0.00	0	0.00
Federal Housing Finance Board	2	2	1	50.00	1	50.00	0	0.00	0	0.00
Federal Labor Relations Authority	2	2	0	0.00	2	100.00	0	0.00	0	0.00
Federal Maritime Commission	6	6	6	100.00	0	0.00	0	0.00	0	0.00
Federal Mediation and Conciliation Service	3	3	1	33.33	1	33.33	1	33.33	0	0.00
Federal Reserve Board	17	17	17	100.00	0	0.00	0	0.00	0	0.00
Federal Retirement Thrift Investment Board	2	2	1	50.00	1	50.00	0	0.00	0	0.00
Federal Trade Commission	33	30	31	93.94	0	0.00	2	6.06	0	0.00
General Services Administration	148	131	91	61.49	54	36.49	3	2.03	0	0.00
Government Printing Office	59	57	19	32.20	36	61.02	4	6.78	0	0.00
Holocaust Memorial Museum	2	2	2	100.00	0	0.00	0	0.00	0	0.00
International Boundary & Water Commission	8	5	5	62.50	3	37.50	0	0.00	0	0.00
International Trade Commission	2	2	1	50.00	1	50.00	0	0.00	0	0.00
John F Kennedy Center for the Arts	2	2	1	50.00	1	50.00	0	0.00	0	0.00

Table IA

FY 2003 EEO Counselor Pre-Complaint Counseling Completion Times

Agency or Department	Total Counseled By EEO Counselors		EEO Counselor Counselings Completed*							
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days		Because of Remand	
	Counselings	Individuals	#	%	#	%	#	%	#	%
Merit Systems Protection Board	2	2	2	100.00	0	0.00	0	0.00	0	0.00
National Aeronautics & Space Administration	96	94	70	72.92	21	21.88	5	5.21	0	0.00
National Archives & Records Administration	35	33	31	88.57	4	11.43	0	0.00	0	0.00
National Credit Union Administration	8	8	4	50.00	4	50.00	0	0.00	0	0.00
National Endowment for the Arts	71	36	49	69.01	0	0.00	22	30.99	0	0.00
National Endowment for the Humanities	0	0	0	0.00	0	0.00	0	0.00	0	0.00
National Gallery of Art	23	21	21	91.30	2	8.70	0	0.00	0	0.00
National Labor Relations Board	33	30	16	48.48	16	48.48	1	3.03	0	0.00
National Science Foundation	6	6	4	66.67	2	33.33	0	0.00	0	0.00
National Transportation Safety Board	6	6	6	100.00	0	0.00	0	0.00	0	0.00
Nuclear Regulatory Commission	24	21	10	41.67	13	54.17	1	4.17	0	0.00
Office of Personnel Management	43	42	19	44.19	24	55.81	0	0.00	0	0.00
Office of Special Counsel	6	6	5	83.33	1	16.67	0	0.00	0	0.00
Overseas Private Investment Corporation	0	0	0	0.00	0	0.00	0	0.00	0	0.00
Peace Corps	10	5	10	100.00	0	0.00	0	0.00	0	0.00
Pension Benefit Guaranty Corporation	21	21	7	33.33	10	47.62	3	14.29	1	4.76
Railroad Retirement Board	6	5	2	33.33	4	66.67	0	0.00	0	0.00
Securities and Exchange Commission	18	17	4	22.22	13	72.22	1	5.56	0	0.00
Selective Service System	1	1	1	100.00	0	0.00	0	0.00	0	0.00
Small Business Administration	44	44	23	52.27	21	47.73	0	0.00	0	0.00
Smithsonian Institution	32	31	23	71.88	8	25.00	1	3.13	0	0.00
Social Security Administration	759	648	193	25.43	475	62.58	90	11.86	1	0.13
Tennessee Valley Authority	162	138	108	66.67	46	28.40	8	4.94	0	0.00
United States Armed Forces Retirement Home	0	0	0	0.00	0	0.00	0	0.00	0	0.00
United States Postal Service	7,668	6,390	1,321	17.23	3,673	47.90	1,629	21.24	0	0.00
United States Tax Court	3	3	3	100.00	0	0.00	0	0.00	0	0.00
Homeland Security-Memorandum of Understanding	3,045	2,884	1,229	40.36	1,012	33.23	802	26.34	2	0.07
<b>TOTAL</b>	<b>31,019</b>	<b>27,475</b>	<b>14,238</b>	<b>45.90</b>	<b>11,920</b>	<b>38.43</b>	<b>3,692</b>	<b>11.90</b>	<b>32</b>	<b>0.10</b>

\* A few agencies did not report counseling completion times for all counselings.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	28,537	25,233	13,009	45.59	10,881	38.13	3,481	12.20	29	0.10
MID-SIZE AGENCY SUB TOTAL	1,522	1,355	656	43.10	725	47.63	139	9.13	2	0.13
SMALL AGENCY SUB TOTAL	960	887	573	59.69	314	32.71	72	7.50	1	0.10

**Table IB FY 2003 EEO Counselor Pre-Complaint Settlements with Monetary Benefits (continued in Table 1C)**

<b>Agency or Department</b>	<b>Compensatory Damages</b>			<b>Backpay/Frontpay</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
	Agency for International Development	0	0	\$0	0	0
Broadcasting Board of Governors	0	0	\$0	0	0	\$0
Central Intelligence Agency	0	0	\$0	0	0	\$0
Commodity Futures Trading Commission	0	0	\$0	0	0	\$0
Consumer Product Safety Commission	0	0	\$0	0	0	\$0
Corporation for National Service	0	0	\$0	0	0	\$0
Court Services and Offender Supervision Agency	0	0	\$0	0	0	\$0
Department of Agriculture	2	2	\$524	2	2	\$76,885
Department of Commerce	0	0	\$0	0	0	\$0
Defense Summary **	1	1	\$0	12	12	\$113,035
Army & Air Force Exchange Service	0	0	\$0	0	0	\$0
Defense Commissary Agency	0	0	\$0	2	2	\$18,885
Defense Contract Audit Agency	0	0	\$0	0	0	\$0
Defense Contract Management Agency	0	0	\$0	0	0	\$0
Defense Education Activity	0	0	\$0	0	0	\$0
Defense Finance and Accounting Service	0	0	\$0	0	0	\$0
Defense Human Resources Activity	0	0	\$0	0	0	\$0
Defense Information Systems Agency	0	0	\$0	0	0	\$0
Defense Inspector General	0	0	\$0	0	0	\$0
Defense Intelligence Agency	0	0	\$0	0	0	\$0
Defense Logistics Agency	0	0	\$0	4	4	\$80,415
Defense National Guard Bureau	0	0	\$0	0	0	\$0
Defense National Imagery and Mapping Agency	0	0	\$0	0	0	\$0
Defense National Security Agency	0	0	\$0	0	0	\$0
Defense Nuclear Facilities Safety Board	0	0	\$0	0	0	\$0
Defense Office of the Secretary	0	0	\$0	1	1	\$495
Defense Security Service	0	0	\$0	0	0	\$0
Defense Threat Reduction Agency	0	0	\$0	0	0	\$0
Defense Tricare Management Activity	0	0	\$0	0	0	\$0
Department of the Air Force	0	0	\$0	1	1	\$1,162
Department of the Army	1	1	\$0	3	3	\$3,077
Department of the Navy	0	0	\$0	1	1	\$9,000
Department of Education	0	0	\$0	0	0	\$0
Department of Energy	0	0	\$0	0	0	\$0
Department of Health and Human Services	4	4	\$24,350	2	2	\$16,861
Department of Housing & Urban Development	0	0	\$0	0	0	\$0
Department of the Interior	0	0	\$0	2	2	\$7,407
Department of Justice	0	0	\$0	0	0	\$0
Department of Labor	0	0	\$0	0	0	\$0
Department of State	0	0	\$0	0	0	\$0
Department of Transportation	0	0	\$0	0	0	\$0
Department of the Treasury	0	0	\$0	2	2	\$3,354
Department of Veterans Affairs	0	0	\$0	0	0	\$0

**Table IB FY 2003 EEO Counselor Pre-Complaint Settlements with Monetary Benefits (continued in Table 1C)**

<b>Agency or Department</b>	<b>Compensatory Damages</b>			<b>Backpay/Frontpay</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
	Environmental Protection Agency	0	0	\$0	1	1
Equal Employment Opportunity Commission	0	0	\$0	0	0	\$0
Executive Office of the President Summary**	0	0	\$500	0	0	\$0
Office of Administration	0	0	\$500	0	0	\$0
Office of Management and Budget	0	0	\$0	0	0	\$0
Office of National Drug Control Policy	0	0	\$0	0	0	\$0
Office of U.S. Trade Representative	0	0	\$0	0	0	\$0
Export-Import Bank of the United States	0	0	\$0	0	0	\$0
Farm Credit Administration	0	0	\$0	0	0	\$0
Federal Communications Commission	0	0	\$0	0	0	\$0
Federal Deposit Insurance Corporation	0	0	\$0	0	0	\$0
Federal Election Commission	0	0	\$0	0	0	\$0
Federal Emergency Management Agency	0	0	\$0	0	0	\$0
Federal Energy Regulatory Commission	0	0	\$0	0	0	\$0
Federal Housing Finance Board	0	0	\$0	0	0	\$0
Federal Labor Relations Authority	0	0	\$0	0	0	\$0
Federal Maritime Commission	0	0	\$0	0	0	\$0
Federal Mediation & Conciliation Service	0	0	\$0	0	0	\$0
Federal Reserve Board	0	0	\$0	0	0	\$0
Federal Retirement Thrift Investment Board	0	0	\$0	0	0	\$0
Federal Trade Commission	0	0	\$0	0	0	\$0
General Services Administration	0	0	\$0	0	0	\$0
Government Printing Office	0	0	\$0	0	0	\$0
Holocaust Memorial Museum	0	0	\$0	0	0	\$0
International Boundary & Water Commission	0	0	\$0	0	0	\$0
International Trade Commission	0	0	\$0	0	0	\$0
John F Kennedy Center for the Arts	0	0	\$0	0	0	\$0
Merit Systems Protection Board	0	0	\$0	0	0	\$0
National Aeronautics & Space Administration	0	0	\$0	0	0	\$0
National Archives & Records Administration	0	0	\$0	0	0	\$0
National Credit Union Administration	0	0	\$0	0	0	\$0
National Endowment for the Arts	0	0	\$0	0	0	\$0
National Endowment for the Humanities	0	0	\$0	0	0	\$0
National Gallery of Art	0	0	\$0	0	0	\$0
National Labor Relations Board	0	0	\$0	0	0	\$0
National Science Foundation	0	0	\$0	0	0	\$0
National Transportation Safety Board	0	0	\$0	0	0	\$0
Nuclear Regulatory Commission	0	0	\$0	1	1	\$9,890
Office of Personnel Management	0	0	\$0	0	0	\$0
Office of Special Counsel	0	0	\$0	0	0	\$0
Overseas Private Investment Corporation	0	0	\$0	0	0	\$0
Peace Corps	0	0	\$0	0	0	\$0

**Table IB FY 2003 EEO Counselor Pre-Complaint Settlements with Monetary Benefits (continued in Table 1C)**

<b>Agency or Department</b>	<b>Compensatory Damages</b>			<b>Backpay/Frontpay</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
	Pension Benefit Guaranty Corporation	0	0	\$0	0	0
Railroad Retirement Board	0	0	\$0	0	0	\$0
Securities and Exchange Commission	0	0	\$0	0	0	\$0
Selective Service System	0	0	\$0	0	0	\$0
Small Business Administration	0	0	\$0	0	0	\$0
Smithsonian Institution	0	0	\$0	0	0	\$0
Social Security Administration	0	0	\$0	0	0	\$0
Tennessee Valley Authority	0	0	\$0	0	0	\$0
United States Armed Forces Retirement Home	0	0	\$0	0	0	\$0
United States Postal Service	6	6	\$314,000	3	3	\$850
United States Tax Court	0	0	\$0	0	0	\$0
Homeland Security-Memorandum of Understanding	0	0	\$0	0	0	\$0
<b>TOTAL</b>	<b>13</b>	<b>13</b>	<b>\$339,374</b>	<b>25</b>	<b>25</b>	<b>\$228,532</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	13	13	\$338,874	23	23	\$218,392
MID-SIZE AGENCY SUB TOTAL	0	0	\$0.00	1	1	\$250.00
SMALL AGENCY SUB TOTAL	0	0	\$500.00	1	1	\$9,890.00

**Table IC FY 2003 EEO Counselor Pre-Complaint Settlements with Monetary Benefits (continued from Table 1B)**

<b>Agency or Department</b>	<b>EEO Counselor Settlements with Monetary Benefits - By Type</b>								
	<b>Lump Sum Payment</b>			<b>Attorneys Fees and Costs</b>			<b>Other Monetary Benefits</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
Agency for International Development	0	0	\$0	0	0	\$0	0	0	\$0
Broadcasting Board of Governors	0	0	\$0	0	0	\$0	0	0	\$0
Central Intelligence Agency	0	0	\$0	0	0	\$0	0	0	\$0
Commodity Futures Trading Commission	0	0	\$0	0	0	\$0	0	0	\$0
Consumer Product Safety Commission	0	0	\$0	0	0	\$0	0	0	\$0
Corporation for National Service	0	0	\$0	0	0	\$0	0	0	\$0
Court Services and Offender Supervision Agency	0	0	\$0	0	0	\$0	0	0	\$0
Department of Agriculture	11	11	\$61,980	2	2	\$4,000	0	0	\$0
Department of Commerce	1	1	\$1,000	0	0	\$0	0	0	\$0
Defense Summary **	26	24	\$797,636	8	7	\$32,287	6	6	\$27,131
Army & Air Force Exchange Service	0	0	\$0	0	0	\$0	0	0	\$0
Defense Commissary Agency	9	9	\$464,500	1	1	\$800	0	0	\$0
Defense Contract Audit Agency	1	1	\$2,000	0	0	\$0	0	0	\$0
Defense Contract Management Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Education Activity	0	0	\$0	0	0	\$0	0	0	\$0
Defense Finance and Accounting Service	0	0	\$0	0	0	\$0	0	0	\$0
Defense Human Resources Activity	0	0	\$0	0	0	\$0	0	0	\$0
Defense Information Systems Agency	0	0	\$0	0	0	\$0	1	1	\$25,000
Defense Inspector General	0	0	\$0	0	0	\$0	0	0	\$0
Defense Intelligence Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Logistics Agency	8	8	\$219,836	1	1	\$2,000	0	0	\$0
Defense National Guard Bureau	0	0	\$0	0	0	\$0	0	0	\$0
Defense National Imagery and Mapping Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense National Security Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Nuclear Facilities Safety Board	0	0	\$0	0	0	\$0	0	0	\$0
Defense Office of the Secretary	0	0	\$0	0	0	\$0	0	0	\$0
Defense Security Service	0	0	\$0	0	0	\$0	0	0	\$0
Defense Threat Reduction Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Tricare Management Activity	0	0	\$0	0	0	\$0	0	0	\$0
Department of the Air Force	2	2	\$48,800	1	1	\$1,000	0	0	\$0
Department of the Army	3	3	\$8,500	2	2	\$13,412	5	5	\$2,131
Department of the Navy	3	1	\$54,000	3	2	\$15,075	0	0	\$0
Department of Education	0	0	\$0	0	0	\$0	0	0	\$0
Department of Energy	2	2	\$2,800	0	0	\$0	0	0	\$0
Department of Health and Human Services	2	2	\$11,000	3	3	\$24,150	0	0	\$0
Department of Housing & Urban Development	0	0	\$0	0	0	\$0	0	0	\$0
Department of the Interior	3	3	\$52,525	0	0	\$0	4	4	\$5,598
Department of Justice	1	1	\$18,000	0	0	\$0	0	0	\$0
Department of Labor	0	0	\$0	0	0	\$0	0	0	\$0
Department of State	0	0	\$0	0	0	\$0	0	0	\$0
Department of Transportation	2	2	\$0	1	1	\$0	2	2	\$0
Department of the Treasury	9	9	\$41,734	0	0	\$0	0	0	\$0
Department of Veterans Affairs	2	2	\$10,200	1	1	\$5,000	0	0	\$0

**Table IC FY 2003 EEO Counselor Pre-Complaint Settlements with Monetary Benefits (continued from Table 1B)**

<b>Agency or Department</b>	<b>EEO Counselor Settlements with Monetary Benefits - By Type</b>								
	<b>Lump Sum Payment</b>			<b>Attorneys Fees and Costs</b>			<b>Other Monetary Benefits</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
Environmental Protection Agency	0	0	\$0	0	0	\$0	0	0	\$0
Equal Employment Opportunity Commission	0	0	\$0	0	0	\$0	0	0	\$0
Executive Office of the President Summary**	0	0	\$0	0	0	\$0	1	1	\$500
Office of Administration	0	0	\$0	0	0	\$0	1	1	\$500
Office of Management and Budget	0	0	\$0	0	0	\$0	0	0	\$0
Office of National Drug Control Policy	0	0	\$0	0	0	\$0	0	0	\$0
Office of U.S. Trade Representative	0	0	\$0	0	0	\$0	0	0	\$0
Export-Import Bank of the United States	0	0	\$0	0	0	\$0	0	0	\$0
Farm Credit Administration	0	0	\$0	0	0	\$0	0	0	\$0
Federal Communications Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Deposit Insurance Corporation	0	0	\$0	0	0	\$0	0	0	\$0
Federal Election Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Emergency Management Agency	0	0	\$0	0	0	\$0	0	0	\$0
Federal Energy Regulatory Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Housing Finance Board	0	0	\$0	0	0	\$0	0	0	\$0
Federal Labor Relations Authority	0	0	\$0	0	0	\$0	0	0	\$0
Federal Maritime Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Mediation & Conciliation Service	0	0	\$0	0	0	\$0	0	0	\$0
Federal Reserve Board	0	0	\$0	0	0	\$0	0	0	\$0
Federal Retirement Thrift Investment Board	0	0	\$0	0	0	\$0	0	0	\$0
Federal Trade Commission	0	0	\$0	0	0	\$0	0	0	\$0
General Services Administration	0	0	\$0	0	0	\$0	0	0	\$0
Government Printing Office	0	0	\$0	0	0	\$0	0	0	\$0
Holocaust Memorial Museum	0	0	\$0	0	0	\$0	0	0	\$0
International Boundary & Water Commission	0	0	\$0	0	0	\$0	0	0	\$0
International Trade Commission	0	0	\$0	0	0	\$0	0	0	\$0
John F Kennedy Center for the Arts	0	0	\$0	0	0	\$0	0	0	\$0
Merit Systems Protection Board	0	0	\$0	0	0	\$0	0	0	\$0
National Aeronautics & Space Administration	1	1	\$10,000	0	0	\$0	0	0	\$0
National Archives & Records Administration	0	0	\$0	0	0	\$0	0	0	\$0
National Credit Union Administration	0	0	\$0	0	0	\$0	0	0	\$0
National Endowment for the Arts	0	0	\$0	0	0	\$0	0	0	\$0
National Endowment for the Humanities	0	0	\$0	0	0	\$0	0	0	\$0
National Gallery of Art	0	0	\$0	0	0	\$0	0	0	\$0
National Labor Relations Board	0	0	\$0	0	0	\$0	1	1	\$1,500
National Science Foundation	0	0	\$0	0	0	\$0	0	0	\$0
National Transportation Safety Board	1	1	\$0	1	1	\$7,500	0	0	\$0
Nuclear Regulatory Commission	0	0	\$0	0	0	\$0	0	0	\$0
Office of Personnel Management	0	0	\$0	0	0	\$0	0	0	\$0
Office of Special Counsel	0	0	\$0	0	0	\$0	0	0	\$0
Overseas Private Investment Corporation	0	0	\$0	0	0	\$0	0	0	\$0
Peace Corps	0	0	\$0	0	0	\$0	0	0	\$0

**Table IC FY 2003 EEO Counselor Pre-Complaint Settlements with Monetary Benefits (continued from Table 1B)**

<b>Agency or Department</b>	<b>EEO Counselor Settlements with Monetary Benefits - By Type</b>								
	<b>Lump Sum Payment</b>			<b>Attorneys Fees and Costs</b>			<b>Other Monetary Benefits</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
Pension Benefit Guaranty Corporation	0	0	\$0	0	0	\$0	0	0	\$0
Railroad Retirement Board	0	0	\$0	0	0	\$0	0	0	\$0
Securities and Exchange Commission	0	0	\$0	0	0	\$0	0	0	\$0
Selective Service System	0	0	\$0	0	0	\$0	0	0	\$0
Small Business Administration	0	0	\$0	0	0	\$0	0	0	\$0
Smithsonian Institution	0	0	\$0	0	0	\$0	0	0	\$0
Social Security Administration	7	7	\$47,000	0	0	\$0	6	6	\$0
Tennessee Valley Authority	2	2	\$17,612	0	0	\$0	0	0	\$0
United States Armed Forces Retirement Home	0	0	\$0	0	0	\$0	0	0	\$0
United States Postal Service	5	5	\$9,822	0	0	\$0	6	6	\$474
United States Tax Court	0	0	\$0	0	0	\$0	0	0	\$0
Homeland Security-Memorandum of Understanding	1	1	\$3,500	1	1	\$15,236	0	0	\$0
<b>TOTAL</b>	<b>76</b>	<b>74</b>	<b>\$1,084,809</b>	<b>17</b>	<b>16</b>	<b>\$88,173</b>	<b>26</b>	<b>26</b>	<b>\$35,203</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	65	63	\$1,010,197	16	15	\$80,673	18	18	\$33,203
MID-SIZE AGENCY SUB TOTAL	10	10	\$74,612	0	0	\$0	6	6	\$0
SMALL AGENCY SUB TOTAL	1	1	\$0	1	1	\$7,500	2	2	\$2,000

**Table ID    FY 2003 EEO Counselor Pre-Complaint Settlements with Non-Monetary Benefits (continued in Table 1E)**

<b>Agency or Department</b>	<b>EEO Counselor Settlements with Non-Monetary Benefits - By Issue</b>									
	<b>Total Number*</b>		<b>New Hires</b>		<b>Promotions</b>		<b>Reinstatements</b>		<b>Expungements</b>	
	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>
Agency for International Development	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	1	1	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	49	49	0	0	5	5	2	2	17	17
Department of Commerce	5	5	0	0	0	0	0	0	1	1
Defense Summary **	348	313	11	11	15	15	8	5	21	21
Army & Air Force Exchange Service	50	50	0	0	4	4	0	0	5	5
Defense Commissary Agency	8	7	1	1	1	1	2	1	1	1
Defense Contract Audit Agency	3	3	0	0	0	0	0	0	2	2
Defense Contract Management Agency	5	5	0	0	0	0	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	4	4	0	0	1	1	0	0	1	1
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	1	1	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	149	128	0	0	2	2	0	0	0	0
Defense National Guard Bureau	19	19	2	2	0	0	0	0	0	0
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	1	1	0	0	0	0	0	0	1	1
Defense Security Service	1	1	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1	1	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	28	27	2	2	1	1	2	2	3	3
Department of the Army	57	52	6	6	5	5	0	0	6	6
Department of the Navy	21	14	0	0	1	1	4	2	2	2
Department of Education	24	22	0	0	4	4	0	0	0	0
Department of Energy	5	5	0	0	1	1	0	0	0	0
Department of Health and Human Services	25	25	2	0	2	2	1	1	4	3
Department of Housing & Urban Development	0	0	0	0	0	0	0	0	0	0
Department of the Interior	11	11	2	2	0	0	0	0	3	3
Department of Justice	33	33	0	0	5	5	0	0	3	3
Department of Labor	0	0	0	0	0	0	0	0	0	0
Department of State	0	0	0	0	0	0	0	0	0	0
Department of Transportation	21	21	0	0	2	2	0	0	5	5
Department of the Treasury	143	143	0	0	0	0	1	1	12	12
Department of Veterans Affairs	34	34	1	1	2	2	1	1	6	6

**Table ID FY 2003 EEO Counselor Pre-Complaint Settlements with Non-Monetary Benefits (continued in Table 1E)**

<b>Agency or Department</b>	<b>EEO Counselor Settlements with Non-Monetary Benefits - By Issue</b>									
	<b>Total Number*</b>		<b>New Hires</b>		<b>Promotions</b>		<b>Reinstatements</b>		<b>Expungements</b>	
	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>
Environmental Protection Agency	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	3	3	0	0	2	2	0	0	0	0
Executive Office of the President Summary**	2	2	0	0	0	0	0	0	2	2
Office of Administration	1	1	0	0	0	0	0	0	1	1
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	1	1	0	0	0	0	0	0	1	1
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	4	4	0	0	1	1	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	2	2	0	0	0	0	0	0	0	0
General Services Administration	4	4	1	1	0	0	0	0	0	0
Government Printing Office	2	2	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	1	1	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	4	4	0	0	0	0	0	0	0	0
National Archives & Records Administration	2	2	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	3	1	0	0	0	0	0	0	3	1
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	2	2	0	0	0	0	0	0	0	0
National Labor Relations Board	6	6	0	0	0	0	0	0	0	0
National Science Foundation	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	5	5	0	0	0	0	0	0	1	1
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0

**Table ID      FY 2003 EEO Counselor Pre-Complaint Settlements with Non-Monetary Benefits (continued in Table 1E)**

<b>Agency or Department</b>	<b>EEO Counselor Settlements with Non-Monetary Benefits - By Issue</b>									
	<b>Total Number*</b>		<b>New Hires</b>		<b>Promotions</b>		<b>Reinstatements</b>		<b>Expungements</b>	
	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>
Pension Benefit Guaranty Corporation	5	5	0	0	0	0	0	0	0	0
Railroad Retirement Board	2	2	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0
Small Business Administration	2	2	0	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0	0	0
Social Security Administration	16	16	0	0	1	1	0	0	1	1
Tennessee Valley Authority	1	1	0	0	0	0	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0
United States Postal Service	86	83	2	2	1	1	3	3	2	2
United States Tax Court	0	0	0	0	0	0	0	0	0	0
Homeland Security-Memorandum of Understanding	41	63	1	1	4	4	0	0	12	12
<b>TOTAL</b>	<b>892</b>	<b>872</b>	<b>20</b>	<b>18</b>	<b>45</b>	<b>45</b>	<b>16</b>	<b>13</b>	<b>93</b>	<b>90</b>

\* A settlement may include more than one non-monetary benefit.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	825	807	19	17	41	41	16	13	86	85
MID-SIZE AGENCY SUB TOTAL	27	27	1	1	1	1	0	0	1	1
SMALL AGENCY SUB TOTAL	40	38	0	0	3	3	0	0	6	4

**Table IE FY 2003 EEO Counselor Pre-Complaint Settlements with Non-Monetary Benefits (continued from Table 1D)**

Agency or Department	EEO Counselor Settlements with Non-Monetary Benefits - By Issue											
	Transfer		Removals Rescinded		Reasonable Accommodation		Training		Apology		Other	
	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	1	1	0	0	0	0	1	1	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	12	12	7	7	5	5	13	13	2	2	21	21
Department of Commerce	1	1	0	0	0	0	0	0	0	0	3	3
Defense Summary **	27	24	10	9	19	16	68	64	112	93	90	88
Army & Air Force Exchange Service	2	2	0	0	1	1	9	9	0	0	39	39
Defense Commissary Agency	1	1	1	1	1	1	0	0	0	0	0	0
Defense Contract Audit Agency	2	2	0	0	0	0	0	0	0	0	2	2
Defense Contract Management Agency	0	0	1	1	3	3	1	1	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	1	1	0	0	2	2	0	0	0	0	2	2
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	1	1
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	2	2	0	0	0	0	40	37	102	84	3	3
Defense National Guard Bureau	2	2	1	1	1	1	5	5	6	6	2	2
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	1	1
Defense Security Service	0	0	1	1	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	1	1
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	3	3	1	1	2	2	2	2	0	0	17	16
Department of the Army	11	9	3	3	4	2	9	9	2	2	22	21
Department of the Navy	3	2	2	1	5	4	2	1	2	1	0	0
Department of Education	2	2	3	3	5	5	1	1	0	0	9	7
Department of Energy	2	2	1	1	0	0	1	1	1	1	0	0
Department of Health and Human Services	5	5	2	1	2	2	4	3	3	3	0	0
Department of Housing & Urban Development	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	0	0	0	0	0	0	3	3	1	1	2	2
Department of Justice	0	0	1	1	2	2	6	6	0	0	16	16
Department of Labor	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	1	1	3	3	0	0	1	1	4	4	5	5
Department of the Treasury	34	34	29	29	3	3	8	8	4	4	52	52
Department of Veterans Affairs	1	1	6	6	1	1	3	3	1	1	12	12
Environmental Protection Agency	0	0	0	0	0	0	0	0	0	0	0	0

**Table IE FY 2003 EEO Counselor Pre-Complaint Settlements with Non-Monetary Benefits (continued from Table 1D)**

Agency or Department	EEO Counselor Settlements with Non-Monetary Benefits - By Issue											
	Transfer		Removals Rescinded		Reasonable Accommodation		Training		Apology		Other	
	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual
Equal Employment Opportunity Commission	0	0	0	0	1	1	0	0	0	0	0	0
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	2
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	1
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	1
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	2	2	0	0	0	0	1	1	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	1	1	1	1
General Services Administration	0	0	1	1	2	2	1	1	0	0	0	0
Government Printing Office	0	0	0	0	0	0	0	0	0	0	2	2
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	1	1	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	1	1	0	0	1	1	1	1	1	1	0	0
National Archives & Records Administration	2	2	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	2	2	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	6	6
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	2	2	1	1	0	0	1	1	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	5	5	0	0	0	0	0	0
Railroad Retirement Board	0	0	1	1	0	0	0	0	0	0	1	1
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0	0	0

**Table IE FY 2003 EEO Counselor Pre-Complaint Settlements with Non-Monetary Benefits (continued from Table 1D)**

Agency or Department	EEO Counselor Settlements with Non-Monetary Benefits - By Issue											
	Transfer		Removals Rescinded		Reasonable Accommodation		Training		Apology		Other	
	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	1	1	0	0	1	1
Smithsonian Institution	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	1	1	0	0	0	0	3	3	1	1	10	10
Tennessee Valley Authority	1	1	0	0	0	0	0	0	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	0	0	3	2	3	3	0	0	2	2	70	68
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Memorandum of Understanding	5	5	1	1	2	2	5	5	1	1	17	39
<b>TOTAL</b>	<b>101</b>	<b>98</b>	<b>69</b>	<b>66</b>	<b>53</b>	<b>50</b>	<b>122</b>	<b>117</b>	<b>134</b>	<b>115</b>	<b>320</b>	<b>336</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	90	87	66	63	42	39	113	108	131	112	297	313
MID-SIZE AGENCY SUB TOTAL	3	3	1	1	3	3	6	6	2	2	11	11
SMALL AGENCY SUB TOTAL	8	8	2	2	8	8	3	3	1	1	12	12

Table IF

## FY 2003 ADR Pre-Complaint Counseling Completion 7

Agency or Department	Total Counseled - ADR		ADR Counselings Completed					
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days	
	Counselings	Individuals	#	%	#	%	#	%
Agency for International Development	0	0	0	0.00	0	0.00	0	0.00
Broadcasting Board of Governors	3	3	3	100.00	0	0.00	0	0.00
Central Intelligence Agency	1	1	0	0.00	0	0.00	1	100.00
Commodity Futures Trading Commission	5	5	0	0.00	1	20.00	4	80.00
Consumer Product Safety Commission	0	0	0	0.00	0	0.00	0	0.00
Corporation for National Service	1	1	0	0.00	1	100.00	0	0.00
Court Services and Offender Supervision Agency	0	0	0	0.00	0	0.00	0	0.00
Department of Agriculture	43	39	1	2.33	27	62.79	15	34.88
Department of Commerce	20	20	9	45.00	6	30.00	7	35.00
Defense Summary **	738	705	288	39.02	378	51.22	71	9.62
Army & Air Force Exchange Service	0	0	0	0.00	0	0.00	0	0.00
Defense Commissary Agency	74	64	49	66.22	25	33.78	0	0.00
Defense Contract Audit Agency	0	0	0	0.00	0	0.00	0	0.00
Defense Contract Management Agency	9	9	0	0.00	6	66.67	3	33.33
Defense Education Activity	6	6	2	33.33	4	66.67	0	0.00
Defense Finance and Accounting Service	0	0	0	0.00	0	0.00	0	0.00
Defense Human Resources Activity	0	0	0	0.00	0	0.00	0	0.00
Defense Information Systems Agency	0	0	0	0.00	0	0.00	0	0.00
Defense Inspector General	0	0	0	0.00	0	0.00	0	0.00
Defense Intelligence Agency	2	2	0	0.00	0	0.00	2	100.00
Defense Logistics Agency	12	12	4	33.33	7	58.33	1	8.33
Defense National Guard Bureau	25	30	23	92.00	2	8.00	0	0.00
Defense National Imagery and Mapping Agency	22	22	17	77.27	5	22.73	0	0.00
Defense National Security Agency	5	5	2	40.00	3	60.00	0	0.00
Defense Nuclear Facilities Safety Board	0	0	0	0.00	0	0.00	0	0.00
Defense Office of the Secretary	8	8	7	87.50	0	0.00	1	12.50
Defense Security Service	0	0	0	0.00	0	0.00	0	0.00
Defense Threat Reduction Agency	3	3	0	0.00	3	100.00	0	0.00
Defense Tricare Management Activity	0	0	0	0.00	0	0.00	0	0.00
Department of the Air Force	161	155	38	23.60	112	69.57	11	6.83
Department of the Army	268	265	109	40.67	124	46.27	34	12.69
Department of the Navy	143	124	37	25.87	87	60.84	19	13.29
Department of Education	0	0	0	ERR	0	0.00	0	0.00
Department of Energy	42	40	18	42.86	9	21.43	15	35.71
Department of Health and Human Services	167	159	78	46.71	66	39.52	23	13.77

Table IF

FY 2003 ADR Pre-Complaint Counseling Completion 7

Agency or Department	Total Counseled - ADR		ADR Counselings Completed					
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days	
	Counselings	Individuals	#	%	#	%	#	%
Department of Housing & Urban Development	0	0	0	0.00	0	0.00	0	0.00
Department of the Interior	0	64	0	0.00	0	0.00	0	0.00
Department of Justice	8	8	0	0.00	7	87.50	1	12.50
Department of Labor	0	0	0	0.00	0	0.00	0	0.00
Department of State	138	133	70	50.72	40	28.99	28	20.29
Department of Transportation	17	15	11	64.71	6	35.29	0	0.00
Department of the Treasury	1	1	1	100.00	0	0.00	0	0.00
Department of Veterans Affairs	0	0	0	0.00	0	0.00	0	0.00
Environmental Protection Agency	0	0	0	0.00	0	0.00	0	0.00
Equal Employment Opportunity Commission	0	0	0	0.00	0	0.00	0	0.00
Executive Office of the President Summary**	0	0	0	0.00	0	0.00	0	0.00
Office of Administration	0	0	0	0.00	0	0.00	0	0.00
Office of Management and Budget	0	0	0	0.00	0	0.00	0	0.00
Office of National Drug Control Policy	0	0	0	0.00	0	0.00	0	0.00
Office of U.S. Trade Representative	0	0	0	0.00	0	0.00	0	0.00
Export-Import Bank of the United States	0	0	0	0.00	0	0.00	0	0.00
Farm Credit Administration	0	0	0	0.00	0	0.00	0	0.00
Federal Communications Commission	2	2	2	100.00	0	0.00	0	0.00
Federal Deposit Insurance Corporation	0	0	0	0.00	0	0.00	0	0.00
Federal Election Commission	0	0	0	0.00	0	0.00	0	0.00
Federal Emergency Management Agency	7	7	3	42.86	2	28.57	2	28.57
Federal Energy Regulatory Commission	0	0	0	0.00	0	0.00	0	0.00
Federal Housing Finance Board	0	0	0	0.00	0	0.00	0	0.00
Federal Labor Relations Authority	0	0	0	0.00	0	0.00	0	0.00
Federal Maritime Commission	0	0	0	0.00	0	0.00	0	0.00
Federal Mediation and Conciliation Service	0	0	0	0.00	0	0.00	0	0.00
Federal Reserve Board	1	1	1	100.00	0	0.00	0	0.00
Federal Retirement Thrift Investment Board	0	0	0	0.00	0	0.00	0	0.00
Federal Trade Commission	0	0	0	0.00	0	0.00	0	0.00
General Services Administration	19	19	5	26.32	14	73.68	0	0.00
Government Printing Office	0	0	0	0.00	0	0.00	0	0.00
Holocaust Memorial Museum	1	1	1	100.00	0	0.00	0	0.00
International Boundary & Water Commission	0	0	0	0.00	0	0.00	0	0.00
International Trade Commission	0	0	0	0.00	0	0.00	0	0.00
John F Kennedy Center for the Arts	0	0	0	0.00	0	0.00	0	0.00

Table IF

FY 2003 ADR Pre-Complaint Counseling Completion <sup>1</sup>

Agency or Department	Total Counseled - ADR		ADR Counselings Completed					
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days	
	Counselings	Individuals	#	%	#	%	#	%
Merit Systems Protection Board	2	2	0	0.00	1	50.00	1	50.00
National Aeronautics & Space Administration	78	78	61	78.21	9	11.54	8	10.26
National Archives & Records Administration	0	0	0	0.00	0	0.00	0	0.00
National Credit Union Administration	0	0	0	0.00	0	0.00	0	0.00
National Endowment for the Arts	3	3	3	100.00	0	0.00	0	0.00
National Endowment for the Humanities	0	0	0	0.00	0	0.00	0	0.00
National Gallery of Art	4	4	1	25.00	3	75.00	0	0.00
National Labor Relations Board	0	0	0	0.00	0	0.00	0	0.00
National Science Foundation	1	1	1	100.00	0	0.00	0	0.00
National Transportation Safety Board	0	0	0	0.00	0	0.00	0	0.00
Nuclear Regulatory Commission	5	5	0	0.00	5	100.00	0	0.00
Office of Personnel Management	13	13	13	100.00	0	0.00	0	0.00
Office of Special Counsel	0	0	0	0.00	0	0.00	0	0.00
Overseas Private Investment Corporation	0	0	0	0.00	0	0.00	0	0.00
Peace Corps	0	0	0	0.00	0	0.00	0	0.00
Pension Benefit Guaranty Corporation	0	0	0	0.00	0	0.00	0	0.00
Railroad Retirement Board	0	0	0	0.00	0	0.00	0	0.00
Securities and Exchange Commission	0	0	0	0.00	0	0.00	0	0.00
Selective Service System	0	0	0	0.00	0	0.00	0	0.00
Small Business Administration	0	0	0	0.00	0	0.00	0	0.00
Smithsonian Institution	10	10	5	50.00	5	50.00	0	0.00
Social Security Administration	0	0	0	0.00	0	0.00	0	0.00
Tennessee Valley Authority	41	41	21	51.22	20	48.78	0	0.00
United States Armed Forces Retirement Home	0	0	0	0.00	0	0.00	0	0.00
United States Postal Service	12,434	11,436	1,687	13.57	7,686	61.81	3,061	24.62
United States Tax Court	0	0	0	0.00	0	0.00	0	0.00
Homeland Security-Memorandum of Understanding	206	199	33	16.02	160	77.67	13	6.31
<b>TOTAL</b>	<b>14,011</b>	<b>13,016</b>	<b>2,316</b>	<b>16.53</b>	<b>8,446</b>	<b>60.28</b>	<b>3,250</b>	<b>23.20</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	13,814	12,819	2,196	15.90	8,385	60.70	3,234	23.41
MID-SIZE AGENCY SUB TOTAL	155	155	95	61.29	50	32.26	10	6.45
SMALL AGENCY SUB TOTAL	42	42	25	59.52	11	26.19	6	14.29

**Table IG FY 2003 ADR Pre-Complaint Settlements with Monetary Benefits (continued in Table 1H)**

Agency or Department	Compensatory Damages			Backpay/Frontpay		
	Counselings	Individuals	Amount	Counselings	Individuals	Amount
	Agency for International Development	0	0	\$0	0	0
Broadcasting Board of Governors	0	0	\$0	0	0	\$0
Central Intelligence Agency	0	0	\$0	0	0	\$0
Commodity Futures Trading Commission	0	0	\$0	0	0	\$0
Consumer Product Safety Commission	0	0	\$0	0	0	\$0
Corporation for National Service	0	0	\$0	0	0	\$0
Court Services and Offender Supervision Agency	0	0	\$0	0	0	\$0
Department of Agriculture	5	5	\$24,000	2	5	\$15,885
Department of Commerce	0	0	\$0	0	0	\$0
Defense Summary **	5	5	\$6,972	8	8	\$39,054
Army & Air Force Exchange Service	0	0	\$0	0	0	\$0
Defense Commissary Agency	0	0	\$0	0	0	\$0
Defense Contract Audit Agency	0	0	\$0	0	0	\$0
Defense Contract Management Agency	0	0	\$0	1	1	\$8,143
Defense Education Activity	0	0	\$0	0	0	\$0
Defense Finance and Accounting Service	0	0	\$0	0	0	\$0
Defense Human Resources Activity	0	0	\$0	0	0	\$0
Defense Information Systems Agency	0	0	\$0	0	0	\$0
Defense Inspector General	0	0	\$0	0	0	\$0
Defense Intelligence Agency	0	0	\$0	0	0	\$0
Defense Logistics Agency	0	0	\$0	0	0	\$0
Defense National Guard Bureau	0	0	\$0	0	0	\$0
Defense National Imagery and Mapping Agency	1	1	\$500	0	0	\$0
Defense National Security Agency	0	0	\$0	0	0	\$0
Defense Nuclear Facilities Safety Board	0	0	\$0	0	0	\$0
Defense Office of the Secretary	0	0	\$0	0	0	\$0
Defense Security Service	0	0	\$0	0	0	\$0
Defense Threat Reduction Agency	0	0	\$0	0	0	\$0
Defense Tricare Management Activity	0	0	\$0	0	0	\$0
Department of the Air Force	1	1	\$2,500	4	4	\$16,267
Department of the Army	2	2	\$2,342	2	2	\$11,608
Department of the Navy	1	1	\$1,630	1	1	\$3,036
Department of Education	0	0	\$0	0	0	\$0
Department of Energy	0	0	\$0	0	0	\$0
Department of Health and Human Services	0	0	\$0	0	0	\$0
Department of Housing & Urban Development	1	1	\$30	2	2	\$2,000
Department of the Interior	0	0	\$0	0	0	\$0
Department of Justice	2	2	\$3,300	1	1	\$350
Department of Labor	0	0	\$0	0	0	\$0
Department of State	0	0	\$0	0	0	\$0
Department of Transportation	0	0	\$0	0	0	\$0
Department of the Treasury	0	0	\$0	2	2	\$1,328
Department of Veterans Affairs	0	0	\$0	0	0	\$0

**Table IG FY 2003 ADR Pre-Complaint Settlements with Monetary Benefits (continued in Table 1H)**

<b>Agency or Department</b>	<b>Compensatory Damages</b>			<b>Backpay/Frontpay</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
	Environmental Protection Agency	0	0	\$0	0	0
Equal Employment Opportunity Commission	0	0	\$0	1	1	\$544
Executive Office of the President Summary**	0	0	\$0	0	0	\$0
Office of Administration	0	0	\$0	0	0	\$0
Office of Management and Budget	0	0	\$0	0	0	\$0
Office of National Drug Control Policy	0	0	\$0	0	0	\$0
Office of U.S. Trade Representative	0	0	\$0	0	0	\$0
Export-Import Bank of the United States	0	0	\$0	0	0	\$0
Farm Credit Administration	0	0	\$0	0	0	\$0
Federal Communications Commission	0	0	\$0	0	0	\$0
Federal Deposit Insurance Corporation	0	0	\$0	0	0	\$0
Federal Election Commission	0	0	\$0	0	0	\$0
Federal Emergency Management Agency	0	0	\$0	0	0	\$0
Federal Energy Regulatory Commission	0	0	\$0	0	0	\$0
Federal Housing Finance Board	0	0	\$0	0	0	\$0
Federal Labor Relations Authority	0	0	\$0	0	0	\$0
Federal Maritime Commission	0	0	\$0	0	0	\$0
Federal Mediation & Conciliation Service	0	0	\$0	0	0	\$0
Federal Reserve Board	0	0	\$0	0	0	\$0
Federal Retirement Thrift Investment Board	0	0	\$0	0	0	\$0
Federal Trade Commission	0	0	\$0	0	0	\$0
General Services Administration	0	0	\$0	0	0	\$0
Government Printing Office	0	0	\$0	0	0	\$0
Holocaust Memorial Museum	0	0	\$0	0	0	\$0
International Boundary & Water Commission	0	0	\$0	0	0	\$0
International Trade Commission	0	0	\$0	0	0	\$0
John F Kennedy Center for the Arts	0	0	\$0	0	0	\$0
Merit Systems Protection Board	0	0	\$0	0	0	\$0
National Aeronautics & Space Administration	0	0	\$0	0	0	\$0
National Archives & Records Administration	0	0	\$0	0	0	\$0
National Credit Union Administration	0	0	\$0	0	0	\$0
National Endowment for the Arts	0	0	\$0	0	0	\$0
National Endowment for the Humanities	0	0	\$0	0	0	\$0
National Gallery of Art	0	0	\$0	0	0	\$0
National Labor Relations Board	0	0	\$0	0	0	\$0
National Science Foundation	0	0	\$0	0	0	\$0
National Transportation Safety Board	0	0	\$0	0	0	\$0
Nuclear Regulatory Commission	0	0	\$0	0	0	\$0
Office of Personnel Management	0	0	\$0	0	0	\$0
Office of Special Counsel	0	0	\$0	0	0	\$0
Overseas Private Investment Corporation	0	0	\$0	0	0	\$0
Peace Corps	0	0	\$0	0	0	\$0

**Table IG FY 2003 ADR Pre-Complaint Settlements with Monetary Benefits (continued in Table 1H)**

<b>Agency or Department</b>	<b>Compensatory Damages</b>			<b>Backpay/Frontpay</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
	Pension Benefit Guaranty Corporation	0	0	\$0	0	0
Railroad Retirement Board	0	0	\$0	0	0	\$0
Securities and Exchange Commission	0	0	\$0	0	0	\$0
Selective Service System	0	0	\$0	0	0	\$0
Small Business Administration	0	0	\$0	0	0	\$0
Smithsonian Institution	0	0	\$0	0	0	\$0
Social Security Administration	0	0	\$0	0	0	\$0
Tennessee Valley Authority	0	0	\$0	0	0	\$0
United States Armed Forces Retirement Home	0	0	\$0	0	0	\$0
United States Postal Service	9	9	\$34,679	120	120	\$119,929
United States Tax Court	0	0	\$0	0	0	\$0
Homeland Security-Memorandum of Understanding	7	7	\$87,500	0	0	\$0
<b>TOTAL</b>	<b>29</b>	<b>29</b>	<b>\$156,481</b>	<b>136</b>	<b>139</b>	<b>\$179,090</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	29	29	\$156,481	135	138	\$178,546
MID-SIZE AGENCY SUB TOTAL	0	0	\$0	0	0	\$0
SMALL AGENCY SUB TOTAL	0	0	\$0	1	1	\$544

**Table IH FY 2003 ADR Pre-Complaint Settlements with Monetary Benefits (continued from Table 1G)**

<b>Agency or Department</b>	<b>ADR Pre-Complaint Settlements with Monetary Benefits</b>								
	<b>Lump Sum Payment</b>			<b>Attorneys Fees and Costs</b>			<b>Other Monetary Benefits</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
Agency for International Development	0	0	\$0	0	0	\$0	0	0	\$0
Broadcasting Board of Governors	1	1	\$8,000	0	0	\$0	0	0	\$0
Central Intelligence Agency	0	0	\$0	1	1	\$2,500	0	0	\$0
Commodity Futures Trading Commission	0	0	\$0	0	0	\$0	0	0	\$0
Consumer Product Safety Commission	0	0	\$0	0	0	\$0	0	0	\$0
Corporation for National Service	0	0	\$0	0	0	\$0	0	0	\$0
Court Services and Offender Supervision Agency	0	0	\$0	0	0	\$0	0	0	\$0
Department of Agriculture	18	18	\$86,621	11	11	\$55,194	0	0	\$0
Department of Commerce	0	0	\$0	0	0	\$0	0	0	\$0
Defense Summary **	24	21	\$80,284	14	13	\$41,000	8	8	\$6,977
Army & Air Force Exchange Service	0	0	\$0	0	0	\$0	0	0	\$0
Defense Commissary Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Contract Audit Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Contract Management Agency	1	1	\$564	2	2	\$4,000	0	0	\$0
Defense Education Activity	0	0	\$0	0	0	\$0	0	0	\$0
Defense Finance and Accounting Service	0	0	\$0	0	0	\$0	0	0	\$0
Defense Human Resources Activity	0	0	\$0	0	0	\$0	0	0	\$0
Defense Information Systems Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Inspector General	0	0	\$0	0	0	\$0	0	0	\$0
Defense Intelligence Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Logistics Agency	1	1	\$300	0	0	\$0	0	0	\$0
Defense National Guard Bureau	0	0	\$0	0	0	\$0	0	0	\$0
Defense National Imagery and Mapping Agency	0	0	\$0	1	1	\$9,000	0	0	\$0
Defense National Security Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Nuclear Facilities Safety Board	0	0	\$0	0	0	\$0	0	0	\$0
Defense Office of the Secretary	0	0	\$0	0	0	\$0	0	0	\$0
Defense Security Service	0	0	\$0	0	0	\$0	0	0	\$0
Defense Threat Reduction Agency	0	0	\$0	0	0	\$0	0	0	\$0
Defense Tricare Management Activity	0	0	\$0	0	0	\$0	0	0	\$0
Department of the Air Force	6	6	\$51,648	3	3	\$13,000	2	2	\$3,849
Department of the Army	10	10	\$14,082	4	4	\$9,500	6	6	\$3,128
Department of the Navy	6	3	\$13,690	4	3	\$5,500	0	0	\$0
Department of Education	0	0	\$0	0	0	\$0	0	0	\$0
Department of Energy	0	0	\$0	1	1	\$3,196	0	0	\$0
Department of Health and Human Services	6	6	\$175,378	2	2	\$50,000	0	0	\$0
Department of Housing & Urban Development	2	2	\$8,000	0	0	\$0	1	1	\$42
Department of the Interior	2	2	\$26,250	1	1	\$13,000	1	1	\$42
Department of Justice	0	0	\$0	0	0	\$0	0	0	\$0
Department of Labor	3	3	\$46,282	2	2	\$3,000	3	3	\$7,500
Department of State	0	0	\$0	1	1	\$1,500	0	0	\$0
Department of Transportation	2	2	\$5,604	0	0	\$0	3	3	\$50,750
Department of the Treasury	3	3	\$10,364	1	1	\$500	0	0	\$0
Department of Veterans Affairs	4	4	\$27,630	1	1	\$2,000	0	0	\$0

**Table IH FY 2003 ADR Pre-Complaint Settlements with Monetary Benefits (continued from Table 1G)**

<b>Agency or Department</b>	<b>ADR Pre-Complaint Settlements with Monetary Benefits</b>								
	<b>Lump Sum Payment</b>			<b>Attorneys Fees and Costs</b>			<b>Other Monetary Benefits</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Amount</b>
Environmental Protection Agency	0	0	\$0	0	0	\$0	2	2	\$3,808
Equal Employment Opportunity Commission	1	1	\$1,045	0	0	\$0	0	0	\$0
Executive Office of the President Summary**	0	0	\$0	0	0	\$0	0	0	\$0
Office of Administration	0	0	\$0	0	0	\$0	0	0	\$0
Office of Management and Budget	0	0	\$0	0	0	\$0	0	0	\$0
Office of National Drug Control Policy	0	0	\$0	0	0	\$0	0	0	\$0
Office of U.S. Trade Representative	0	0	\$0	0	0	\$0	0	0	\$0
Export-Import Bank of the United States	0	0	\$0	0	0	\$0	0	0	\$0
Farm Credit Administration	0	0	\$0	0	0	\$0	0	0	\$0
Federal Communications Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Deposit Insurance Corporation	0	0	\$0	0	0	\$0	0	0	\$0
Federal Election Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Emergency Management Agency	0	0	\$0	0	0	\$0	0	0	\$0
Federal Energy Regulatory Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Housing Finance Board	0	0	\$0	0	0	\$0	0	0	\$0
Federal Labor Relations Authority	0	0	\$0	0	0	\$0	0	0	\$0
Federal Maritime Commission	0	0	\$0	0	0	\$0	0	0	\$0
Federal Mediation & Conciliation Service	1	1	\$500	0	0	\$0	0	0	\$0
Federal Reserve Board	0	0	\$0	0	0	\$0	0	0	\$0
Federal Retirement Thrift Investment Board	0	0	\$0	0	0	\$0	0	0	\$0
Federal Trade Commission	0	0	\$0	0	0	\$0	0	0	\$0
General Services Administration	1	1	\$3,800	0	0	\$0	0	0	\$0
Government Printing Office	0	0	\$0	0	0	\$0	0	0	\$0
Holocaust Memorial Museum	0	0	\$0	0	0	\$0	0	0	\$0
International Boundary & Water Commission	0	0	\$0	0	0	\$0	0	0	\$0
International Trade Commission	0	0	\$0	1	1	\$2,900	0	0	\$0
John F Kennedy Center for the Arts	0	0	\$0	0	0	\$0	0	0	\$0
Merit Systems Protection Board	0	0	\$0	0	0	\$0	0	0	\$0
National Aeronautics & Space Administration	1	1	\$40,000	0	0	\$0	1	1	\$12,500
National Archives & Records Administration	0	0	\$0	0	0	\$0	0	0	\$0
National Credit Union Administration	0	0	\$0	0	0	\$0	0	0	\$0
National Endowment for the Arts	0	0	\$0	0	0	\$0	0	0	\$0
National Endowment for the Humanities	0	0	\$0	0	0	\$0	0	0	\$0
National Gallery of Art	0	0	\$0	0	0	\$0	0	0	\$0
National Labor Relations Board	0	0	\$0	0	0	\$0	0	0	\$0
National Science Foundation	0	0	\$0	0	0	\$0	0	0	\$0
National Transportation Safety Board	0	0	\$0	0	0	\$0	0	0	\$0
Nuclear Regulatory Commission	1	1	\$288	1	1	\$8,653	0	0	\$0
Office of Personnel Management	0	0	\$0	0	0	\$0	0	0	\$0
Office of Special Counsel	0	0	\$0	0	0	\$0	0	0	\$0
Overseas Private Investment Corporation	0	0	\$0	0	0	\$0	0	0	\$0
Peace Corps	0	0	\$0	0	0	\$0	0	0	\$0

**Table IH FY 2003 ADR Pre-Complaint Settlements with Monetary Benefits (continued from Table 1G)**

Agency or Department	ADR Pre-Complaint Settlements with Monetary Benefits								
	Lump Sum Payment			Attorneys Fees and Costs			Other Monetary Benefits		
	Counselings	Individuals	Amount	Counselings	Individuals	Amount	Counselings	Individuals	Amount
Pension Benefit Guaranty Corporation	0	0	\$0	0	0	\$0	0	0	\$0
Railroad Retirement Board	0	0	\$0	0	0	\$0	0	0	\$0
Securities and Exchange Commission	0	0	\$0	0	0	\$0	0	0	\$0
Selective Service System	0	0	\$0	0	0	\$0	0	0	\$0
Small Business Administration	0	0	\$0	0	0	\$0	0	0	\$0
Smithsonian Institution	0	0	\$0	0	0	\$0	0	0	\$0
Social Security Administration	1	1	\$1,000	0	0	\$0	2	2	\$800
Tennessee Valley Authority	3	3	\$4,742	0	0	\$0	0	0	\$0
United States Armed Forces Retirement Home	0	0	\$0	0	0	\$0	0	0	\$0
United States Postal Service	114	114	\$199,689	22	22	\$33,341	43	42	\$15,586
United States Tax Court	0	0	\$0	0	0	\$0	0	0	\$0
Homeland Security-Memorandum of Understanding	1	1	\$220	4	4	\$6,500	1	1	\$1,918
<b>TOTAL</b>	<b>189</b>	<b>186</b>	<b>\$725,696</b>	<b>63</b>	<b>62</b>	<b>\$223,284</b>	<b>65</b>	<b>64</b>	<b>\$99,923</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	179	176	\$666,322	60	59	\$209,231	60	59	\$82,815
MID-SIZE AGENCY SUB TOTAL	6	6	\$49,542	0	0	\$0	5	5	\$17,108
SMALL AGENCY SUB TOTAL	4	4	\$9,833	3	3	\$14,053	0	0	\$0

**Table I FY 2003 ADR Pre-Complaint Settlements with Non-Monetary Benefits (continued in Table 1J)**

<b>Agency or Department</b>	<b>ADR Pre-Complaint Settlements with Non-Monetary Benefits - By Issue</b>									
	<b>Total Number*</b>		<b>New Hires</b>		<b>Promotions</b>		<b>Reinstatements</b>		<b>Expungements</b>	
	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>
Agency for International Development	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	1	1	0	0	1	1	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	2	2	0	0	0	0	0	0	1	1
Corporation for National Service	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	2	2	0	0	0	0	0	0	0	0
Department of Agriculture	78	73	1	1	3	3	2	2	12	11
Department of Commerce	5	5	0	0	0	0	0	0	0	0
Defense Summary **	466	454	7	7	20	20	12	12	62	59
Army & Air Force Exchange Service	29	29	1	1	0	0	1	1	9	9
Defense Commissary Agency	17	17	0	0	1	1	0	1	5	5
Defense Contract Audit Agency	3	3	0	0	0	0	0	0	1	1
Defense Contract Management Agency	2	2	0	0	1	1	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	1	1	0	0	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	1	1	0	0	0	0	0	0	1	1
Defense Logistics Agency	39	39	0	0	3	3	2	2	3	3
Defense National Guard Bureau	0	0	0	0	0	0	0	0	0	0
Defense National Imagery and Mapping Agency	10	10	0	0	0	0	0	0	1	1
Defense National Security Agency	1	1	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	3	3	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1	1	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	189	184	1	1	4	4	2	2	13	13
Department of the Army	157	154	5	5	10	10	4	4	20	20
Department of the Navy	13	9	0	0	1	1	3	2	9	6
Department of Education	0	0	0	0	0	0	0	0	0	0
Department of Energy	5	5	0	0	0	0	0	0	0	0
Department of Health and Human Services	47	46	2	2	3	3	1	1	12	12
Department of Housing & Urban Development	12	12	0	0	2	2	0	0	2	2
Department of the Interior	17	17	0	0	1	1	0	0	3	3
Department of Justice	20	20	0	0	1	1	2	2	2	2
Department of Labor	15	14	0	0	1	1	0	0	2	2
Department of State	7	7	0	0	0	0	0	0	0	0
Department of Transportation	70	70	0	0	1	1	0	0	2	2
Department of the Treasury	144	144	0	0	3	3	1	1	27	27
Department of Veterans Affairs	54	54	0	0	3	3	1	1	9	9

**Table I FY 2003 ADR Pre-Complaint Settlements with Non-Monetary Benefits (continued in Table 1J)**

<b>Agency or Department</b>	<b>ADR Pre-Complaint Settlements with Non-Monetary Benefits - By Issue</b>										
	<b>Total Number*</b>		<b>New Hires</b>		<b>Promotions</b>		<b>Reinstatements</b>		<b>Expungements</b>		
	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	<b>Counselings</b>	<b>Individuals</b>	
Environmental Protection Agency	6	6	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	4	4	0	0	1	1	0	0	1	1	1
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	1	1	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	2	2	0	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	16	16	0	0	0	0	2	2	5	5	5
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	2	2	0	0	1	1	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	7	7	0	0	0	0	0	0	1	1	1
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	1	1	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	1	1	0	0	1	1	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	42	42	1	1	4	4	0	0	3	3	3
National Archives & Records Administration	11	10	0	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	1	1	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1	1	0	0	0	0	0	0	0	0	0
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	3	3	0	0	0	0	0	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0

**Table Ii FY 2003 ADR Pre-Complaint Settlements with Non-Monetary Benefits (continued in Table 1J)**

Agency or Department	ADR Pre-Complaint Settlements with Non-Monetary Benefits - By Issue									
	Total Number*		New Hires		Promotions		Reinstatements		Expungements	
	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	1	1	0	0	1	1	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0
Small Business Administration	8	8	0	0	0	0	0	0	1	1
Smithsonian Institution	2	2	0	0	0	0	0	0	2	2
Social Security Administration	42	42	0	0	0	0	0	0	7	7
Tennessee Valley Authority	10	10	0	0	0	0	0	0	1	1
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0
United States Postal Service	5,598	5,555	25	23	44	44	67	67	640	595
United States Tax Court	0	0	0	0	0	0	0	0	0	0
Homeland Security-Memorandum of Understanding	75	74	0	0	2	2	2	2	13	13
<b>TOTAL</b>	<b>6,779</b>	<b>6,715</b>	<b>36</b>	<b>34</b>	<b>93</b>	<b>93</b>	<b>90</b>	<b>90</b>	<b>808</b>	<b>759</b>

\* A settlement may include more than one non-monetary benefit.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	6,613	6,550	35	33	84	84	88	88	786	737
MID-SIZE AGENCY SUB TOTAL	135	135	1	1	4	4	2	2	20	20
SMALL AGENCY SUB TOTAL	31	30	0	0	5	5	0	0	2	2

**Table IJ FY 2003 ADR Pre-Complaint Counseling Settlements with Non-Monetary Benefits (continued from Table Ii)**

Agency or Department	ADR Settlements with Non-Monetary Benefits - By Issue											
	Transfer		Removal Rescinded		Reasonable Accommodation		Training		Apology		Other	
	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	1	1	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	1	1	0	0	0	0	0	1	1	0	0	0
Department of Agriculture	10	9	6	5	3	3	5	5	0	0	56	48
Department of Commerce	0	0	0	0	0	0	0	1	1	0	0	5
Defense Summary **	31	31	15	11	15	16	65	66	17	17	274	269
Army & Air Force Exchange Service	0	0	0	0	0	0	5	5	1	1	33	33
Defense Commissary Agency	0	0	6	2	2	3	3	5	0	0	0	0
Defense Contract Audit Agency	0	0	0	0	0	0	1	1	0	0	3	3
Defense Contract Management Agency	1	1	0	0	0	0	0	0	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	1	1	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	3	3	0	0	7	7	11	11	4	4	6	6
Defense National Guard Bureau	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Imagery and Mapping Agency	3	3	0	0	0	0	3	3	0	0	3	3
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	1	1
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	3	3
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	1	1
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	12	12	5	5	1	1	16	16	4	4	157	152
Department of the Army	12	12	4	4	4	4	26	25	8	8	67	67
Department of the Navy	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	2	2	0	0	0	0	1	1	0	0	5	5
Department of Health and Human Services	3	3	1	1	3	3	13	12	6	6	0	0
Department of Housing & Urban Development	2	2	0	0	1	1	5	5	0	0	2	2
Department of the Interior	1	1	0	0	0	0	2	2	2	2	8	8
Department of Justice	3	3	0	0	2	2	5	4	1	1	11	10
Department of Labor	0	0	2	2	3	2	3	2	0	0	4	5
Department of State	2	2	0	0	0	0	0	0	0	0	6	6
Department of Transportation	2	2	0	0	0	0	6	6	0	0	59	59
Department of the Treasury	8	8	1	1	24	24	35	35	13	13	32	32
Department of Veterans Affairs	0	0	2	2	5	5	6	6	4	4	24	24
Environmental Protection Agency	2	2	0	0	0	0	0	0	1	1	3	3

**Table IJ FY 2003 ADR Pre-Complaint Counseling Settlements with Non-Monetary Benefits (continued from Table Ii)**

Agency or Department	ADR Settlements with Non-Monetary Benefits - By Issue											
	Transfer		Removal Rescinded		Reasonable Accommodation		Training		Apology		Other	
	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual
Equal Employment Opportunity Commission	0	0	0	0	0	0	1	1	0	0	1	1
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	1	1
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	2	2
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	2	2	0	0	0	0	5	5	1	1	1	1
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	1	1	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	0	0	1	1	0	0	3	3	0	0	3	3
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	1	1	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	6	6	1	1	3	3	5	5	5	5	14	14
National Archives & Records Administration	3	2	0	0	3	3	1	1	0	0	4	4
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	1	1	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	1	1
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	1	1	0	0	1	1	1	1	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0	0	0

**Table IJ FY 2003 ADR Pre-Complaint Counseling Settlements with Non-Monetary Benefits (continued from Table Ii)**

Agency or Department	ADR Settlements with Non-Monetary Benefits - By Issue											
	Transfer		Removal Rescinded		Reasonable Accommodation		Training		Apology		Other	
	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual	Counseling	Individual
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	1	1	0	0	0	0	2	2	0	0	4	4
Smithsonian Institution	1	1	0	0	0	0	0	0	0	0	1	1
Social Security Administration	5	5	1	1	7	7	9	9	1	1	22	22
Tennessee Valley Authority	0	0	0	0	0	0	1	1	0	0	8	8
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	62	59	137	137	329	328	209	207	182	177	3,908	3,818
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Memorandum of Understanding	4	4	1	1	2	2	13	13	3	2	46	46
<b>TOTAL</b>	<b>153</b>	<b>148</b>	<b>169</b>	<b>164</b>	<b>401</b>	<b>400</b>	<b>400</b>	<b>396</b>	<b>236</b>	<b>230</b>	<b>4,505</b>	<b>4,402</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	130	126	165	160	387	386	369	365	228	222	4,440	4,337
MID-SIZE AGENCY SUB TOTAL	17	17	3	3	10	10	25	25	8	8	58	58
SMALL AGENCY SUB TOTAL	6	5	1	1	4	4	6	6	0	0	7	7

**Table IK FY 2003 Pre-Complaint Counseling Completion Times - Combined (EEO Counselor and ADR)**

Agency or Department	Combined Total Counseled		Counselings Completed (EEO Counselor and ADR)*							
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days		Because of Remand	
	Counselings	Individuals	#	%	#	%	#	%	#	%
Agency for International Development	33	31	17	51.52	14	42.42	2	6.06	0	0.00
Broadcasting Board of Governors	145	145	117	80.69	28	19.31	0	0.00	0	0.00
Central Intelligence Agency	29	27	13	44.83	10	34.48	6	20.69	0	0.00
Commodity Futures Trading Commission	65	65	39	60.00	22	33.85	4	6.15	0	0.00
Consumer Product Safety Commission	8	8	0	0.00	6	75.00	2	25.00	0	0.00
Corporation for National Service	12	10	2	16.67	8	66.67	2	16.67	0	0.00
Court Services and Offender Supervision Agency	25	23	22	88.00	3	12.00	0	0.00	0	0.00
Department of Agriculture	1,356	1,341	505	37.24	596	43.95	178	13.13	0	0.00
Department of Commerce	209	199	64	30.62	106	50.72	41	19.62	0	0.00
Defense Summary **	7,227	6,187	3,624	50.15	2,924	40.46	661	9.15	16	0.22
Army & Air Force Exchange Service	397	381	304	76.57	93	23.43	0	0.00	0	0.00
Defense Commissary Agency	292	271	146	50.00	127	43.49	16	5.48	3	1.03
Defense Contract Audit Agency	37	34	10	27.03	27	72.97	0	0.00	0	0.00
Defense Contract Management Agency	85	83	42	49.41	36	42.35	7	8.24	0	0.00
Defense Education Activity	73	73	45	61.64	22	30.14	6	8.22	0	0.00
Defense Finance and Accounting Service	215	196	119	55.35	91	42.33	5	2.33	0	0.00
Defense Human Resources Activity	2	2	0	0.00	1	50.00	0	0.00	0	0.00
Defense Information Systems Agency	26	26	12	46.15	11	42.31	3	11.54	0	0.00
Defense Inspector General	4	4	2	50.00	1	25.00	1	25.00	0	0.00
Defense Intelligence Agency	11	11	0	0.00	7	63.64	4	36.36	0	0.00
Defense Logistics Agency	518	462	372	71.81	135	26.06	11	2.12	0	0.00
Defense National Guard Bureau	300	185	178	59.33	85	28.33	35	11.67	2	0.67
Defense National Imagery and Mapping Agency	56	56	49	87.50	7	12.50	0	0.00	0	0.00
Defense National Security Agency	65	61	14	21.54	50	76.92	2	3.08	0	0.00
Defense Nuclear Facilities Safety Board	1	1	1	100.00	0	0.00	0	0.00	0	0.00
Defense Office of the Secretary	34	34	10	29.41	23	67.65	1	2.94	0	0.00
Defense Security Service	20	19	10	50.00	8	40.00	2	10.00	0	0.00
Defense Threat Reduction Agency	7	7	3	42.86	4	57.14	0	0.00	0	0.00
Defense Tricare Management Activity	3	2	3	100.00	0	0.00	0	0.00	0	0.00
Department of the Air Force	1,748	1,506	726	41.53	835	47.77	181	10.35	6	0.34
Department of the Army	2,058	1,824	980	47.62	816	39.65	256	12.44	4	0.19
Department of the Navy	1,275	949	598	46.90	545	42.75	131	10.27	1	0.08
Department of Education	45	38	25	55.56	18	40.00	2	4.44	0	0.00
Department of Energy	207	195	88	42.51	68	32.85	50	24.15	1	0.48
Department of Health and Human Services	541	510	249	46.03	242	44.73	50	9.24	0	0.00

**Table IK FY 2003 Pre-Complaint Counseling Completion Times - Combined (EEO Counselor and ADR)**

Agency or Department	Combined Total Counseled		Counselings Completed (EEO Counselor and ADR)*							
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days		Because of Remand	
	Counselings	Individuals	#	%	#	%	#	%	#	%
Department of Housing & Urban Development	188	165	101	53.72	87	46.28	0	0.00	0	0.00
Department of the Interior	616	590	354	57.47	231	37.50	18	2.92	13	2.11
Department of Justice	1,711	1,546	1,255	73.35	425	24.84	22	1.29	9	0.53
Department of Labor	229	174	189	82.53	40	17.47	0	0.00	0	0.00
Department of State	276	266	140	50.72	80	28.99	56	20.29	0	0.00
Department of Transportation	607	572	328	54.04	252	41.52	27	4.45	0	0.00
Department of the Treasury	1,729	1,717	788	45.58	895	51.76	46	2.66	0	0.00
Department of Veterans Affairs	4,057	3,579	3,224	79.47	771	19.00	59	1.45	3	0.07
Environmental Protection Agency	125	114	66	52.80	39	31.20	19	15.20	1	0.80
Equal Employment Opportunity Commission	72	69	10	13.89	41	56.94	21	29.17	0	0.00
Executive Office of the President Summary**	6	6	3	50.00	1	16.67	2	33.33	0	0.00
Office of Administration	3	3	2	66.67	1	33.33	0	0.00	0	0.00
Office of Management and Budget	0	0	0	0.00	0	0.00	0	0.00	0	0.00
Office of National Drug Control Policy	1	1	0	0.00	0	0.00	1	100.00	0	0.00
Office of U.S. Trade Representative	2	2	1	50.00	0	0.00	1	50.00	0	0.00
Export-Import Bank of the United States	16	15	14	87.50	2	12.50	0	0.00	0	0.00
Farm Credit Administration	5	5	0	0.00	2	40.00	3	60.00	0	0.00
Federal Communications Commission	91	91	54	59.34	37	40.66	0	0.00	0	0.00
Federal Deposit Insurance Corporation	52	51	26	50.00	23	44.23	3	5.77	0	0.00
Federal Election Commission	0	0	0	0.00	0	0.00	0	0.00	0	0.00
Federal Emergency Management Agency	111	111	59	53.15	40	36.04	12	10.81	0	0.00
Federal Energy Regulatory Commission	11	11	8	72.73	3	27.27	0	0.00	0	0.00
Federal Housing Finance Board	2	2	1	50.00	1	50.00	0	0.00	0	0.00
Federal Labor Relations Authority	2	2	0	0.00	2	100.00	0	0.00	0	0.00
Federal Maritime Commission	6	6	6	100.00	0	0.00	0	0.00	0	0.00
Federal Mediation and Conciliation Service	3	3	1	33.33	1	33.33	1	33.33	0	0.00
Federal Reserve Board	18	18	18	100.00	0	0.00	0	0.00	0	0.00
Federal Retirement Thrift Investment Board	2	2	1	50.00	1	50.00	0	0.00	0	0.00
Federal Trade Commission	33	30	31	93.94	0	0.00	2	6.06	0	0.00
General Services Administration	167	150	96	57.49	68	40.72	3	1.80	0	0.00
Government Printing Office	59	57	19	32.20	36	61.02	4	6.78	0	0.00
Holocaust Memorial Museum	3	3	3	100.00	0	0.00	0	0.00	0	0.00
International Boundary & Water Commission	8	5	5	62.50	3	37.50	0	0.00	0	0.00
International Trade Commission	2	2	1	50.00	1	50.00	0	0.00	0	0.00
John F Kennedy Center for the Arts	2	2	1	50.00	1	50.00	0	0.00	0	0.00

**Table IK FY 2003 Pre-Complaint Counseling Completion Times - Combined (EEO Counselor and ADR)**

Agency or Department	Combined Total Counseled		Counselings Completed (EEO Counselor and ADR)*							
			Within 30 Days		Within 31 to 90 Days		Beyond 90 Days		Because of Remand	
	Counselings	Individuals	#	%	#	%	#	%	#	%
Merit Systems Protection Board	4	4	2	50.00	1	25.00	1	25.00	0	0.00
National Aeronautics & Space Administration	174	172	131	75.29	30	17.24	13	7.47	0	0.00
National Archives & Records Administration	35	33	31	88.57	4	11.43	0	0.00	0	0.00
National Credit Union Administration	8	8	4	50.00	4	50.00	0	0.00	0	0.00
National Endowment for the Arts	74	39	52	70.27	0	0.00	22	29.73	0	0.00
National Endowment for the Humanities	0	0	0	0.00	0	0.00	0	0.00	0	0.00
National Gallery of Art	27	25	22	81.48	5	18.52	0	0.00	0	0.00
National Labor Relations Board	33	30	16	48.48	16	48.48	1	3.03	0	0.00
National Science Foundation	7	7	5	71.43	2	28.57	0	0.00	0	0.00
National Transportation Safety Board	6	6	6	100.00	0	0.00	0	0.00	0	0.00
Nuclear Regulatory Commission	29	26	10	34.48	18	62.07	1	3.45	0	0.00
Office of Personnel Management	56	55	32	57.14	24	42.86	0	0.00	0	0.00
Office of Special Counsel	6	6	5	83.33	1	16.67	0	0.00	0	0.00
Overseas Private Investment Corporation	0	0	0	0.00	0	0.00	0	0.00	0	0.00
Peace Corps	10	5	10	100.00	0	0.00	0	0.00	0	0.00
Pension Benefit Guaranty Corporation	21	21	7	33.33	10	47.62	3	14.29	1	4.76
Railroad Retirement Board	6	5	2	33.33	4	66.67	0	0.00	0	0.00
Securities and Exchange Commission	18	17	4	22.22	13	72.22	1	5.56	0	0.00
Selective Service System	1	1	1	100.00	0	0.00	0	0.00	0	0.00
Small Business Administration	44	44	23	52.27	21	47.73	0	0.00	0	0.00
Smithsonian Institution	42	41	28	66.67	13	30.95	1	2.38	0	0.00
Social Security Administration	759	648	193	25.43	475	62.58	90	11.86	1	0.13
Tennessee Valley Authority	203	179	129	63.55	66	32.51	8	3.94	0	0.00
United States Armed Forces Retirement Home	0	0	0	0.00	0	0.00	0	0.00	0	0.00
United States Postal Service	20,102	17,826	3,008	14.96	11,359	56.51	4,690	23.33	0	0.00
United States Tax Court	3	3	3	100.00	0	0.00	0	0.00	0	0.00
Homeland Security-Memorandum of Understanding	3,251	3,083	1,262	38.82	1,172	36.05	815	25.07	2	0.06
<b>TOTAL</b>	<b>45,030</b>	<b>40,427</b>	<b>16,553</b>	<b>36.76</b>	<b>20,366</b>	<b>45.23</b>	<b>6,942</b>	<b>15.42</b>	<b>47</b>	<b>0.10</b>

\* A few agencies did not report counseling time for all counselings.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	42,351	37,988	15,204	35.90	19,266	45.49	6,715	15.86	44	0.10
MID-SIZE AGENCY SUB TOTAL	1,677	1,510	751	44.78	775	46.21	149	8.88	2	0.12
SMALL AGENCY SUB TOTAL	1,002	929	598	59.68	325	32.44	78	7.78	1	0.10

**Table IL FY 2003 Pre-complaint Counselings that Did not Result in Filing of a Complaint**

Agency or Department	Combined Total Counseled (EEO & ADR)		Counseling That Did Not Result in Filing of Complaint					
	Counselings	Individuals	TOTAL		EEO Counselor		ADR Intake Officer	
			Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Agency for International Development	33	31	22	20	22	20	0	0
Broadcasting Board of Governors	145	145	127	127	127	127	0	0
Central Intelligence Agency*	29	27	16	16	15	15	1	1
Commodity Futures Trading Commission	65	65	56	56	56	56	0	0
Consumer Product Safety Commission	8	8	3	3	3	3	0	0
Corporation for National Service	12	10	7	6	6	5	1	1
Court Services and Offender Supervision Agency	25	23	20	18	20	18	0	0
Department of Agriculture	1,356	1,341	714	679	714	679	0	0
Department of Commerce	209	199	61	61	56	56	5	5
Defense Summary **	7,227	6,187	3,567	3,049	3,062	2,609	505	440
Army & Air Force Exchange Service	397	381	290	279	290	279	0	0
Defense Commissary Agency	292	271	132	120	90	82	42	38
Defense Contract Audit Agency	37	34	14	14	14	14	0	0
Defense Contract Management Agency	85	83	40	38	36	34	4	4
Defense Education Activity	73	73	23	23	23	23	0	0
Defense Finance and Accounting Service	215	196	97	90	97	90	0	0
Defense Human Resources Activity	2	2	2	2	2	2	0	0
Defense Information Systems Agency	26	26	3	3	3	3	0	0
Defense Inspector General	4	4	2	2	2	2	0	0
Defense Intelligence Agency*	11	11	3	3	2	2	1	1
Defense Logistics Agency	518	462	351	302	341	292	10	10
Defense National Guard Bureau	300	185	253	147	204	114	49	33
Defense National Imagery and Mapping Agency*	56	56	10	10	9	9	1	1
Defense National Security Agency*	65	61	42	39	40	37	2	2
Defense Nuclear Facilities Safety Board	1	1	1	1	1	1	0	0
Defense Office of the Secretary	34	34	15	15	11	11	4	4
Defense Security Service	20	19	9	9	9	9	0	0
Defense Threat Reduction Agency	7	7	3	3	1	1	2	2
Defense Tricare Management Activity	3	2	3	2	3	2	0	0
Department of the Air Force	1,748	1,506	987	874	868	759	119	115
Department of the Army	2,058	1,824	797	768	619	613	178	155
Department of the Navy	1,275	949	490	305	397	230	93	75
Department of Education	45	38	18	11	18	11	0	0
Department of Energy	207	195	137	134	103	102	34	32
Department of Health and Human Services	541	510	665	648	603	587	62	61
Department of Housing & Urban Development	188	165	80	73	80	73	0	0

**Table IL FY 2003 Pre-complaint Counselings that Did not Result in Filing of a Complaint**

Agency or Department	Combined Total Counseled (EEO & ADR)		Counseling That Did Not Result in Filing of Complaint					
	Counselings	Individuals	TOTAL		EEO Counselor		ADR Intake Officer	
			Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Department of the Interior	616	590	318	318	318	318	0	0
Department of Justice	1,711	1,546	1,126	966	1,123	963	3	3
Department of Labor	229	174	64	37	64	37	0	0
Department of State	276	266	200	191	100	96	100	95
Department of Transportation	607	572	151	129	132	110	19	19
Department of the Treasury	1,729	1,717	846	843	845	842	1	1
Department of Veterans Affairs	4,057	3,579	1,825	1,576	1,825	1,576	0	0
Environmental Protection Agency	125	114	51	48	51	48	0	0
Equal Employment Opportunity Commission	72	69	24	22	24	22	0	0
Executive Office of the President Summary**	6	6	4	4	4	4	0	0
Office of Administration	3	3	3	3	3	3	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	1	1	0	0	0	0	0	0
Office of U.S. Trade Representative	2	2	1	1	1	1	0	0
Export-Import Bank of the United States	16	15	11	10	11	10	0	0
Farm Credit Administration	5	5	1	1	1	1	0	0
Federal Communications Commission	91	91	88	88	86	86	2	2
Federal Deposit Insurance Corporation	52	51	26	26	26	26	0	0
Federal Election Commission	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	111	111	84	84	77	77	7	7
Federal Energy Regulatory Commission	11	11	9	9	9	9	0	0
Federal Housing Finance Board	2	2	0	0	0	0	0	0
Federal Labor Relations Authority	2	2	0	0	0	0	0	0
Federal Maritime Commission	6	6	6	6	6	6	0	0
Federal Mediation & Conciliation Service	3	3	2	2	2	2	0	0
Federal Reserve Board	18	18	11	11	11	11	0	0
Federal Retirement Thrift Investment Board	2	2	0	0	0	0	0	0
Federal Trade Commission	33	30	30	27	30	27	0	0
General Services Administration	167	150	56	53	45	42	11	11
Government Printing Office	59	57	22	22	22	22	0	0
Holocaust Memorial Museum	3	3	2	2	1	1	1	1
International Boundary & Water Commission	8	5	3	3	3	3	0	0
International Trade Commission	2	2	2	2	2	2	0	0
John F Kennedy Center for the Arts	2	2	1	1	1	1	0	0
Merit Systems Protection Board	4	4	1	1	0	0	1	1
National Aeronautics & Space Administration	174	172	124	128	55	59	69	69

**Table IL FY 2003 Pre-complaint Counselings that Did not Result in Filing of a Complaint**

Agency or Department	Combined Total Counseled (EEO & ADR)		Counseling That Did Not Result in Filing of Complaint					
	Counselings	Individuals	TOTAL		EEO Counselor		ADR Intake Officer	
			Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
National Archives & Records Administration	35	33	21	21	13	13	8	8
National Credit Union Administration	8	8	3	3	3	3	0	0
National Endowment for the Arts	74	39	74	39	71	36	3	3
National Endowment for the Humanities	0	0	0	0	0	0	0	0
National Gallery of Art	27	25	14	13	10	9	4	4
National Labor Relations Board	33	30	21	20	21	20	0	0
National Science Foundation	7	7	1	1	1	1	0	0
National Transportation Safety Board	6	6	0	0	0	0	0	0
Nuclear Regulatory Commission	29	26	20	18	16	14	4	4
Office of Personnel Management	56	55	28	28	21	21	7	7
Office of Special Counsel	6	6	4	4	4	4	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	10	5	4	2	4	2	0	0
Pension Benefit Guaranty Corporation	21	21	14	14	14	14	0	0
Railroad Retirement Board	6	5	4	3	4	3	0	0
Securities and Exchange Commission	18	17	6	6	6	6	0	0
Selective Service System	1	1	1	1	1	1	0	0
Small Business Administration	44	44	5	5	5	5	0	0
Smithsonian Institution	42	41	23	23	16	16	7	7
Social Security Administration	759	648	291	211	291	211	0	0
Tennessee Valley Authority	203	179	143	125	133	115	10	10
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0
United States Postal Service	20,102	17,826	12,415	11,096	3,522	3,063	8,893	8,033
United States Tax Court	3	3	3	3	3	3	0	0
Homeland Security-Memorandum of Understanding	3,251	3,083	4,335	2,850	4,246	2,763	89	87
<b>TOTAL</b>	<b>45,030</b>	<b>40,427</b>	<b>28,011</b>	<b>23,997</b>	<b>18,164</b>	<b>15,085</b>	<b>9,847</b>	<b>8,912</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	42,351	37,988	26,522	22,661	16,811	13,885	9,711	8,776
MID-SIZE AGENCY SUB TOTAL	1,677	1,510	803	703	699	599	104	104
SMALL AGENCY SUB TOTAL	1,002	929	686	633	654	601	32	32

**Table II  
FY 2003 Complaint Activity**

Agency or Department	Beginning of Period	Complaints Filed	Individuals Filing Complaints	Remanded	Total Complaints	Closed	End of Period	Growth Rate (Reduction Rate)	
								Number	Percent
Agency for International Development	13	11	11	0	24	7	17	4	30.77
Broadcasting Board of Governors	35	18	18	0	53	29	24	-11	-31.43
Central Intelligence Agency	25	13	12	1	39	14	25	0	0.00
Commodity Futures Trading Commission	4	9	9	0	13	4	9	5	125.00
Consumer Product Safety Commission	1	5	5	0	6	3	3	2	200.00
Corporation for National Service	13	8	8	0	21	9	12	-1	-7.69
Court Services and Offender Supervision Agency	18	5	5	1	24	10	14	-4	-22.22
Department of Agriculture	1,994	686	605	47	2,727	610	2,117	123	6.17
Department of Commerce	623	171	164	9	803	332	471	-152	-24.40
Defense Summary **	4,490	3,200	2,894	111	7,801	3,558	4,243	-247	-5.50
Army & Air Force Exchange Service	167	107	102	0	274	92	182	15	8.98
Defense Commissary Agency	201	160	156	7	368	171	197	-4	-1.99
Defense Contract Audit Agency	49	23	21	0	72	32	40	-9	-18.37
Defense Contract Management Agency	176	41	41	2	219	77	142	-34	-19.32
Defense Education Activity	131	31	31	1	163	56	107	-24	-18.32
Defense Finance and Accounting Service	160	118	106	21	299	126	173	13	8.13
Defense Human Resources Activity	6	0	0	0	6	4	2	-4	-66.67
Defense Information Systems Agency	13	15	15	2	30	14	16	3	23.08
Defense Inspector General	7	2	2	0	9	6	3	-4	-57.14
Defense Intelligence Agency	20	8	8	1	29	14	15	-5	-25.00
Defense Logistics Agency	244	167	160	4	415	174	241	-3	-1.23
Defense National Guard Bureau	126	47	47	13	186	23	163	37	29.37
Defense National Imagery and Mapping Agency	13	22	21	0	35	12	23	10	76.92
Defense National Security Agency	26	30	27	0	56	23	33	7	26.92
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0.00
Defense Office of the Secretary	44	22	22	1	67	24	43	-1	-2.27
Defense Security Service	14	9	9	0	23	11	12	-2	-14.29
Defense Threat Reduction Agency	1	4	4	1	6	2	4	3	300.00
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0.00
Department of the Air Force	753	540	475	4	1,297	624	673	-80	-10.62
Department of the Army	1,144	1,069	1,003	54	2,267	1,114	1,153	9	0.79
Department of the Navy	1,195	785	644	0	1,980	959	1,021	-174	-14.56
Department of Education	45	27	27	6	78	37	41	-4	-8.89
Department of Energy	173	70	61	2	245	97	148	-25	-14.45
Department of Health and Human Services	397	257	250	12	666	302	364	-33	-8.31
Department of Housing & Urban Development	274	108	92	4	386	151	235	-39	-14.23

**Table II  
FY 2003 Complaint Activity**

<b>Agency or Department</b>	<b>Beginning of Period</b>	<b>Complaints Filed</b>	<b>Individuals Filing Complaints</b>	<b>Remanded</b>	<b>Total Complaints</b>	<b>Closed</b>	<b>End of Period</b>	<b>Growth Rate (Reduction Rate)</b>	
								<b>Number</b>	<b>Percent</b>
Department of the Interior	578	296	269	27	901	448	453	-125	-21.63
Department of Justice	1,437	599	580	13	2,049	829	1,220	-217	-15.10
Department of Labor	293	165	137	15	473	202	271	-22	-7.51
Department of State	82	76	75	4	162	86	76	-6	-7.32
Department of Transportation	814	361	361	16	1,191	547	644	-170	-20.88
Department of the Treasury	1,237	883	871	21	2,141	1,144	997	-240	-19.40
Department of Veterans Affairs	3,122	2,232	2,003	40	5,394	2,472	2,922	-200	-6.41
Environmental Protection Agency	175	74	66	0	249	89	160	-15	-8.57
Equal Employment Opportunity Commission	60	39	38	0	99	42	57	-3	-5.00
Executive Office of the President Summary**	1	3	3	0	4	1	3	2	200.00
Office of Administration	0	0	0	0	0	0	0	0	0.00
Office of Management and Budget	1	1	1	0	2	1	1	0	0.00
Office of National Drug Control Policy	0	1	1	0	1	0	1	1	0.00
Office of U.S. Trade Representative	0	1	1	0	1	0	1	1	0.00
Export-Import Bank of the United States	6	5	5	1	12	6	6	0	0.00
Farm Credit Administration	1	4	4	0	5	3	2	1	100.00
Federal Communications Commission	10	3	3	1	14	10	4	-6	-60.00
Federal Deposit Insurance Corporation	150	32	30	1	183	84	99	-51	-34.00
Federal Election Commission	2	0	0	0	2	1	1	-1	-50.00
Federal Emergency Management Agency	67	28	28	0	95	28	67	0	0.00
Federal Energy Regulatory Commission	4	2	2	0	6	4	2	-2	-50.00
Federal Housing Finance Board	3	2	2	0	5	3	2	-1	-33.33
Federal Labor Relations Authority	1	2	2	0	3	2	1	0	0.00
Federal Maritime Commission	0	0	0	0	0	0	0	0	0.00
Federal Mediation & Conciliation Service	2	1	1	0	3	3	0	-2	-100.00
Federal Reserve Board	13	7	7	0	20	10	10	-3	-23.08
Federal Retirement Thrift Investment Board	0	2	2	0	2	0	2	2	0.00
Federal Trade Commission	6	4	4	0	10	4	6	0	0.00
General Services Administration	143	111	97	5	259	119	140	-3	-2.10
Government Printing Office	89	37	35	0	126	50	76	-13	-14.61
Holocaust Memorial Museum	6	1	1	0	7	3	4	-2	-33.33
International Boundary & Water Commission	9	5	4	0	14	13	1	-8	-88.89
International Trade Commission	0	0	0	0	0	0	0	0	0.00
John F Kennedy Center for the Arts	1	2	2	0	3	1	2	1	100.00
Merit Systems Protection Board	5	5	2	0	10	6	4	-1	-20.00
National Aeronautics & Space Administration	76	50	44	6	132	51	81	5	6.58

**Table II  
FY 2003 Complaint Activity**

Agency or Department	Beginning of Period	Complaints Filed	Individuals Filing Complaints	Remanded	Total Complaints	Closed	End of Period	Growth Rate (Reduction Rate)	
								Number	Percent
National Archives & Records Administration	66	11	10	0	77	37	40	-26	-39.39
National Credit Union Administration	12	5	5	0	17	5	12	0	0.00
National Endowment for the Arts	1	0	0	0	1	1	0	-1	-100.00
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0.00
National Gallery of Art	7	13	13	1	21	6	15	8	114.29
National Labor Relations Board	37	12	10	0	49	22	27	-10	-27.03
National Science Foundation	5	6	6	0	11	3	8	3	60.00
National Transportation Safety Board	8	6	6	0	14	4	10	2	25.00
Nuclear Regulatory Commission	22	9	8	0	31	16	15	-7	-31.82
Office of Personnel Management	31	28	28	1	60	18	42	11	35.48
Office of Special Counsel	1	3	2	0	4	0	4	3	300.00
Overseas Private Investment Corporation	1	0	0	0	1	1	0	-1	-100.00
Peace Corps	7	2	2	0	9	0	9	2	28.57
Pension Benefit Guaranty Corporation	8	8	7	1	17	7	10	2	25.00
Railroad Retirement Board	3	2	2	0	5	2	3	0	0.00
Securities and Exchange Commission	31	14	13	3	48	31	17	-14	-45.16
Selective Service System	2	1	1	0	3	0	3	1	50.00
Small Business Administration	51	39	39	8	98	53	45	-6	-11.76
Smithsonian Institution	27	21	20	2	50	23	27	0	0.00
Social Security Administration	1,079	468	437	24	1,571	496	1,075	-4	-0.37
Tennessee Valley Authority	102	60	54	0	162	64	98	-4	-3.92
United States Armed Forces Retirement Home	12	0	0	0	12	12	0	-12	-100.00
United States Postal Service	10,905	8,487	7,258	417	19,809	6,634	13,175	2,270	20.82
United States Tax Court	0	0	0	0	0	0	0	0	0.00
Homeland Security-Mem. of Understanding	1,809	1,412	1,317	24	3,245	913	2,332	523	28.91
<b>TOTAL</b>	<b>30,725</b>	<b>20,226</b>	<b>18,077</b>	<b>824</b>	<b>51,775</b>	<b>19,772</b>	<b>32,003</b>	<b>1,278</b>	<b>4.16</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	28,273	19,030	16,964	768	48,071	18,362	29,709	1,436	5.08
MID-SIZE AGENCY SUB TOTAL	1,870	883	815	46	2,799	1,007	1,792	-78	-4.17
SMALL AGENCY SUB TOTAL	582	313	298	10	905	403	502	-80	-13.75

**Table IIA FY 2003 Complaints Pending from Date of Complaint Filing**

Agency or Department	Pending End of Period			Pending Written Notification			Pending Investigation			Pending Hearing*			Pending Final Agency Action		
	Number	Total	Average	Number	Total	Average	Number	Total	Average	Number	Total	Average	Number	Total	Average
		Days	Days		Days	Days		Days	Days		Days	Days		Days	Days
Agency for International Development	17	8,588	505.18	0	0	0.00	7	1,006	143.71	10	7,582	758.20	0	0	0.00
Broadcasting Board of Governors	24	9,675	403.13	0	0	0.00	6	603	100.50	15	8,471	564.73	3	601	200.33
Central Intelligence Agency	25	19,978	799.12	0	0	0.00	3	459	153.00	20	19,019	950.95	2	500	250.00
Commodity Futures Trading Commission	9	2,518	279.78	0	0	0.00	1	76	76.00	2	808	404.00	6	1,634	272.33
Consumer Product Safety Commission	3	515	171.67	0	0	0.00	1	91	91.00	2	424	212.00	0	0	0.00
Corporation for National Service	12	6,965	580.42	0	0	0.00	4	487	121.75	5	2,694	538.80	3	3,784	1261.33
Court Services and Offender Supervision Agency	14	6,572	469.43	0	0	0.00	9	3,442	382.44	4	2,801	700.25	1	329	329.00
Department of Agriculture	2,117	1,175,978	555.49	669	127,836	191.09	359	141,815	395.03	484	440,439	910.00	605	465,888	770.06
Department of Commerce	471	194,506	412.96	36	2,593	72.03	152	44,089	290.06	132	61,417	465.28	151	86,407	572.23
Defense Summary **	4,243	1,808,233	426.17	392	47,896	122.18	1,639	305,862	186.62	1,511	1,046,199	692.39	701	408,276	582.42
Army & Air Force Exchange Service	182	95,980	527.36	24	1,440	60.00	40	9,402	235.05	73	51,138	700.52	45	34,000	755.56
Defense Commissary Agency	197	43,167	219.12	38	4,487	118.08	58	11,120	191.72	92	23,921	260.01	9	3,639	404.33
Defense Contract Audit Agency	40	27,844	696.10	0	0	0.00	10	1,315	131.50	29	26,201	903.48	1	328	328.00
Defense Contract Management Agency	142	129,074	908.97	4	333	83.25	21	4,993	237.76	75	79,375	1058.33	42	44,373	1056.50
Defense Education Activity	107	21,873	204.42	10	1,798	179.80	56	12,157	217.09	21	5,932	282.48	20	1,986	99.30
Defense Finance and Accounting Service	173	63,050	364.45	3	91	30.33	63	7,394	117.37	78	38,932	499.13	29	16,633	573.55
Defense Human Resources Activity	2	855	427.50	0	0	0.00	0	0	0.00	2	855	427.50	0	0	0.00
Defense Information Systems Agency	16	3,863	241.44	0	0	0.00	13	2,017	155.15	2	734	367.00	1	1,112	1112.00
Defense Inspector General	3	777	259.00	0	0	0.00	1	132	132.00	2	645	322.50	0	0	0.00
Defense Intelligence Agency	15	6,604	440.27	1	60	60.00	6	1,109	184.83	8	5,435	679.38	0	0	0.00
Defense Logistics Agency	241	94,185	390.81	4	71	17.75	115	22,540	196.00	87	51,931	596.91	35	19,643	561.23
Defense National Guard Bureau	163	52,507	322.13	43	1,153	26.81	58	6,007	103.57	5	7,370	1474.00	57	37,977	666.26
Defense National Imagery and Mapping Agency	23	3,896	169.39	0	0	0.00	12	2,032	169.33	10	1,576	157.60	1	288	288.00
Defense National Security Agency	33	10,203	309.18	2	18	9.00	24	4,752	198.00	4	1,789	447.25	3	3,644	1214.67
Defense Nuclear Facilities Safety Board	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Defense Office of the Secretary	43	23,330	542.56	6	514	85.67	6	1,165	194.17	22	14,487	658.50	9	7,164	796.00
Defense Security Service	12	4,450	370.83	1	1,315	1315.00	5	827	165.40	4	2,251	562.75	2	57	28.50
Defense Threat Reduction Agency	4	747	186.75	0	0	0.00	2	99	49.50	2	648	324.00	0	0	0.00
Defense Tricare Management Activity	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Department of the Air Force	673	318,135	472.71	62	15,860	255.81	254	68,418	269.36	197	140,537	713.39	160	93,320	583.25
Department of the Army	1,153	396,943	344.27	154	18,944	123.01	527	81,552	154.75	354	223,600	631.64	118	72,847	617.35
Department of the Navy	1,021	510,750	500.24	40	1,812	45.30	368	68,831	187.04	444	368,842	830.73	169	71,265	421.69
Department of Education	41	17,273	421.29	6	407	67.83	9	1,142	126.89	22	12,372	562.36	4	3,352	838.00
Department of Energy	148	53,514	361.58	12	1,107	92.25	52	13,412	257.92	69	32,212	466.84	15	6,783	452.20
Department of Health and Human Services	364	170,334	467.95	32	1,714	53.56	107	16,018	149.70	160	100,871	630.44	65	51,731	795.86
Department of Housing & Urban Development	235	135,177	575.22	5	70	14.00	106	33,773	318.61	84	64,097	763.06	40	37,237	930.93
Department of the Interior	453	243,357	537.21	41	3,393	82.76	127	24,109	189.83	249	198,615	797.65	36	17,240	478.89
Department of Justice	1,220	702,961	576.20	88	6,394	72.66	259	58,737	226.78	580	462,216	796.92	293	175,614	599.37
Department of Labor	271	170,339	628.56	14	160	11.43	102	18,835	184.66	123	125,244	1018.24	32	26,100	815.63
Department of State	76	16,153	212.54	0	0	0.00	27	1,509	55.89	40	14,449	361.23	9	195	21.67
Department of Transportation	644	192,349	298.68	34	1,453	42.74	142	22,759	160.27	451	161,748	358.64	17	6,389	375.82
Department of the Treasury	997	507,832	509.36	112	8,799	78.56	268	44,242	165.08	542	406,332	749.69	75	48,459	646.12
Department of Veterans Affairs	2,922	800,594	273.99	65	1,059	16.29	1,049	136,068	129.71	1,572	564,920	359.36	236	98,547	417.57

**Table IIA FY 2003 Complaints Pending from Date of Complaint Filing**

Agency or Department	Pending End of Period			Pending Written Notification			Pending Investigation			Pending Hearing*			Pending Final Agency Action		
	Number	Total	Average	Number	Total	Average	Number	Total	Average	Number	Total	Average	Number	Total	Average
		Days	Days		Days	Days		Days	Days		Days	Days		Days	Days
Environmental Protection Agency	160	91,130	569.56	14	3,596	256.86	41	9,476	231.12	61	52,121	854.44	44	25,937	589.48
Equal Employment Opportunity Commission	57	21,897	384.16	3	67	22.33	8	1,303	162.88	19	10,400	547.37	27	10,127	375.07
Executive Office of the President Summary**	3	423	141.00	0	0	0.00	2	101	50.50	1	322	322.00	0	0	0.00
Office of Administration	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Office of Management and Budget	1	322	322.00	0	0	0.00	0	0	0.00	1	322	322.00	0	0	0.00
Office of National Drug Control Policy	1	46	46.00	0	0	0.00	1	46	46.00	0	0	0.00	0	0	0.00
Office of U.S. Trade Representative	1	55	55.00	0	0	0.00	1	55	55.00	0	0	0.00	0	0	0.00
Export-Import Bank of the United States	6	910	151.67	1	16	16.00	4	461	115.25	1	433	433.00	0	0	0.00
Farm Credit Administration	2	324	162.00	0	0	0.00	1	102	102.00	1	222	222.00	0	0	0.00
Federal Communications Commission	4	86	21.50	0	0	0.00	3	86	28.67	0	0	0.00	1	0	0.00
Federal Deposit Insurance Corporation	99	89,394	902.97	6	754	125.67	21	3,533	168.24	46	45,485	988.80	26	39,622	1523.92
Federal Election Commission	1	482	482.00	0	0	0.00	0	0	0.00	1	482	482.00	0	0	0.00
Federal Emergency Management Agency	67	45,330	676.57	4	147	36.75	21	3,818	181.81	35	35,506	1014.46	7	5,859	837.00
Federal Energy Regulatory Commission	2	30	15.00	2	30	15.00	0	0	0.00	0	0	0.00	0	0	0.00
Federal Housing Finance Board	2	693	346.50	0	0	0.00	1	107	107.00	1	586	586.00	0	0	0.00
Federal Labor Relations Authority	1	370	370.00	0	0	0.00	0	0	0.00	1	370	370.00	0	0	0.00
Federal Maritime Commission	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Federal Mediation & Conciliation Service	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Federal Reserve Board	10	2,424	242.40	0	0	0.00	3	172	57.33	4	1,252	313.00	3	1,000	333.33
Federal Retirement Thrift Investment Board	2	60	30.00	0	0	0.00	2	60	30.00	0	0	0.00	0	0	0.00
Federal Trade Commission	6	2,386	397.67	0	0	0.00	2	383	191.50	4	2,003	500.75	0	0	0.00
General Services Administration	140	55,231	394.51	11	467	42.45	42	4,872	116.00	76	47,247	621.67	11	2,645	240.45
Government Printing Office	76	46,550	612.50	0	0	0.00	36	7,919	219.97	33	31,338	949.64	7	7,293	1041.86
Holocaust Memorial Museum	4	1,352	338.00	0	0	0.00	0	0	0.00	3	1,349	449.67	1	3	3.00
International Boundary & Water Commission	1	90	90.00	0	0	0.00	1	90	90.00	0	0	0.00	0	0	0.00
International Trade Commission	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
John F Kennedy Center for the Arts	2	52	26.00	0	0	0.00	1	30	30.00	1	22	22.00	0	0	0.00
Merit Systems Protection Board	4	532	133.00	0	0	0.00	4	532	133.00	0	0	0.00	0	0	0.00
National Aeronautics & Space Administration	81	31,129	384.31	4	153	38.25	12	1,915	159.58	39	17,695	453.72	26	11,366	437.15
National Archives & Records Administration	40	30,110	752.75	0	0	0.00	4	724	181.00	29	28,213	972.86	7	1,173	167.57
National Credit Union Administration	12	14,285	1190.42	0	0	0.00	1	119	119.00	9	10,687	1187.44	2	3,479	1739.50
National Endowment for the Arts	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
National Endowment for the Humanities	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
National Gallery of Art	15	2,668	177.87	1	1	1.00	2	190	95.00	5	2,043	408.60	7	434	62.00
National Labor Relations Board	27	25,971	961.89	0	0	0.00	3	261	87.00	23	25,702	1117.48	1	8	8.00
National Science Foundation	8	1,528	191.00	0	0	0.00	3	152	50.67	3	1,165	388.33	2	211	105.50
National Transportation Safety Board	10	2,000	200.00	0	0	0.00	0	0	0.00	10	2,000	200.00	0	0	0.00
Nuclear Regulatory Commission	15	2,910	194.00	0	0	0.00	7	870	124.29	6	1,570	261.67	2	470	235.00
Office of Personnel Management	42	26,740	636.67	2	50	25.00	2	554	277.00	20	13,375	668.75	18	12,761	708.94
Office of Special Counsel	4	512	128.00	0	0	0.00	1	159	159.00	2	173	86.50	1	180	180.00
Overseas Private Investment Corporation	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Peace Corps	9	1,475	163.89	0	0	0.00	1	110	110.00	8	1,365	170.63	0	0	0.00
Pension Benefit Guaranty Corporation	10	4,113	411.30	0	0	0.00	5	399	79.80	5	3,714	742.80	0	0	0.00

**Table IIA  
FY 2003 Complaints Pending from Date of Complaint Filing**

Agency or Department	Pending End of Period			Pending Written Notification			Pending Investigation			Pending Hearing*			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
Railroad Retirement Board	3	1,001	333.67	0	0	0.00	1	131	131.00	2	870	435.00	0	0	0.00
Securities and Exchange Commission	17	12,485	734.41	2	20	10.00	5	440	88.00	8	10,929	1366.13	2	1,096	548.00
Selective Service System	3	275	91.67	0	0	0.00	0	0	0.00	2	257	128.50	1	18	18.00
Small Business Administration	45	15,371	341.58	2	13	6.50	29	4,056	139.86	12	10,293	857.75	2	1,009	504.50
Smithsonian Institution	27	10,129	375.15	0	0	0.00	8	638	79.75	17	9,257	544.53	2	234	117.00
Social Security Administration	1,075	550,301	511.91	52	2,009	38.63	352	81,815	232.43	342	330,677	966.89	329	135,800	412.77
Tennessee Valley Authority	98	23,559	240.40	2	1,080	540.00	7	250	35.71	40	8,685	217.13	49	13,544	276.41
United States Armed Forces Retirement Home	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
United States Postal Service	13,175	7,967,790	604.77	1,900	232,863	122.56	4,882	1,144,678	234.47	4,882	5,227,435	1070.76	1,511	1,362,814	901.93
United States Tax Court	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Homeland Security-Mem. of Understanding	2,332	1,371,540	588.14	393	79,950	203.44	671	160,228	238.79	710	617,742	870.06	558	513,620	920.47
<b>TOTAL</b>	<b>32,003</b>	<b>16,699,049</b>	<b>521.80</b>	<b>3,905</b>	<b>524,097</b>	<b>134.21</b>	<b>10,618</b>	<b>2,299,268</b>	<b>216.54</b>	<b>12,539</b>	<b>10,285,915</b>	<b>820.31</b>	<b>4,941</b>	<b>3,589,769</b>	<b>726.53</b>

\* Pending Hearing times include time the complaint was pending before the agency, time the complaint file was in transit from the agency to EEOC's Hearing Unit, and time the complaint was pending in EEOC's hearing unit until the end of FY 2003. In FY 2003 the average processing days from EEOC's Hearing Unit receipt of a complaint file to AJ decision issuance was 421 days.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	29,709	15,527,930	522.67	3,799	515,694	135.74	9,951	2,167,276	217.79	11,611	9,536,308	821.32	4,348	3,308,652	760.96
MID-SIZE AGENCY SUB TOTAL	1,792	911,574	508.69	95	8,219	86.52	533	110,373	207.08	668	556,966	833.78	496	236,016	475.84
SMALL AGENCY SUB TOTAL	502	259,545	517.02	11	184	16.73	134	21,619	161.34	260	192,641	740.93	97	45,101	464.96

**Table IIB FY 2003 Complaint Closures (Consolidated; Not Con**

<b>Agency or Department</b>	<b>Not Consolidated</b>	<b>Closures</b>		<b>Consolidated</b>	<b>Closures</b>		<b>Joint Processing Units</b>
		<b>#</b>	<b>%</b>		<b>#</b>	<b>%</b>	
Agency for International Development	24	7	29.17	0	0	0.00	0
Broadcasting Board of Governors	53	29	54.72	0	0	0.00	0
Central Intelligence Agency	35	14	40.00	4	0	0.00	2
Commodity Futures Trading Commission	13	4	30.77	0	0	0.00	0
Consumer Product Safety Commission	6	3	50.00	0	0	0.00	0
Corporation for National Service	21	9	42.86	0	0	0.00	0
Court Services and Offender Supervision Agency	20	10	50.00	4	0	0.00	2
Department of Agriculture	2,639	601	22.77	88	9	10.23	38
Department of Commerce	718	285	39.69	85	47	55.29	8
Defense Summary **	7,158	3,265	45.61	643	293	45.57	210
Army & Air Force Exchange Service	241	84	34.85	33	8	24.24	10
Defense Commissary Agency	339	148	43.66	29	23	79.31	13
Defense Contract Audit Agency	60	30	50.00	12	2	16.67	6
Defense Contract Management Agency	188	61	32.45	31	16	51.61	6
Defense Education Activity	154	49	31.82	9	7	77.78	0
Defense Finance and Accounting Service	273	124	45.42	26	2	7.69	11
Defense Human Resources Activity	6	4	66.67	0	0	0.00	0
Defense Information Systems Agency	30	14	46.67	0	0	0.00	0
Defense Inspector General	9	6	66.67	0	0	0.00	0
Defense Intelligence Agency	29	14	48.28	0	0	0.00	0
Defense Logistics Agency	380	158	41.58	35	16	45.71	15
Defense National Guard Bureau	120	22	18.33	66	1	1.52	7
Defense National Imagery and Mapping Agency	35	12	34.29	0	0	0.00	0
Defense National Security Agency	51	23	45.10	5	0	0.00	2
Defense Nuclear Facilities Safety Board	0	0	0.00	0	0	0.00	0
Defense Office of the Secretary	67	24	35.82	0	0	0.00	0
Defense Security Service	21	9	42.86	2	2	100.00	1
Defense Threat Reduction Agency	6	2	33.33	0	0	0.00	0
Defense Tricare Management Activity	0	0	0.00	0	0	0.00	0
Department of the Air Force	1,180	563	47.71	117	61	52.14	47
Department of the Army	2,018	968	47.97	249	146	58.63	91
Department of the Navy	1,951	950	48.69	29	9	31.03	1
Department of Education	78	37	47.44	0	0	0.00	0
Department of Energy	240	92	38.33	5	5	100.00	0
Department of Health and Human Services	618	289	46.76	48	13	27.08	10

**Table IIB FY 2003 Complaint Closures (Consolidated; Not Con**

<b>Agency or Department</b>	<b>Not Consolidated</b>	<b>Closures</b>		<b>Consolidated</b>	<b>Closures</b>		<b>Joint Processing</b>
		<b>#</b>	<b>%</b>		<b>#</b>	<b>%</b>	
Department of Housing & Urban Development	370	151	40.81	16	0	0.00	3
Department of the Interior	791	366	46.27	110	82	74.55	48
Department of Justice	1,895	724	38.21	154	105	68.18	49
Department of Labor	414	181	43.72	59	21	35.59	26
Department of State	138	75	54.35	24	11	45.83	9
Department of Transportation	1,182	542	45.85	9	5	55.56	4
Department of the Treasury	2,068	1,131	54.69	73	13	17.81	32
Department of Veterans Affairs	5,227	2,380	45.53	167	92	55.09	75
Environmental Protection Agency	235	85	36.17	14	4	28.57	6
Equal Employment Opportunity Commission	90	35	38.89	9	7	77.78	4
Executive Office of the President Summary**	4	1	25.00	0	0	0.00	0
Office of Administration	0	0	0.00	0	0	0.00	0
Office of Management and Budget	2	1	50.00	0	0	0.00	0
Office of National Drug Control Policy	1	0	0.00	0	0	0.00	0
Office of U.S. Trade Representative	1	0	0.00	0	0	0.00	0
Export-Import Bank of the United States	12	6	50.00	0	0	0.00	0
Farm Credit Administration	5	3	60.00	0	0	0.00	0
Federal Communications Commission	14	5	35.71	0	5	0.00	0
Federal Deposit Insurance Corporation	149	56	37.58	34	28	82.35	13
Federal Election Commission	2	1	50.00	0	0	0.00	0
Federal Emergency Management Agency	91	28	30.77	4	0	0.00	2
Federal Energy Regulatory Commission	6	4	66.67	0	0	0.00	0
Federal Housing Finance Board	3	1	33.33	2	2	100.00	1
Federal Labor Relations Authority	3	2	66.67	0	0	0.00	0
Federal Maritime Commission	0	0	0.00	0	0	0.00	0
Federal Mediation & Conciliation Service	3	3	100.00	0	0	0.00	0
Federal Reserve Board	20	10	50.00	0	0	0.00	0
Federal Retirement Thrift Investment Board	2	0	0.00	0	0	0.00	0
Federal Trade Commission	10	4	40.00	0	0	0.00	0
General Services Administration	248	114	45.97	11	5	45.45	3
Government Printing Office	115	50	43.48	11	0	0.00	5
Holocaust Memorial Museum	5	1	20.00	2	2	100.00	1
International Boundary & Water Commission	9	8	88.89	5	5	100.00	2
International Trade Commission	0	0	0.00	0	0	0.00	0
John F Kennedy Center for the Arts	3	1	33.33	0	0	0.00	0

**Table IIB FY 2003 Complaint Closures (Consolidated; Not Con**

<b>Agency or Department</b>	<b>Not Consolidated</b>	<b>Closures</b>		<b>Consolidated</b>	<b>Closures</b>		<b>Joint Processing Units</b>
		<b>#</b>	<b>%</b>		<b>#</b>	<b>%</b>	
Merit Systems Protection Board	4	4	100.00	6	2	33.33	1
National Aeronautics & Space Administration	108	42	38.89	24	9	37.50	6
National Archives & Records Administration	55	22	40.00	22	15	68.18	8
National Credit Union Administration	13	5	38.46	4	0	0.00	2
National Endowment for the Arts	1	1	100.00	0	0	0.00	0
National Endowment for the Humanities	0	0	0.00	0	0	0.00	0
National Gallery of Art	14	6	42.86	7	0	0.00	0
National Labor Relations Board	34	14	41.18	15	8	53.33	5
National Science Foundation	11	3	27.27	0	0	0.00	0
National Transportation Safety Board	14	2	14.29	0	2	0.00	0
Nuclear Regulatory Commission	22	11	50.00	9	5	55.56	4
Office of Personnel Management	56	18	32.14	4	0	0.00	0
Office of Special Counsel	2	0	0.00	2	0	0.00	1
Overseas Private Investment Corporation	1	1	100.00	0	0	0.00	0
Peace Corps	9	0	0.00	0	0	0.00	0
Pension Benefit Guaranty Corporation	11	6	54.55	6	1	16.67	3
Railroad Retirement Board	5	2	40.00	0	0	0.00	0
Securities and Exchange Commission	43	26	60.47	5	5	100.00	1
Selective Service System	3	0	0.00	0	0	0.00	0
Small Business Administration	98	53	54.08	0	0	0.00	0
Smithsonian Institution	46	21	45.65	4	2	50.00	1
Social Security Administration	1,515	493	32.54	56	3	5.36	22
Tennessee Valley Authority	162	64	39.51	0	0	0.00	0
United States Armed Forces Retirement Home	4	4	100.00	8	8	100.00	0
United States Postal Service	19,229	6,526	33.94	580	108	18.62	264
United States Tax Court	0	0	0.00	0	0	0.00	0
Homeland Security-Mem. of Understanding	3,115	844	27.09	130	69	53.08	49
<b>TOTAL</b>	<b>49,312</b>	<b>18,781</b>	<b>38.09</b>	<b>2,463</b>	<b>991</b>	<b>40.24</b>	<b>920</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

<b>CABINET AGENCY SUB TOTAL</b>	<b>45,880</b>	<b>17,489</b>	<b>38.12</b>	<b>2,191</b>	<b>873</b>	<b>39.84</b>	<b>825</b>
<b>MID-SIZE AGENCY SUB TOTAL</b>	<b>2,652</b>	<b>956</b>	<b>36.05</b>	<b>147</b>	<b>51</b>	<b>34.69</b>	<b>53</b>
<b>SMALL AGENCY SUB TOTAL</b>	<b>780</b>	<b>336</b>	<b>43.08</b>	<b>125</b>	<b>67</b>	<b>53.60</b>	<b>42</b>

**Table III FY 2003 Agency Staff Resources**

Agency or Department	Counselors							Investigators							Counselors/Investigators						
	Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty	
		#	%	#	%	#	%		#	%	#	%	#	%		#	%	#	%	#	%
Agency for International Development	8	0	0.00	0	0.00	8	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Broadcasting Board of Governors	16	0	0.00	2	12.50	14	87.50	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Central Intelligence Agency	0	0	0.00	0	0.00	0	0.00	2	0	0.00	2	100.00	0	0.00	6	6	100.00	0	0.00	0	0.00
Commodity Futures Trading Commission	6	0	0.00	0	0.00	6	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Consumer Product Safety Commission	4	0	0.00	0	0.00	4	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Corporation for National Service	13	0	0.00	0	0.00	13	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Court Services & Offender Supervision Agency	22	1	4.55	0	0.00	21	95.45	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of Agriculture	49	42	85.71	6	12.24	1	2.04	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of Commerce	49	14	28.57	9	18.37	26	53.06	7	7	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Summary **	1,157	398	34.40	103	8.90	2,905	251.08	31	13	41.94	5	16.13	13	41.94	40	3	7.50	3	7.50	34	85.00
Army & Air Force Exchange Service	357	0	0.00	0	0.00	357	100.00	17	4	23.53	0	0.00	13	76.47	0	0	0.00	0	0.00	0	0.00
Defense Commissary Agency	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Contract Audit Agency	7	0	0.00	0	0.00	7	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Contract Management Agency	96	5	5.21	0	0.00	91	94.79	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Education Activity	5	4	80.00	0	0.00	1	20.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Finance and Accounting Service	57	2	3.51	0	0.00	55	96.49	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Human Resources Activity	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Information Systems Agency	4	3	75.00	1	25.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Inspector General	10	0	0.00	2	20.00	8	80.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Intelligence Agency	7	0	0.00	0	0.00	7	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Logistics Agency	45	3	6.67	0	0.00	42	93.33	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense National Guard Bureau	543	73	13.44	50	9.21	420	77.35	0	0	0.00	0	0.00	0	0.00	39	2	5.13	3	7.69	34	87.18
Defense National Imagery & Mapping Agency	2	2	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense National Security Agency	5	2	40.00	3	60.00	0	0.00	10	9	90.00	1	10.00	0	0.00	1	1	100.00	0	0.00	0	0.00
Defense Nuclear Facilities Safety Board	2	0	0.00	0	0.00	2	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Office of the Secretary	4	0	0.00	4	100.00	0	0.00	4	0	0.00	4	100.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Security Service	8	0	0.00	0	0.00	8	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Threat Reduction Agency	3	3	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Defense Tricare Management Activity	2	0	0.00	0	0.00	2	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of the Air Force	262	105	40.08	2	0.76	155	59.16	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of the Army	1,809	48	2.65	41	2.27	1,720	95.08	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of the Navy	178	148	83.15	0	0.00	30	16.85	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of Education	3	3	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of Energy	105	6	5.71	0	0.00	99	94.29	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of Health and Human Services	272	18	6.62	3	1.10	251	92.28	2	1	50.00	0	0.00	1	50.00	2	1	50.00	0	0.00	1	50.00
Department of Housing & Urban Development	4	4	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of the Interior	519	11	2.12	38	7.32	470	90.56	1	0	0.00	1	100.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of Justice	613	14	2.28	31	5.06	568	92.66	141	15	10.64	4	2.84	122	86.52	6	0	0.00	0	0.00	6	100.00
Department of Labor	53	0	0.00	0	0.00	53	100.00	0	0	0.00	0	0.00	0	0.00	14	7	50.00	5	35.71	2	14.29
Department of State	275	1	0.36	0	0.00	274	99.64	7	1	14.29	0	0.00	6	85.71	0	0	0.00	0	0.00	0	0.00
Department of Transportation	180	0	0.00	9	5.00	171	95.00	18	18	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of the Treasury	228	66	28.95	162	71.05	0	0.00	28	28	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Department of Veterans Affairs	54	54	100.00	0	0.00	0	0.00	45	45	100.00	0	0.00	0	0.00	12	12	100.00	0	0.00	0	0.00
Environmental Protection Agency	106	1	0.94	1	0.94	104	98.11	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Equal Employment Opportunity Commission	1	1	100.00	0	0.00	0	0.00	4	4	100.00	0	0.00	0	0.00	1	1	100.00	0	0.00	0	0.00

**Table III FY 2003 Agency Staff Resources**

Agency or Department	Counselors							Investigators							Counselors/Investigators						
	Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty	
		#	%	#	%	#	%		#	%	#	%	#	%		#	%	#	%	#	%
Executive Office of the President Summary**	6	0	0.00	0	0.00	6	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Office of Administration	2	0	0.00	0	0.00	2	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Office of Management and Budget	4	0	0.00	0	0.00	4	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Office of National Drug Control Policy	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Office of U.S. Trade Representative	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Export-Import Bank of the United States	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Farm Credit Administration	9	0	0.00	0	0.00	9	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Communications Commission	7	0	0.00	0	0.00	7	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Deposit Insurance Corporation	4	4	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Election Commission	2	0	0.00	0	0.00	2	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Emergency Management Agency	63	0	0.00	1	1.59	62	98.41	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Energy Regulatory Commission	3	0	0.00	0	0.00	3	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Housing Finance Board	2	0	0.00	0	0.00	2	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Labor Relations Authority	6	0	0.00	0	0.00	6	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Maritime Commission	3	1	33.33	0	0.00	2	66.67	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Mediation & Conciliation Service	5	0	0.00	0	0.00	5	100.00	3	0	0.00	0	0.00	3	100.00	0	0	0.00	0	0.00	0	0.00
Federal Reserve Board	3	0	0.00	0	0.00	3	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Retirement Thrift Investment Board	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Federal Trade Commission	9	1	11.11	0	0.00	8	88.89	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
General Services Administration	4	0	0.00	0	0.00	4	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Government Printing Office	7	2	28.57	0	0.00	5	71.43	1	0	0.00	0	0.00	1	100.00	0	0	0.00	0	0.00	0	0.00
Holocaust Memorial Museum	9	0	0.00	0	0.00	9	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
International Boundary & Water Commission	9	0	0.00	0	0.00	9	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
International Trade Commission	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
John F Kennedy Center for the Arts	3	0	0.00	0	0.00	3	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Merit Systems Protection Board	2	0	0.00	0	0.00	2	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
National Aeronautics & Space Administration	34	4	11.76	0	0.00	30	88.24	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
National Archives & Records Administration	11	1	9.09	0	0.00	10	90.91	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
National Credit Union Administration	10	0	0.00	0	0.00	10	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
National Endowment for the Arts	3	0	0.00	0	0.00	3	100.00	0	0	0.00	0	0.00	0	0.00	1	0	0.00	0	0.00	1	100.00
National Endowment for the Humanities	2	0	0.00	0	0.00	2	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
National Gallery of Art	11	0	0.00	0	0.00	11	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
National Labor Relations Board	42	0	0.00	0	0.00	42	100.00	0	0	0.00	0	0.00	0	0.00	8	8	100.00	0	0.00	0	0.00
National Science Foundation	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
National Transportation Safety Board	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Nuclear Regulatory Commission	26	0	0.00	0	0.00	26	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Office of Personnel Management	8	0	0.00	0	0.00	8	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Office of Special Counsel	8	0	0.00	0	0.00	8	100.00	0	0	0.00	0	0.00	0	0.00	2	0	0.00	0	0.00	2	100.00
Overseas Private Investment Corporation	1	0	0.00	0	0.00	1	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Peace Corps	9	0	0.00	0	0.00	9	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Pension Benefit Guaranty Corporation	5	0	0.00	1	20.00	4	80.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Railroad Retirement Board	7	0	0.00	0	0.00	7	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Securities and Exchange Commission	19	0	0.00	0	0.00	19	100.00	5	2	40.00	3	60.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Selective Service System	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Small Business Administration	25	0	0.00	0	0.00	25	100.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00

**Table III FY 2003 Agency Staff Resources**

Agency or Department	Counselors							Investigators							Counselors/Investigators						
	Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty	
		#	%	#	%	#	%		#	%	#	%	#	%		#	%	#	%	#	%
Smithsonian Institution	2	2	100.00	0	0.00	0	0.00	1	1	100.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Social Security Administration	193	9	4.66	9	4.66	175	90.67	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
Tennessee Valley Authority	28	2	7.14	0	0.00	26	92.86	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
United States Armed Forces Retirement Home	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
United States Postal Service	241	186	77.18	1	0.41	54	22.41	44	44	100.00	0	0.00	0	0.00	1	1	100.00	0	0.00	0	0.00
United States Tax Court	1	0	0.00	0	0.00	1	100.00	1	0	0.00	0	0.00	1	100.00	0	0	0.00	0	0.00	0	0.00
Homeland Security-Mem. of Understanding	173	53	30.64	0	0.00	120	69.36	0	0	0.00	0	0.00	0	0.00	0	0	0.00	0	0.00	0	0.00
<b>TOTAL</b>	<b>7,001</b>	<b>899</b>	<b>12.84</b>	<b>376</b>	<b>5.37</b>	<b>5,726</b>	<b>81.79</b>	<b>341</b>	<b>179</b>	<b>52.49</b>	<b>15</b>	<b>4.40</b>	<b>147</b>	<b>43.11</b>	<b>93</b>	<b>39</b>	<b>41.94</b>	<b>8</b>	<b>8.60</b>	<b>46</b>	<b>49.46</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

<b>CABINET AGENCY SUB TOTAL</b>	<b>3,975</b>	<b>870</b>	<b>21.89</b>	<b>362</b>	<b>9.11</b>	<b>4,992</b>	<b>125.58</b>	<b>324</b>	<b>172</b>	<b>53.09</b>	<b>10</b>	<b>3.09</b>	<b>142</b>	<b>43.83</b>	<b>75</b>	<b>24</b>	<b>32.00</b>	<b>8</b>	<b>10.67</b>	<b>43</b>	<b>57.33</b>
<b>MID-SIZE AGENCY SUB TOTAL</b>	<b>459</b>	<b>22</b>	<b>4.79</b>	<b>11</b>	<b>2.40</b>	<b>426</b>	<b>92.81</b>	<b>1</b>	<b>1</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
<b>SMALL AGENCY SUB TOTAL</b>	<b>2,567</b>	<b>7</b>	<b>0.27</b>	<b>3</b>	<b>0.12</b>	<b>308</b>	<b>12.00</b>	<b>16</b>	<b>6</b>	<b>37.50</b>	<b>5</b>	<b>31.25</b>	<b>5</b>	<b>31.25</b>	<b>18</b>	<b>15</b>	<b>83.33</b>	<b>0</b>	<b>0.00</b>	<b>3</b>	<b>16.67</b>

**Table IIIA FY 2003 Agency New Staff Training**

Agency or Department	Total Work Force	Counselors				Investigators				Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Agency for International Development	2,171	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	1,899	1	1	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency*	0	0	0	0	0	0	0	0	0	1	1	0	0
Commodity Futures Trading Commission	536	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	479	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	581	1	1	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	1,006	16	16	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	112,843	2	1	1	0	0	0	0	0	0	0	0	0
Department of Commerce	44,687	3	3	0	0	0	0	0	0	0	0	0	0
Defense Summary **	826,669	581	482	130	89	3	3	2	0	0	0	0	0
Army & Air Force Exchange Service	37,973	14	14	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	15,590	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,079	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,620	14	10	3	1	0	0	0	0	0	0	0	0
Defense Education Activity	17,300	1	1	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	14,193	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	737	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	5,178	0	0	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	1,215	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency*	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	21,262	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	82,317	57	76	59	50	0	0	0	0	0	0	0	0
Defense National Imagery and Mapping Agency*	0	2	2	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency*	19,713	0	0	0	0	3	3	2	0	0	0	0	0
Defense Nuclear Facilities Safety Board	98	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	5,401	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	2,528	3	3	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	930	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	149	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	170,434	38	21	5	14	0	0	0	0	0	0	0	0
Department of the Army	220,863	437	340	63	24	0	0	0	0	0	0	0	0
Department of the Navy	196,089	15	15	0	0	0	0	0	0	0	0	0	0
Department of Education	4,702	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	15,722	8	7	1	0	0	0	0	0	0	0	0	0
Department of Health and Human Services	60,014	5	5	4	0	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	10,435	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	79,482	52	21	25	6	0	0	0	0	0	0	0	0
Department of Justice	102,503	128	104	21	3	1	1	0	0	0	0	0	0
Department of Labor	16,154	2	0	2	0	0	0	0	0	0	0	0	0
Department of State	17,638	112	20	90	2	6	2	0	4	0	0	0	0
Department of Transportation	58,842	53	53	0	0	0	0	0	0	0	0	0	0

**Table IIIA FY 2003 Agency New Staff Training**

Agency or Department	Total Work Force	Counselors				Investigators				Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Department of the Treasury	131,069	42	33	0	9	0	0	0	0	0	0	0	0
Department of Veterans Affairs	230,709	12	12	12	0	14	6	6	8	0	0	0	0
Environmental Protection Agency	19,082	16	15	0	1	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,608	0	0	0	0	0	0	0	0	0	0	0	0
Executive Office of the President Summary**	1,014	5	1	0	4	0	0	0	0	0	0	0	0
Office of Administration	222	1	1	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	491	4	0	0	4	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	112	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	189	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	395	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	290	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	2,049	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	5,496	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	371	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	8,663	29	28	1	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,161	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	98	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	205	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	130	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	290	1	1	0	0	1	1	0	0	0	0	0	0
Federal Reserve Board	1,768	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	100	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,077	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,800	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	2,847	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	368	3	3	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	273	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	363	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	1,076	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	226	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	19,313	7	5	1	1	0	0	0	0	0	0	0	0
National Archives & Records Administration	3,086	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	945	1	1	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	156	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	169	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	805	6	6	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,937	5	5	1	0	0	0	0	0	0	0	0	0
National Science Foundation	1,411	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	438	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	3,047	1	1	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	3,618	0	0	0	0	0	0	0	0	0	0	0	0

**Table IIIA FY 2003 Agency New Staff Training**

Agency or Department	Total Work Force	Counselors				Investigators				Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Office of Special Counsel	98	3	2	0	1	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	220	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	914	3	3	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	777	0	0	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	1,135	3	3	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,293	1	1	0	0	0	0	0	0	0	0	0	0
Selective Service System	166	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	3,784	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,290	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	66,607	13	13	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	13,353	1	1	0	0	0	0	0	0	0	0	0	0
United States Armed Forces Retirement Home	640	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	821,881	72	72	0	0	15	15	0	0	0	0	1	0
United States Tax Court	251	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding ***	132,612	40	33	2	7	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>2,867,837</b>	<b>1,228</b>	<b>953</b>	<b>291</b>	<b>123</b>	<b>40</b>	<b>28</b>	<b>8</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>

\* The number of full time permanent positions is classified information.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

\*\*\* The total work force number does not include classified positions.

<b>CABINET AGENCY SUB TOTAL</b>	<b>2,665,962</b>	<b>1,112</b>	<b>846</b>	<b>288</b>	<b>116</b>	<b>39</b>	<b>27</b>	<b>8</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>MID-SIZE AGENCY SUB TOTAL</b>	<b>155,388</b>	<b>66</b>	<b>62</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>SMALL AGENCY SUB TOTAL</b>	<b>46,487</b>	<b>50</b>	<b>45</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>

**Table III B FY 2003 Agency Experienced Staff Training**

Agency or Department	Total Work Force	Counselors				Investigators				Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Agency for International Development	2,171	8	8	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	1,899	15	15	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency*	0	0	0	0	0	0	0	0	0	5	5	0	0
Commodity Futures Trading Commission	536	0	6	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	479	4	2	0	2	0	0	0	0	0	0	0	0
Corporation for National Service	581	12	10	0	2	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	1,006	6	5	1	0	0	0	0	0	0	0	0	0
Department of Agriculture	112,843	47	25	13	9	0	0	0	0	0	0	0	0
Department of Commerce	44,687	46	39	6	1	7	7	0	0	0	0	0	0
Defense Summary **	826,669	2,858	1,699	396	785	28	28	0	14	1	13	1	14
Army & Air Force Exchange Service	37,973	343	0	14	329	17	8	0	9	0	0	0	0
Defense Commissary Agency	15,590	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,079	7	7	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,620	102	68	25	7	0	0	0	0	0	0	0	0
Defense Education Activity	17,300	4	0	4	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	14,193	57	34	0	23	0	0	0	0	0	0	0	0
Defense Human Resources Activity	737	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	5,178	4	3	1	0	0	0	0	0	0	0	0	0
Defense Inspector General	1,215	10	10	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency*	0	7	7	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	21,262	45	26	13	6	0	0	0	0	0	0	0	0
Defense National Guard Bureau	82,317	428	252	14	125	0	10	0	1	0	13	1	13
Defense National Imagery and Mapping Agency*	0	1	1	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency*	19,713	5	5	0	0	6	6	0	3	1	0	0	1
Defense Nuclear Facilities Safety Board	98	2	1	1	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	5,401	0	0	0	0	4	4	0	0	0	0	0	0
Defense Security Service	2,528	5	4	0	1	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	930	3	2	0	1	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	149	2	2	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	170,434	224	110	12	107	1	0	0	1	0	0	0	0
Department of the Army	220,863	1,446	1,040	312	150	0	0	0	0	0	0	0	0
Department of the Navy	196,089	163	127	0	36	0	0	0	0	0	0	0	0
Department of Education	4,702	3	3	0	0	0	0	0	0	0	0	0	0
Department of Energy	15,722	98	62	13	23	0	0	0	0	2	2	0	0
Department of Health and Human Services	60,014	154	101	15	49	1	1	0	0	1	1	0	0
Department of Housing & Urban Development	10,435	4	4	0	0	0	0	0	0	0	0	0	0
Department of the Interior	79,482	467	91	14	362	1	0	1	0	0	0	0	0
Department of Justice	102,503	511	238	111	162	140	60	7	73	6	6	0	0
Department of Labor	16,154	51	50	1	0	0	0	0	0	0	14	0	0
Department of State	17,638	163	141	0	22	0	0	0	0	0	0	0	0
Department of Transportation	58,842	118	93	25	0	18	0	18	0	0	0	0	0

**Table III B FY 2003 Agency Experienced Staff Training**

Agency or Department	Total Work Force	Counselors				Investigators				Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Department of the Treasury	131,069	186	153	10	23	28	28	7	0	0	0	0	0
Department of Veterans Affairs	230,709	42	41	2	3	45	45	0	0	12	12	0	0
Environmental Protection Agency	19,082	90	61	0	29	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,608	1	1	0	0	4	3	1	0	1	1	0	0
Executive Office of the President Summary**	1,014	1	0	0	1	0	0	0	0	0	0	0	0
Office of Administration	222	1	0	0	1	0	0	0	0	0	0	0	0
Office of Management and Budget	491	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	112	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	189	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	395	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	290	9	8	1	0	0	0	0	0	0	0	0	0
Federal Communications Commission	2,049	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	5,496	4	4	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	371	2	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	8,663	34	23	0	12	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,161	3	3	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	98	2	0	0	2	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	205	6	6	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	130	3	3	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	290	4	4	0	0	2	2	0	0	0	0	0	0
Federal Reserve Board	1,768	3	3	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	100	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,077	9	4	0	5	0	0	0	0	0	0	0	0
General Services Administration	12,800	4	4	0	0	0	0	0	0	0	0	0	0
Government Printing Office	2,847	7	7	0	0	1	0	0	1	0	0	0	0
Holocaust Memorial Museum	368	6	6	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	273	9	9	0	0	0	0	0	0	0	0	0	0
International Trade Commission	363	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	1,076	3	3	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	226	2	2	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	19,313	27	21	3	3	0	0	0	0	0	0	0	0
National Archives & Records Administration	3,086	11	11	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	945	9	9	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	156	3	3	0	0	0	0	0	0	1	1	0	0
National Endowment for the Humanities	169	2	2	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	805	5	5	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,937	37	9	0	28	0	0	0	0	9	8	1	0
National Science Foundation	1,411	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	438	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	3,047	25	1	0	24	0	0	0	0	0	0	0	0
Office of Personnel Management	3,618	8	8	0	0	0	0	0	0	0	0	0	0

**Table IIIB FY 2003 Agency Experienced Staff Training**

Agency or Department	Total Work Force	Counselors				Investigators				Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Office of Special Counsel	98	5	3	0	2	0	0	0	0	2	2	0	0
Overseas Private Investment Corporation	220	1	0	0	1	0	0	0	0	0	0	0	0
Peace Corps	914	6	6	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	777	5	5	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	1,135	4	3	0	1	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,293	20	12	0	6	5	5	0	0	0	0	0	0
Selective Service System	166	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	3,784	25	25	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,290	2	2	0	0	1	1	0	0	0	0	0	0
Social Security Administration	66,607	180	180	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	13,353	25	25	0	2	0	0	0	0	0	0	0	0
United States Armed Forces Retirement Home	640	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	821,881	169	150	19	0	29	15	14	0	1	1	0	0
United States Tax Court	251	1	1	0	0	1	1	0	0	0	0	0	0
Homeland Security-Mem. of Understanding ***	132,612	147	73	37	46	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>2,867,837</b>	<b>5,712</b>	<b>3,491</b>	<b>667</b>	<b>1,605</b>	<b>311</b>	<b>196</b>	<b>48</b>	<b>88</b>	<b>41</b>	<b>66</b>	<b>2</b>	<b>14</b>

\* The number of full time permanent positions is classified information.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

\*\*\* The total work force number does not include classified positions.

<b>CABINET AGENCY SUB TOTAL</b>	<b>2,665,962</b>	<b>5,064</b>	<b>2,963</b>	<b>662</b>	<b>1,485</b>	<b>297</b>	<b>184</b>	<b>47</b>	<b>87</b>	<b>23</b>	<b>49</b>	<b>1</b>	<b>14</b>
<b>MID-SIZE AGENCY SUB TOTAL</b>	<b>155,388</b>	<b>391</b>	<b>345</b>	<b>3</b>	<b>46</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>SMALL AGENCY SUB TOTAL</b>	<b>46,487</b>	<b>257</b>	<b>183</b>	<b>2</b>	<b>74</b>	<b>13</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>18</b>	<b>17</b>	<b>1</b>	<b>0</b>

**Table III C FY 2003 Contractor New Staff Training**

Agency or Department	Counselors				Investigators				Counselors/Investigators			
	New Staff Training				New Staff Training				New Staff Training			
	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	1	0	1	0	0	0	0	0
Central Intelligence Agency*	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	3	3	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	0	9	9	0	0	0	0	0	0	0	0	0
Department of Commerce	0	0	0	0	3	3	0	0	0	0	0	0
Defense Summary **	2	2	1	0	17	17	6	0	0	0	0	0
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	2	2	1	0	4	4	4	0	0	0	0	0
Defense Contract Audit Agency	0	0	0	0	7	7	0	0	0	0	0	0
Defense Contract Management Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency*	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Imagery and Mapping Agency*	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency*	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	2	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	0	0	0	0	6	6	0	0	0	0	0	0
Department of the Army	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Navy	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	0	0	0	0	5	5	0	0	0	0	0	0
Department of Health and Human Services	3	3	0	0	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	0	0	0	0	1	1	0	0	0	0	0	0
Department of the Interior	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	0	0	0	0	2	2	0	0	0	0	0	0
Department of Labor	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	0	0	0	0	0	0	0	0	0	0	0	0

**Table III C FY 2003 Contractor New Staff Training**

Agency or Department	Counselors				Investigators				Counselors/Investigators			
	Total	New Staff Training			Total	New Staff Training			Total	New Staff Training		
		32 Hour	8 Hour	None		32 Hour	8 Hour	None		32 Hour	8 Hour	None
Department of the Treasury	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans Affairs	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	0	0	0	0	4	3	1	0	0	0	0	0
Equal Employment Opportunity Commission	0	0	0	0	0	0	0	0	0	0	0	0
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Archives & Records Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	1	0	1	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	165	0	165	0	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0

**Table IIIC FY 2003 Contractor New Staff Training**

Agency or Department	Counselors				Investigators				Counselors/Investigators			
	Total	New Staff Training			Total	New Staff Training			Total	New Staff Training		
		32 Hour	8 Hour	None		32 Hour	8 Hour	None		32 Hour	8 Hour	None
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	0	0	0	0	0	0	0	0	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	0	0	0	0	0	0	0	0	0	0	0	0
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	22	3	0	19	24	24	0	0	0	0	0	0
<b>TOTAL</b>	<b>27</b>	<b>17</b>	<b>10</b>	<b>19</b>	<b>226</b>	<b>58</b>	<b>174</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* The number of full time permanent positions is classified information.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	27	17	10	19	52	52	6	0	0	0	0	0
MID-SIZE AGENCY SUB TOTAL	0	0	0	0	4	3	1	0	0	0	0	0
SMALL AGENCY SUB TOTAL	0	0	0	0	170	3	167	0	0	0	0	0

**Table III D FY 2003 Contractor Experienced Staff Training**

Agency or Department	Counselors				Investigators				Counselors/Investigators			
	Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	1	1	0	0	6	6	0	0	0	0	0	0
Central Intelligence Agency*	0	0	0	0	2	2	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	7	0	0	0	0	0	0
Consumer Product Safety Commission	1	1	0	0	1	1	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	10	10	0	0	0	0	0	0	0	0	0	0
Department of Commerce	0	0	0	0	13	13	0	0	0	0	0	0
Defense Summary **	44	43	4	1	103	13	91	1	4	6	2	0
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	0	0	1	0	0	0	0	0	0	0	2	0
Defense Contract Audit Agency	10	10	0	0	78	0	78	0	0	0	0	0
Defense Contract Management Agency	8	7	1	0	2	0	2	0	0	0	0	0
Defense Education Activity	3	3	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	4	4	0	0	0	0	0	0
Defense Human Resources Activity	8	7	1	0	2	0	2	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	1	1	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	1	1	0	0
Defense Intelligence Agency*	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	11	10	1	0	2	0	2	0	0	0	0	0
Defense National Guard Bureau	0	2	0	1	0	0	1	1	3	5	0	0
Defense National Imagery and Mapping Agency*	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency*	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	4	4	0	0	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	0	0	0	0	14	8	6	0	0	0	0	0
Department of the Army	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Navy	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	0	0	0	0	0	12	0	0	0	0	0	0
Department of Energy	0	0	0	0	8	8	0	0	0	0	0	0
Department of Health and Human Services	12	9	3	0	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	0	0	0	0	77	77	0	0	0	0	0	0
Department of the Interior	0	0	0	0	11	11	0	0	0	0	0	0
Department of Justice	1	1	0	0	122	122	0	0	6	6	0	0
Department of Labor	0	0	0	0	5	0	0	0	0	0	0	0
Department of State	0	0	0	0	1	0	0	1	0	0	0	0
Department of Transportation	0	0	0	0	0	0	0	0	0	0	0	0

**Table III D FY 2003 Contractor Experienced Staff Training**

Agency or Department	Counselors				Investigators				Counselors/Investigators			
	Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Department of the Treasury	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans Affairs	0	0	0	0	81	81	0	0	0	81	0	0
Environmental Protection Agency	0	0	0	0	81	80	1	0	0	0	0	0
Equal Employment Opportunity Commission	0	0	0	0	0	0	0	0	0	0	0	0
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	5	5	0	0	1	1	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	1	1	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	24	22	2	0	0	0	0	0
Federal Election Commission	0	0	0	0	1	0	1	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	12	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	1	1	0	0	2	2	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	5	5	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	16	16	0	0	16	16	0	0	0	0	0	0
Government Printing Office	0	0	0	0	18	18	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	2	2	0	0	0	0	0	0
National Aeronautics & Space Administration	0	0	0	0	0	0	0	0	9	7	1	1
National Archives & Records Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1	1	0	0	3	3	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	1	1	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	0	0	0	0	5	5	0	0	0	0	0	0

**Table III D FY 2003 Contractor Experienced Staff Training**

Agency or Department	Counselors				Investigators				Counselors/Investigators			
	Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	2	2	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	5	5	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	3	3	0	0	0	0	0	0
Social Security Administration	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	0	0	0	0	2	2	0	0	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	0	0	0	0	0	0	0	0	0	0	0	0
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	21	21	0	0	131	131	0	0	0	0	0	0
<b>TOTAL</b>	113	109	7	1	733	664	95	2	19	100	3	1

\* The number of full time permanent positions is classified information.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	88	84	7	1	552	468	91	2	10	93	2	0
MID-SIZE AGENCY SUB TOTAL	16	16	0	0	126	135	3	0	9	7	1	1
SMALL AGENCY SUB TOTAL	9	9	0	0	55	61	1	0	0	0	0	0

Table IV

FY 2003 Complaint Closure Processing Times

Agency or Department	Withdrawals			Settlements			Final Agency Action On AJ Decision			Agency Decision Without AJ Decision			Total Closures		
	No.	Total	Avg.	No.	Total	Avg.	No.	Total Days	Avg. Days	No.	Total Days	Avg. Days	No.	Total	Avg.
		Days	Days		Days	Days								Days	Days
Agency for International Development	0	0	0	3	1,488	496	1	726	726	3	1,504	501	7	3,718	531
Broadcasting Board of Governors	3	976	325	9	4,317	480	1	595	595	16	6,288	393	29	12,176	420
Central Intelligence Agency	1	87	87	0	0	0	2	2,144	1,072	11	2,684	244	14	4,915	351
Commodity Futures Trading Commission	0	0	0	2	349	175	0	0	0	2	1,213	607	4	1,562	391
Consumer Product Safety Commission	1	228	228	1	2	2	1	629	629	0	0	0	3	859	286
Corporation for National Service	0	0	0	7	1,895	271	1	794	794	1	188	188	9	2,877	320
Court Services and Offender Supervision Agency	1	501	501	1	217	217	4	2,199	550	4	1,181	295	10	4,098	410
Department of Agriculture	43	19,922	463	250	153,146	613	92	104,228	1,133	225	215,551	958	610	492,847	808
Department of Commerce	16	7,506	469	102	66,178	649	51	50,779	996	163	92,202	566	332	216,665	653
Defense Summary **	361	112,966	313	1,063	318,263	299	813	614,795	756	1,321	530,442	402	3,558	1,576,466	443
Army & Air Force Exchange Service	18	10,669	593	16	9,625	602	22	17,649	802	36	13,067	363	92	51,010	554
Defense Commissary Agency	17	1,094	64	69	14,120	205	20	8,406	420	65	28,118	433	171	51,738	303
Defense Contract Audit Agency	7	3,015	431	12	11,907	992	3	3,725	1,242	10	2,637	264	32	21,284	665
Defense Contract Management Agency	2	892	446	26	15,968	614	17	19,638	1,155	32	19,031	595	77	55,529	721
Defense Education Activity	1	393	393	22	8,621	392	16	3,975	248	17	3,005	177	56	15,994	286
Defense Finance and Accounting Service	5	1,816	363	35	14,199	406	54	43,664	809	32	6,566	205	126	66,245	526
Defense Human Resources Activity	0	0	0	2	654	327	2	950	475	0	0	0	4	1,604	401
Defense Information Systems Agency	1	89	89	2	609	305	3	1,267	422	8	5,355	669	14	7,320	523
Defense Inspector General	3	1,454	485	2	1,014	507	1	799	799	0	0	0	6	3,267	545
Defense Intelligence Agency	0	0	0	6	4,836	806	2	1,803	902	6	3,655	609	14	10,294	735
Defense Logistics Agency	12	3,479	290	36	19,187	533	61	47,500	779	65	26,402	406	174	96,568	555
Defense National Guard Bureau	8	1,359	170	3	1,612	537	2	1,152	576	10	3,631	363	23	7,754	337
Defense National Imagery and Mapping Agency	1	11	11	9	2,043	227	1	1,548	1,548	1	13	13	12	3,615	301
Defense National Security Agency	5	1,376	275	3	835	278	4	2,311	578	11	3,033	276	23	7,555	328
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	1	578	578	7	3,648	521	4	7,879	1,970	12	6,843	570	24	18,948	790
Defense Security Service	1	180	180	5	2,869	574	2	1,029	515	3	1,331	444	11	5,409	492
Defense Threat Reduction Agency	0	0	0	1	60	60	0	0	0	1	47	47	2	107	54
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	62	16,970	274	151	12,373	82	183	143,857	786	228	101,335	444	624	274,535	440
Department of the Army	113	22,964	203	458	117,322	256	260	172,517	664	283	79,265	280	1,114	392,068	352
Department of the Navy	104	46,627	448	198	76,761	388	156	135,126	866	501	227,108	453	959	485,622	506
Department of Education	6	1,631	272	7	1,843	263	12	18,339	1,528	12	4,320	360	37	26,133	706
Department of Energy	6	3,373	562	38	18,594	489	19	23,636	1,244	34	17,434	513	97	63,037	650
Department of Health and Human Services	16	4,854	303	98	44,658	456	68	59,649	877	120	61,038	509	302	170,199	564
Department of Housing & Urban Development	13	5,080	391	56	47,290	844	36	33,877	941	46	33,985	739	151	120,232	796
Department of the Interior	23	8,527	371	140	84,208	601	115	111,970	974	170	100,912	594	448	305,617	682
Department of Justice	82	36,216	442	151	90,502	599	234	259,744	1,110	362	217,425	601	829	603,887	728
Department of Labor	12	7,311	609	32	17,182	537	41	44,635	1,089	117	87,410	747	202	156,538	775

Table IV

FY 2003 Complaint Closure Processing Times

Agency or Department	Withdrawals			Settlements			Final Agency Action On AJ Decision			Agency Decision Without AJ Decision			Total Closures		
	No.	Total	Avg.	No.	Total	Avg.	No.	Total Days	Avg. Days	No.	Total Days	Avg. Days	No.	Total	Avg.
		Days	Days		Days	Days								Days	Days
Department of State	3	319	106	18	8,893	494	14	15,061	1,076	51	10,744	211	86	35,017	407
Department of Transportation	35	19,161	547	180	18,055	100	117	130,115	1,112	215	65,129	303	547	232,460	425
Department of the Treasury	145	32,165	222	214	93,214	436	170	137,736	810	615	224,067	364	1,144	487,182	426
Department of Veterans Affairs	256	76,466	299	676	201,547	298	482	250,449	520	1,058	255,334	241	2,472	783,796	317
Environmental Protection Agency	8	2,694	337	17	10,596	623	18	16,474	915	46	30,873	671	89	60,637	681
Equal Employment Opportunity Commission	5	1,917	383	11	3,384	308	19	12,048	634	7	4,067	581	42	21,416	510
Executive Office of the President Summary**	0	0	0	1	145	145	0	0	0	0	0	0	1	145	145
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	1	145	145	0	0	0	0	0	0	1	145	145
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	1	591	591	2	1,324	662	3	1,423	474	6	3,338	556
Farm Credit Administration	0	0	0	0	0	0	0	0	0	3	210	70	3	210	70
Federal Communications Commission	0	0	0	0	0	0	0	0	0	10	817	82	10	817	82
Federal Deposit Insurance Corporation	8	7,644	956	12	11,082	924	15	14,475	965	49	61,307	1,251	84	94,508	1,125
Federal Election Commission	0	0	0	0	0	0	0	0	0	1	285	285	1	285	285
Federal Emergency Management Agency	2	1,137	569	6	3,027	505	13	11,990	922	7	5,543	792	28	21,697	775
Federal Energy Regulatory Commission	0	0	0	1	113	113	0	0	0	3	249	83	4	362	91
Federal Housing Finance Board	1	50	50	2	835	418	0	0	0	0	0	0	3	885	295
Federal Labor Relations Authority	0	0	0	2	293	147	0	0	0	0	0	0	2	293	147
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	3	542	181	3	542	181
Federal Reserve Board	1	36	36	2	1,100	550	0	0	0	7	2,701	386	10	3,837	384
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1	185	185	3	1,007	336	0	0	0	0	0	0	4	1,192	298
General Services Administration	3	690	230	28	13,355	477	22	19,142	870	66	20,554	311	119	53,741	452
Government Printing Office	7	4,360	623	7	6,244	892	10	10,751	1,075	26	22,501	865	50	43,856	877
Holocaust Memorial Museum	0	0	0	1	623	623	1	775	775	1	258	258	3	1,656	552
International Boundary & Water Commission	3	764	255	0	0	0	4	1,310	328	6	299	50	13	2,373	183
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	1	262	262	0	0	0	0	0	0	1	262	262
Merit Systems Protection Board	0	0	0	2	790	395	0	0	0	4	1,093	273	6	1,883	314
National Aeronautics & Space Administration	2	666	333	14	5,239	374	8	3,477	435	27	9,580	355	51	18,962	372
National Archives & Records Administration	3	2,067	689	15	6,930	462	7	5,420	774	12	13,394	1,116	37	27,811	752
National Credit Union Administration	0	0	0	1	29	29	2	1,824	912	2	1,488	744	5	3,341	668
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	1	180	180	1	180	180
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	2	406	203	0	0	0	4	364	91	6	770	128

Table IV

## FY 2003 Complaint Closure Processing Times

Agency or Department	Withdrawals			Settlements			Final Agency Action On AJ Decision			Agency Decision Without AJ Decision			Total Closures		
	No.	Total	Avg.	No.	Total	Avg.	No.	Total Days	Avg. Days	No.	Total Days	Avg. Days	No.	Total	Avg.
		Days	Days		Days	Days								Days	Days
National Labor Relations Board	0	0	0	9	5,137	571	4	6,945	1,736	9	4,277	475	22	16,359	744
National Science Foundation	0	0	0	1	88	88	1	486	486	1	63	63	3	637	212
National Transportation Safety Board	0	0	0	1	120	120	1	180	180	2	80	40	4	380	95
Nuclear Regulatory Commission	1	255	255	6	2,193	366	3	1,225	408	6	5,394	899	16	9,067	567
Office of Personnel Management	1	764	764	1	91	91	3	4,423	1,474	13	8,675	667	18	13,953	775
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	1	240	240	1	240	240
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	3	3,123	1,041	0	0	0	4	234	59	7	3,357	480
Railroad Retirement Board	1	423	423	0	0	0	1	1,095	1,095	0	0	0	2	1,518	759
Securities and Exchange Commission	9	11,112	1235	6	2,923	487	1	608	608	15	3,548	237	31	18,191	587
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	2	369	185	9	4,190	466	16	18,093	1,131	26	9,145	352	53	31,797	600
Smithsonian Institution	1	604	604	4	2,472	618	7	3,497	500	11	1,099	100	23	7,672	334
Social Security Administration	58	25,699	443	113	71,977	637	162	147,439	910	163	75,851	465	496	320,966	647
Tennessee Valley Authority	3	264	88	16	1,594	100	4	112	28	41	16,847	411	64	18,817	294
United States Armed Forces Retirement Home	0	0	0	0	0	0	9	5,983	665	3	744	248	12	6,727	561
United States Postal Service	1,059	427,372	404	2,034	1,283,475	631	1,400	1,011,284	722	2,141	1,193,109	557	6,634	3,915,240	590
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	94	46,524	495	193	212,025	1,099	180	169,230	940	446	238,644	535	913	666,423	730
<b>TOTAL</b>	<b>2,296</b>	<b>872,885</b>	<b>380</b>	<b>5,573</b>	<b>2,827,300</b>	<b>507</b>	<b>4,187</b>	<b>3,331,710</b>	<b>796</b>	<b>7,716</b>	<b>3,664,729</b>	<b>475</b>	<b>19,772</b>	<b>10,696,624</b>	<b>541</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	2,170	809,393	373	5,252	2,659,073	506	3,844	3,035,527	790	7,096	3,347,746	472	18,362	9,851,739	537
MID-SIZE AGENCY SUB TOTAL	87	39,767	457	219	123,532	564	265	234,699	886	436	230,799	529	1,007	628,797	624
SMALL AGENCY SUB TOTAL	39	23,725	608	102	44,695	438	78	61,484	788	184	86,184	468	403	216,088	536

**Table IVA FY 2003 Complaint Closure Times With and Without AJ Decisions**

Agency or Department	Total Final Actions	Final Agency Actions with an AJ Decision						Final Agency Actions (Decisions) Without an AJ Decision					
		Discrimination		No Discrimination		Dismissals		Discrimination		No Discrimination		Dismissals	
		Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days
Agency for International Development	4	1	726	0	0	0	0	0	0	1	1,317	2	94
Broadcasting Board of Governors	17	0	0	1	595	0	0	0	0	13	341	3	617
Central Intelligence Agency	13	0	0	2	1,072	0	0	0	0	6	374	5	88
Commodity Futures Trading Commission	2	0	0	0	0	0	0	0	0	2	607	0	0
Consumer Product Safety Commission	1	0	0	1	629	0	0	0	0	0	0	0	0
Corporation for National Service	2	0	0	0	0	1	794	0	0	0	0	1	188
Court Services and Offender Supervision Agency	8	0	0	4	550	0	0	0	0	2	409	2	182
Department of Agriculture	317	2	1,164	90	1,132	0	0	3	1,290	174	1,099	48	426
Department of Commerce	214	0	0	51	996	0	0	1	540	126	673	36	189
Defense Summary **	2,134	46	1,120	701	748	66	593	36	597	742	557	543	176
Army & Air Force Exchange Service	58	0	0	22	802	0	0	0	0	13	677	23	185
Defense Commissary Agency	85	4	433	14	453	2	163	4	455	30	455	31	408
Defense Contract Audit Agency	13	0	0	3	1,242	0	0	0	0	6	392	4	72
Defense Contract Management Agency	49	2	1,509	15	1,108	0	0	0	0	17	1,048	15	81
Defense Education Activity	33	2	1,393	12	89	2	60	0	0	15	193	2	54
Defense Finance and Accounting Service	86	2	1,240	51	797	1	550	0	0	9	585	23	56
Defense Human Resources Activity	2	0	0	2	475	0	0	0	0	0	0	0	0
Defense Information Systems Agency	11	1	323	1	730	1	214	0	0	6	889	2	11
Defense Inspector General	1	0	0	1	799	0	0	0	0	0	0	0	0
Defense Intelligence Agency	8	0	0	2	902	0	0	0	0	5	716	1	77
Defense Logistics Agency	126	0	0	60	757	1	2,068	2	554	38	615	25	76
Defense National Guard Bureau	12	0	0	1	523	1	629	3	443	5	393	2	169
Defense National Imagery and Mapping Agency	2	0	0	1	1,548	0	0	0	0	0	0	1	13
Defense National Security Agency	15	0	0	1	1,000	3	437	0	0	7	400	4	58
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	16	1	3,177	3	1,567	0	0	0	0	7	897	5	112
Defense Security Service	5	0	0	2	515	0	0	0	0	2	642	1	47
Defense Threat Reduction Agency	1	0	0	0	0	0	0	0	0	0	0	1	47
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	411	10	1,184	160	759	13	814	3	707	148	600	77	136
Department of the Army	543	16	939	216	676	28	409	2	405	136	498	145	74
Department of the Navy	657	8	1,391	134	837	14	848	22	650	298	542	181	283
Department of Education	24	0	0	12	1,528	0	0	0	0	6	283	6	350
Department of Energy	53	1	763	18	1,271	0	0	0	0	25	528	9	470
Department of Health and Human Services	188	8	793	58	898	2	611	0	0	65	795	55	171
Department of Housing & Urban Development	82	5	950	31	940	0	0	1	1,191	31	944	14	252

**Table IVA FY 2003 Complaint Closure Times With and Without AJ Decisions**

Agency or Department	Total Final Actions	Final Agency Actions with an AJ Decision						Final Agency Actions (Decisions) Without an AJ Decision					
		Discrimination		No Discrimination		Dismissals		Discrimination		No Discrimination		Dismissals	
		Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days
Department of the Interior	285	2	1,240	94	967	19	976	2	1,201	103	663	65	465
Department of Justice	596	3	753	219	1,051	12	2,277	9	1,404	178	870	175	285
Department of Labor	158	3	1,592	37	1,058	1	717	0	0	74	969	43	366
Department of State	65	1	456	10	1,305	3	518	0	0	16	483	35	86
Department of Transportation	332	4	1,151	81	1,249	32	760	0	0	109	494	106	107
Department of the Treasury	785	3	691	164	802	3	1,365	2	751	341	557	272	120
Department of Veterans Affairs	1,540	21	519	432	531	29	349	10	410	619	349	429	82
Environmental Protection Agency	64	0	0	15	1,010	3	441	0	0	30	872	16	295
Equal Employment Opportunity Commission	26	0	0	17	663	2	388	0	0	5	718	2	238
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	5	0	0	1	658	1	666	0	0	2	639	1	145
Farm Credit Administration	3	0	0	0	0	0	0	0	0	0	0	3	70
Federal Communications Commission	10	0	0	0	0	0	0	0	0	10	82	0	0
Federal Deposit Insurance Corporation	64	0	0	15	965	0	0	0	0	36	1,293	13	1,136
Federal Election Commission	1	0	0	0	0	0	0	0	0	0	0	1	285
Federal Emergency Management Agency	20	0	0	13	922	0	0	0	0	6	908	1	95
Federal Energy Regulatory Commission	3	0	0	0	0	0	0	0	0	0	0	3	83
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	3	0	0	0	0	0	0	0	0	2	241	1	60
Federal Reserve Board	7	0	0	0	0	0	0	0	0	5	521	2	49
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	88	0	0	22	870	0	0	1	359	40	364	25	226
Government Printing Office	36	0	0	10	1,075	0	0	0	0	15	1,185	11	430
Holocaust Memorial Museum	2	0	0	1	775	0	0	0	0	1	258	0	0
International Boundary & Water Commission	10	0	0	4	328	0	0	0	0	1	59	5	48
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	4	0	0	0	0	0	0	0	0	3	354	1	32

**Table IVA FY 2003 Complaint Closure Times With and Without AJ Decisions**

Agency or Department	Total Final Actions	Final Agency Actions with an AJ Decision						Final Agency Actions (Decisions) Without an AJ Decision					
		Discrimination		No Discrimination		Dismissals		Discrimination		No Discrimination		Dismissals	
		Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days	Number	Avg. Days
National Aeronautics & Space Administration	35	0	0	8	435	0	0	0	0	10	618	17	200
National Archives & Records Administration	19	0	0	7	774	0	0	0	0	11	1,207	1	118
National Credit Union Administration	4	0	0	2	912	0	0	0	0	1	1,325	1	163
National Endowment for the Arts	1	0	0	0	0	0	0	0	0	1	180	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	4	0	0	0	0	0	0	0	0	2	155	2	28
National Labor Relations Board	13	0	0	4	1,736	0	0	0	0	7	588	2	81
National Science Foundation	2	0	0	1	486	0	0	0	0	0	0	1	63
National Transportation Safety Board	3	0	0	0	0	1	180	0	0	0	0	2	40
Nuclear Regulatory Commission	9	0	0	3	408	0	0	0	0	2	707	4	995
Office of Personnel Management	16	0	0	3	1,474	0	0	0	0	0	0	13	667
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	1	0	0	0	0	0	0	0	0	0	0	1	240
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	4	0	0	0	0	0	0	0	0	0	0	4	59
Railroad Retirement Board	1	0	0	1	1,095	0	0	0	0	0	0	0	0
Securities and Exchange Commission	16	0	0	0	0	1	608	0	0	9	336	6	88
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	42	0	0	16	1,131	0	0	0	0	14	584	12	81
Smithsonian Institution	18	0	0	3	604	4	421	0	0	7	126	4	54
Social Security Administration	325	5	1,068	137	914	20	841	0	0	82	797	81	130
Tennessee Valley Authority	45	1	0	3	37	0	0	2	1,618	24	471	15	154
United States Armed Forces Retirement Home	12	0	0	9	665	0	0	0	0	3	248	0	0
United States Postal Service	3,541	55	459	1,260	761	85	327	20	836	2,078	554	43	585
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	626	12	864	159	967	9	565	4	1,909	156	902	286	316
TOTAL	11,903	173	780	3,720	810	294	622	91	832	5,196	594	2,429	207

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	10,940	166	776	3,417	804	261	613	88	819	4,843	586	2,165	201
MID-SIZE AGENCY SUB TOTAL	701	6	890	232	903	27	734	3	1,198	249	741	184	232
SMALL AGENCY SUB TOTAL	262	1	726	71	813	6	504	0	0	104	599	80	298

**Table IVB      FY 2003 Complaint Closures with and without AJ Decision**

<b>Agency or Department</b>	<b>Without AJ Decisions</b>			<b>With AJ Decisions</b>			<b>Total Agency Actions</b>		
	<b>No.</b>	<b>Total Days</b>	<b>Average Days</b>	<b>No.</b>	<b>Total Days</b>	<b>Average Days</b>	<b>No.</b>	<b>Total Days</b>	<b>Average Days</b>
Agency for International Development	3	1,504	501	1	726	726	4	2,230	558
Broadcasting Board of Governors	16	6,288	393	1	595	595	17	6,883	405
Central Intelligence Agency	11	2,684	244	2	2,144	1,072	13	4,828	371
Commodity Futures Trading Commission	2	1,213	607	0	0	0	2	1,213	607
Consumer Product Safety Commission	0	0	0	1	629	629	1	629	629
Corporation for National Service	1	188	188	1	794	794	2	982	491
Court Services and Offender Supervision Agency	4	1,181	295	4	2,199	550	8	3,380	423
Department of Agriculture	225	215,551	958	92	104,228	1,133	317	319,779	1,009
Department of Commerce	163	92,202	566	51	50,779	996	214	142,981	668
Defense Summary **	1,321	530,442	402	813	614,795	756	2,134	1,145,237	537
Army & Air Force Exchange Service	36	13,067	363	22	17,649	802	58	30,716	530
Defense Commissary Agency	65	28,118	433	20	8,406	420	85	36,524	430
Defense Contract Audit Agency	10	2,637	264	3	3,725	1,242	13	6,362	489
Defense Contract Management Agency	32	19,031	595	17	19,638	1,155	49	38,669	789
Defense Education Activity	17	3,005	177	16	3,975	248	33	6,980	212
Defense Finance and Accounting Service	32	6,566	205	54	43,664	809	86	50,230	584
Defense Human Resources Activity	0	0	0	2	950	475	2	950	475
Defense Information Systems Agency	8	5,355	669	3	1,267	422	11	6,622	602
Defense Inspector General	0	0	0	1	799	799	1	799	799
Defense Intelligence Agency	6	3,655	609	2	1,803	902	8	5,458	682
Defense Logistics Agency	65	26,402	406	61	47,500	779	126	73,902	587
Defense National Guard Bureau	10	3,631	363	2	1,152	576	12	4,783	399
Defense National Imagery and Mapping Agency	1	13	13	1	1,548	1,548	2	1,561	781
Defense National Security Agency	11	3,033	276	4	2,311	578	15	5,344	356
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	12	6,843	570	4	7,879	1,970	16	14,722	920
Defense Security Service	3	1,331	444	2	1,029	515	5	2,360	472
Defense Threat Reduction Agency	1	47	47	0	0	0	1	47	47
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0
Department of the Air Force	228	101,335	444	183	143,857	786	411	245,192	597
Department of the Army	283	79,265	280	260	172,517	664	543	251,782	464
Department of the Navy	501	227,108	453	156	135,126	866	657	362,234	551
Department of Education	12	4,320	360	12	18,339	1,528	24	22,659	944
Department of Energy	34	17,434	513	19	23,636	1,244	53	41,070	775
Department of Health and Human Services	120	61,038	509	68	59,649	877	188	120,687	642
Department of Housing & Urban Development	46	33,985	739	36	33,877	941	82	67,862	828
Department of the Interior	170	100,912	594	115	111,970	974	285	212,882	747
Department of Justice	362	217,425	601	234	259,744	1,110	596	477,169	801
Department of Labor	117	87,410	747	41	44,635	1,089	158	132,045	836

**Table IVB      FY 2003 Complaint Closures with and without AJ Decision**

<b>Agency or Department</b>	<b>Without AJ Decisions</b>			<b>With AJ Decisions</b>			<b>Total Agency Actions</b>		
	<b>No.</b>	<b>Total Days</b>	<b>Average Days</b>	<b>No.</b>	<b>Total Days</b>	<b>Average Days</b>	<b>No.</b>	<b>Total Days</b>	<b>Average Days</b>
Department of State	51	10,744	211	14	15,061	1,076	65	25,805	397
Department of Transportation	215	65,129	303	117	130,115	1,112	332	195,244	588
Department of the Treasury	615	224,067	364	170	137,736	810	785	361,803	461
Department of Veterans Affairs	1,058	255,334	241	482	250,449	520	1,540	505,783	328
Environmental Protection Agency	46	30,873	671	18	16,474	915	64	47,347	740
Equal Employment Opportunity Commission	7	4,067	581	19	12,048	634	26	16,115	620
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	3	1,423	474	2	1,324	662	5	2,747	549
Farm Credit Administration	3	210	70	0	0	0	3	210	70
Federal Communications Commission	10	817	82	0	0	0	10	817	82
Federal Deposit Insurance Corporation	49	61,307	1,251	15	14,475	965	64	75,782	1,184
Federal Election Commission	1	285	285	0	0	0	1	285	285
Federal Emergency Management Agency	7	5,543	792	13	11,990	922	20	17,533	877
Federal Energy Regulatory Commission	3	249	83	0	0	0	3	249	83
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	3	542	181	0	0	0	3	542	181
Federal Reserve Board	7	2,701	386	0	0	0	7	2,701	386
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0
General Services Administration	66	20,554	311	22	19,142	870	88	39,696	451
Government Printing Office	26	22,501	865	10	10,751	1,075	36	33,252	924
Holocaust Memorial Museum	1	258	258	1	775	775	2	1,033	517
International Boundary & Water Commission	6	299	50	4	1,310	328	10	1,609	161
International Trade Commission	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	4	1,093	273	0	0	0	4	1,093	273
National Aeronautics & Space Administration	27	9,580	355	8	3,477	435	35	13,057	373
National Archives & Records Administration	12	13,394	1,116	7	5,420	774	19	18,814	990
National Credit Union Administration	2	1,488	744	2	1,824	912	4	3,312	828
National Endowment for the Arts	1	180	180	0	0	0	1	180	180
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0
National Gallery of Art	4	364	91	0	0	0	4	364	91
National Labor Relations Board	9	4,277	475	4	6,945	1,736	13	11,222	863

**Table IVB      FY 2003 Complaint Closures with and without AJ Decision**

Agency or Department	Without AJ Decisions			With AJ Decisions			Total Agency Actions		
	No.	Total Days	Average Days	No.	Total Days	Average Days	No.	Total Days	Average Days
National Science Foundation	1	63	63	1	486	486	2	549	275
National Transportation Safety Board	2	80	40	1	180	180	3	260	87
Nuclear Regulatory Commission	6	5,394	899	3	1,225	408	9	6,619	735
Office of Personnel Management	13	8,675	667	3	4,423	1,474	16	13,098	819
Office of Special Counsel	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	1	240	240	0	0	0	1	240	240
Peace Corps	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	4	234	59	0	0	0	4	234	59
Railroad Retirement Board	0	0	0	1	1,095	1,095	1	1,095	1,095
Securities and Exchange Commission	15	3,548	237	1	608	608	16	4,156	260
Selective Service System	0	0	0	0	0	0	0	0	0
Small Business Administration	26	9,145	352	16	18,093	1,131	42	27,238	649
Smithsonian Institution	11	1,099	100	7	3,497	500	18	4,596	255
Social Security Administration	163	75,851	465	162	147,439	910	325	223,290	687
Tennessee Valley Authority	41	16,847	411	4	112	28	45	16,959	377
United States Armed Forces Retirement Home	3	744	248	9	5,983	665	12	6,727	561
United States Postal Service	2,141	1,193,109	557	1,400	1,011,284	722	3,541	2,204,393	623
United States Tax Court	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	446	238,644	535	180	169,230	940	626	407,874	652
<b>TOTAL</b>	<b>7,716</b>	<b>3,664,729</b>	<b>475</b>	<b>4,187</b>	<b>3,331,710</b>	<b>796</b>	<b>11,903</b>	<b>6,996,439</b>	<b>588</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	7,096	3,347,746	472	3,844	3,035,527	790	10,940	6,383,273	583
MID-SIZE AGENCY SUB TOTAL	436	230,799	529	265	234,699	886	701	465,498	664
SMALL AGENCY SUB TOTAL	184	86,184	468	78	61,484	788	262	147,668	564

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**Table IVC      FY 2003 AJ Decisions Fully Implemented or Not Fully Implemented**

Agency or Department	TOTAL	AJ DECISION FULLY IMPLEMENTED			AJ DECISION NOT FULLY IMPLEMENTED					DISMISSAL WITH AJ DECISION	DISMISSAL WITHOUT AJ DECISION	
		TOTAL	FINDING	FINDING	FINDING DISCRIMINATION							
			Discrimination	No Discrimination	TOTAL	DISAGREE WITH FINDING	DISAGREE WITH REMEDY	DISAGREE WITH BOTH	FINDING No Discrimination			
Agency for International Development	1	1	1	0	0	0	0	0	0	0	0	2
Broadcasting Board of Governors	1	1	0	1	0	0	0	0	0	0	0	3
Central Intelligence Agency	2	2	0	2	0	0	0	0	0	0	0	5
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	1	1	0	1	0	0	0	0	0	0	0	0
Corporation for National Service	1	0	0	0	0	0	0	0	0	0	1	1
Court Services and Offender Supervision Agency	4	4	0	4	0	0	0	0	0	0	0	2
Department of Agriculture	92	92	2	90	0	0	0	0	0	0	0	48
Department of Commerce	51	51	0	51	0	0	0	0	0	0	0	36
Defense Summary **	813	731	42	689	16	0	1	12	3	66	543	
Army & Air Force Exchange Service	22	22	0	22	0	0	0	0	0	0	0	23
Defense Commissary Agency	20	18	4	14	0	0	0	0	0	2	31	
Defense Contract Audit Agency	3	3	0	3	0	0	0	0	0	0	0	4
Defense Contract Management Agency	17	17	2	15	0	0	0	0	0	0	0	15
Defense Education Activity	16	14	2	12	0	0	0	0	0	2	2	
Defense Finance and Accounting Service	54	52	2	50	1	0	0	1	0	1	23	
Defense Human Resources Activity	2	2	0	2	0	0	0	0	0	0	0	0
Defense Information Systems Agency	3	2	1	1	0	0	0	0	0	1	2	
Defense Inspector General	1	1	0	1	0	0	0	0	0	0	0	0
Defense Intelligence Agency	2	2	0	2	0	0	0	0	0	0	0	1
Defense Logistics Agency	61	59	0	59	1	0	0	1	0	1	25	
Defense National Guard Bureau	2	1	0	1	0	0	0	0	0	1	2	
Defense National Imagery and Mapping Agency	1	1	0	1	0	0	0	0	0	0	0	1
Defense National Security Agency	4	1	0	1	0	0	0	0	0	3	4	
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	4	4	1	3	0	0	0	0	0	0	0	5
Defense Security Service	2	2	0	2	0	0	0	0	0	0	0	1
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	1
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	183	162	7	155	8	0	0	5	3	13	77	
Department of the Army	260	231	16	215	1	0	0	1	0	28	145	
Department of the Navy	156	137	7	130	5	0	1	4	0	14	181	
Department of Education	12	11	0	11	1	0	0	1	0	0	6	
Department of Energy	19	19	1	18	0	0	0	0	0	0	9	
Department of Health and Human Services	68	65	8	57	1	0	0	1	0	2	55	
Department of Housing & Urban Development	36	36	5	31	0	0	0	0	0	0	14	
Department of the Interior	115	95	2	93	1	0	0	1	0	19	65	
Department of Justice	234	222	3	219	0	0	0	0	0	12	175	
Department of Labor	41	38	3	35	2	0	0	2	0	1	43	

**Table IVC      FY 2003 AJ Decisions Fully Implemented or Not Fully Implemented**

Agency or Department	TOTAL	AJ DECISION FULLY IMPLEMENTED				AJ DECISION NOT FULLY IMPLEMENTED					DISMISSAL WITH AJ DECISION	DISMISSAL WITHOUT AJ DECISION
		TOTAL	FINDING		TOTAL	FINDING DISCRIMINATION						
			Discrimination	No Discrimination		WITH FINDING	DISAGREE WITH REMEDY	DISAGREE WITH BOTH	No Discrimination			
Department of State	14	11	1	10	0	0	0	0	0	0	3	35
Department of Transportation	117	85	4	81	0	0	0	0	0	0	32	106
Department of the Treasury	170	161	3	158	6	0	0	6	0	0	3	272
Department of Veterans Affairs	482	436	14	422	17	0	7	10	0	0	29	429
Environmental Protection Agency	18	15	0	15	0	0	0	0	0	0	3	16
Equal Employment Opportunity Commission	19	16	0	16	1	0	0	1	0	0	2	2
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	2	1	0	1	0	0	0	0	0	0	1	1
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	3
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	15	15	0	15	0	0	0	0	0	0	0	13
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	1
Federal Emergency Management Agency	13	13	0	13	0	0	0	0	0	0	0	1
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	3
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	1
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	2
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	22	21	0	21	1	0	0	1	0	0	0	25
Government Printing Office	10	10	0	10	0	0	0	0	0	0	0	11
Holocaust Memorial Museum	1	1	0	1	0	0	0	0	0	0	0	0
International Boundary & Water Commission	4	4	0	4	0	0	0	0	0	0	0	5
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	1
National Aeronautics & Space Administration	8	8	0	8	0	0	0	0	0	0	0	17
National Archives & Records Administration	7	7	0	7	0	0	0	0	0	0	0	1
National Credit Union Administration	2	2	0	2	0	0	0	0	0	0	0	1
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	0	0	0	0	0	0	0	2
National Labor Relations Board	4	4	0	4	0	0	0	0	0	0	0	2

**Table IVC      FY 2003 AJ Decisions Fully Implemented or Not Fully Implemented**

Agency or Department	TOTAL	AJ DECISION FULLY IMPLEMENTED			AJ DECISION NOT FULLY IMPLEMENTED					DISMISSAL WITH AJ DECISION	DISMISSAL WITHOUT AJ DECISION	
		TOTAL	FINDING		FINDING DISCRIMINATION				FINDING No Discrimination			
			Discrimination	No Discrimination	DISAGREE WITH FINDING	DISAGREE WITH REMEDY	DISAGREE WITH BOTH	No Discrimination				
National Science Foundation	1	1	0	1	0	0	0	0	0	0	0	1
National Transportation Safety Board	1	0	0	0	0	0	0	0	0	0	1	2
Nuclear Regulatory Commission	3	3	0	3	0	0	0	0	0	0	0	4
Office of Personnel Management	3	3	0	3	0	0	0	0	0	0	0	13
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	1
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	4
Railroad Retirement Board	1	1	0	1	0	0	0	0	0	0	0	0
Securities and Exchange Commission	1	0	0	0	0	0	0	0	0	0	1	6
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	16	16	0	16	0	0	0	0	0	0	0	12
Smithsonian Institution	7	3	0	3	0	0	0	0	0	0	4	4
Social Security Administration	162	139	5	134	3	0	0	3	0	20	81	
Tennessee Valley Authority	4	4	1	3	0	0	0	0	0	0	15	
United States Armed Forces Retirement Home	9	9	0	9	0	0	0	0	0	0	0	
United States Postal Service	1,400	1,280	55	1,225	35	0	0	35	0	85	43	
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	
Homeland Security-Mem. of Understanding	180	160	9	151	11	0	3	8	0	9	286	
<b>TOTAL</b>	<b>4,187</b>	<b>3,798</b>	<b>159</b>	<b>3,639</b>	<b>95</b>	<b>0</b>	<b>11</b>	<b>81</b>	<b>3</b>	<b>294</b>	<b>2,429</b>	

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	3,844	3,493	152	3,341	90	0	11	76	3	261	2,165
MID-SIZE AGENCY SUB TOTAL	265	234	6	228	4	0	0	4	0	27	184
SMALL AGENCY SUB TOTAL	78	71	1	70	1	0	0	1	0	6	80

Table IVD

FY 2003 Complaint Closures with Monetary Benefits

<b>Agency or Department</b>	<b>Total Number</b>	<b>Total Backpay Frontpay</b>	<b>Total Lump Sum Payment</b>	<b>Total Compensatory Damages</b>	<b>Total Attorney Fees and Costs</b>	<b>Total Monetary Benefits</b>	<b>Average Monetary Benefits</b>
Agency for International Development	4	\$25,000.00	\$0.00	\$6,000.00	\$5,000.00	\$36,000.00	\$9,000.00
Broadcasting Board of Governors	9	\$4,000.00	\$40,445.00	\$0.00	\$4,700.00	\$49,145.00	\$5,460.56
Central Intelligence Agency	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Commodity Futures Trading Commission	2	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Consumer Product Safety Commission	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Corporation for National Service	7	\$147,500.00	\$128,950.00	\$73,992.00	\$20,050.00	\$370,492.00	\$52,927.43
Court Services and Offender Supervision Agency	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Department of Agriculture	255	\$29,131.27	\$1,619,811.38	\$292,150.00	\$611,359.24	\$2,552,451.89	\$10,009.62
Department of Commerce	103	\$15,556.23	\$205,236.50	\$5,249.00	\$181,323.92	\$407,365.65	\$3,955.01
Defense Summary **	1,141	\$1,415,840.32	\$3,819,619.85	\$3,676,743.54	\$1,919,266.39	\$10,831,470.10	\$9,492.96
Army & Air Force Exchange Service	16	\$1,280.77	\$34,931.00	\$0.00	\$2,500.00	\$38,711.77	\$2,419.49
Defense Commissary Agency	77	\$203,385.00	\$571,948.00	\$132,500.00	\$28,800.00	\$936,633.00	\$12,164.06
Defense Contract Audit Agency	12	\$235.00	\$11,500.00	\$0.00	\$0.00	\$11,735.00	\$977.92
Defense Contract Management Agency	28	\$31,563.00	\$88,000.00	\$0.00	\$59,256.04	\$178,819.04	\$6,386.39
Defense Education Activity	24	\$2,302.08	\$71,781.79	\$0.00	\$25,308.30	\$99,392.17	\$4,141.34
Defense Finance and Accounting Service	37	\$31,883.62	\$93,667.00	\$53,500.00	\$101,401.30	\$280,451.92	\$7,579.78
Defense Human Resources Activity	2	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Defense Information Systems Agency	3	\$294,325.83	\$81,606.34	\$35,000.00	\$13,500.00	\$424,432.17	\$141,477.39
Defense Inspector General	2	\$0.00	\$4,000.00	\$0.00	\$108,000.00	\$112,000.00	\$56,000.00
Defense Intelligence Agency	6	\$2,908.00	\$32,500.00	\$0.00	\$0.00	\$35,408.00	\$5,901.33
Defense Logistics Agency	38	\$196,947.55	\$280,910.20	\$10,000.00	\$11,500.00	\$499,357.75	\$13,140.99
Defense National Guard Bureau	6	\$169,491.00	\$27,500.00	\$61,069.00	\$27,870.00	\$285,930.00	\$47,655.00
Defense National Imagery and Mapping Agency	9	\$0.00	\$0.00	\$0.00	\$92,610.00	\$92,610.00	\$10,290.00
Defense National Security Agency	3	\$0.00	\$964.46	\$0.00	\$0.00	\$964.46	\$321.49
Defense Nuclear Facilities Safety Board	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Defense Office of the Secretary	8	\$28,310.45	\$8,000.00	\$0.00	\$55,225.41	\$91,535.86	\$11,441.98
Defense Security Service	5	\$0.00	\$23,200.00	\$0.00	\$0.00	\$23,200.00	\$4,640.00
Defense Threat Reduction Agency	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Defense Tricare Management Activity	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Department of the Air Force	161	\$123,745.14	\$242,298.75	\$63,000.00	\$120,931.61	\$549,975.50	\$3,416.00
Department of the Army	476	\$222,118.16	\$1,483,409.31	\$1,399,351.62	\$890,864.00	\$3,995,743.09	\$8,394.42
Department of the Navy	227	\$107,344.72	\$763,403.00	\$1,922,322.92	\$381,499.73	\$3,174,570.37	\$13,984.89
Department of Education	7	\$0.00	\$160,884.00	\$0.00	\$93,108.23	\$253,992.23	\$36,284.60
Department of Energy	39	\$257,611.00	\$155,500.00	\$21,000.00	\$122,000.00	\$556,111.00	\$14,259.26
Department of Health and Human Services	106	\$256,426.72	\$1,166,351.00	\$310,825.65	\$690,096.79	\$2,423,700.16	\$22,865.10
Department of Housing & Urban Development	62	\$128,529.00	\$419,217.00	\$310,407.00	\$470,546.00	\$1,328,699.00	\$21,430.63
Department of the Interior	144	\$241,012.00	\$753,486.00	\$182,943.00	\$266,041.00	\$1,443,482.00	\$10,024.18
Department of Justice	163	\$176,903.76	\$743,111.30	\$262,150.00	\$506,367.41	\$1,688,532.47	\$10,359.09

Table IVD

FY 2003 Complaint Closures with Monetary Benefits

<b>Agency or Department</b>	<b>Total Number</b>	<b>Total Backpay Frontpay</b>	<b>Total Lump Sum Payment</b>	<b>Total Compensatory Damages</b>	<b>Total Attorney Fees and Costs</b>	<b>Total Monetary Benefits</b>	<b>Average Monetary Benefits</b>
Department of Labor	35	\$20,766.90	\$141,101.00	\$2,500.00	\$18,239.00	\$182,606.90	\$5,217.34
Department of State	19	\$494.41	\$204,467.00	\$0.00	\$30,900.00	\$235,861.41	\$12,413.76
Department of Transportation	184	\$296,203.00	\$531,481.40	\$716,275.00	\$361,903.72	\$1,905,863.12	\$10,357.95
Department of the Treasury	219	\$180,524.00	\$0.00	\$472,190.00	\$356,446.00	\$1,009,160.00	\$4,608.04
Department of Veterans Affairs	700	\$73,952.38	\$1,280,532.20	\$643,716.39	\$465,318.65	\$2,463,519.62	\$3,519.31
Environmental Protection Agency	17	\$247.00	\$149,667.00	\$0.00	\$86,993.00	\$236,907.00	\$13,935.71
Equal Employment Opportunity Commission	11	\$0.00	\$11,727.20	\$0.00	\$9,100.00	\$20,827.20	\$1,893.38
Executive Office of the President Summary**	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Office of Administration	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Office of Management and Budget	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Office of National Drug Control Policy	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Office of U.S. Trade Representative	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Export-Import Bank of the United States	1	\$0.00	\$68,334.00	\$0.00	\$13,466.00	\$81,800.00	\$81,800.00
Farm Credit Administration	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Federal Communications Commission	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Federal Deposit Insurance Corporation	12	\$32,536.00	\$130,407.00	\$221,913.20	\$136,000.00	\$520,856.20	\$43,404.68
Federal Election Commission	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Federal Emergency Management Agency	6	\$38,411.76	\$47,397.40	\$0.00	\$22,500.00	\$108,309.16	\$18,051.53
Federal Energy Regulatory Commission	1	\$0.00	\$4,500.00	\$0.00	\$0.00	\$4,500.00	\$4,500.00
Federal Housing Finance Board	2	\$0.00	\$68,354.00	\$0.00	\$0.00	\$68,354.00	\$34,177.00
Federal Labor Relations Authority	2	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Federal Maritime Commission	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Federal Mediation & Conciliation Service	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Federal Reserve Board	2	\$0.00	\$5,300.00	\$0.00	\$8,800.00	\$14,100.00	\$7,050.00
Federal Retirement Thrift Investment Board	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Federal Trade Commission	3	\$0.00	\$41,000.00	\$0.00	\$5,500.00	\$46,500.00	\$15,500.00
General Services Administration	29	\$1,800.00	\$26,393.00	\$214,260.00	\$83,455.31	\$325,908.31	\$11,238.22
Government Printing Office	7	\$2,042.00	\$137,771.68	\$0.00	\$14,380.00	\$154,193.68	\$22,027.67
Holocaust Memorial Museum	1	\$0.00	\$350.00	\$0.00	\$0.00	\$350.00	\$350.00
International Boundary & Water Commission	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
International Trade Commission	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
John F Kennedy Center for the Arts	1	\$0.00	\$15,000.00	\$0.00	\$0.00	\$15,000.00	\$15,000.00
Merit Systems Protection Board	2	\$0.00	\$60,000.00	\$0.00	\$0.00	\$60,000.00	\$30,000.00
National Aeronautics & Space Administration	14	\$1,212.00	\$69,882.00	\$140,000.00	\$98,295.00	\$309,389.00	\$22,099.21
National Archives & Records Administration	15	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
National Credit Union Administration	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
National Endowment for the Arts	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
National Endowment for the Humanities	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Table IVD

FY 2003 Complaint Closures with Monetary Benefits

Agency or Department	Total Number	Total Backpay Frontpay	Total Lump Sum Payment	Total Compensatory Damages	Total Attorney Fees and Costs	Total Monetary Benefits	Average Monetary Benefits
National Gallery of Art	2	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
National Labor Relations Board	9	\$0.00	\$176,567.23	\$0.00	\$25,000.00	\$201,567.23	\$22,396.36
National Science Foundation	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
National Transportation Safety Board	1	\$0.00	\$0.00	\$0.00	\$7,500.00	\$7,500.00	\$7,500.00
Nuclear Regulatory Commission	6	\$18,239.00	\$13,500.00	\$0.00	\$500.00	\$32,239.00	\$5,373.17
Office of Personnel Management	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Office of Special Counsel	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Overseas Private Investment Corporation	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Peace Corps	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Pension Benefit Guaranty Corporation	3	\$0.00	\$21,000.00	\$0.00	\$10,000.00	\$31,000.00	\$10,333.33
Railroad Retirement Board	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Securities and Exchange Commission	6	\$207,877.00	\$70,693.00	\$0.00	\$0.00	\$278,570.00	\$46,428.33
Selective Service System	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Small Business Administration	9	\$0.00	\$178,500.00	\$0.00	\$14,750.00	\$193,250.00	\$21,472.22
Smithsonian Institution	4	\$0.00	\$0.00	\$67,000.00	\$13,000.00	\$80,000.00	\$20,000.00
Social Security Administration	118	\$0.00	\$538,088.88	\$49,000.00	\$257,192.56	\$844,281.44	\$7,154.93
Tennessee Valley Authority	19	\$103,089.00	\$39,307.00	\$0.00	\$14,721.00	\$157,117.00	\$8,269.32
United States Armed Forces Retirement Home	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
United States Postal Service	2,109	\$526,866.00	\$1,363,028.00	\$3,595,012.00	\$1,386,926.00	\$6,871,832.00	\$3,258.34
United States Tax Court	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Homeland Security-Mem. of Understanding	206	\$111,872.29	\$513,567.00	\$295,751.56	\$1,004,931.08	\$1,926,121.93	\$9,350.11
<b>TOTAL</b>	<b>5,823</b>	<b>\$4,313,643.04</b>	<b>\$15,120,528.02</b>	<b>\$11,559,078.34</b>	<b>\$9,335,676.30</b>	<b>\$40,328,925.70</b>	<b>\$6,925.80</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	5,492	\$3,731,689.28	\$13,077,393.63	\$10,786,913.14	\$8,484,773.43	\$36,080,769.48	\$6,569.70
MID-SIZE AGENCY SUB TOTAL	228	\$177,295.76	\$1,179,642.28	\$692,173.20	\$726,906.87	\$2,776,018.11	\$12,175.52
SMALL AGENCY SUB TOTAL	103	\$404,658.00	\$863,492.11	\$79,992.00	\$123,996.00	\$1,472,138.11	\$14,292.60

Table IVE

## FY 2003 Types of Corrective Action with Additional Monetary Benefits

Agency or Department	NUMBER WITH MONETARY BENEFITS													
	Hire		Promotion		Disciplinary Action		Reinstate	Reassign	Modify Perform. Evaluation	Purge Personnel File	Accom - modulation	Training Tuition Etc.	Leave Restored	Other
	Retro	Non Retro	Retro	Non Retro	Rescind	Modify								
Agency for International Development	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Broadcasting Board of Governors	0	0	0	2	0	0	1	0	1	0	0	1	1	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	1	0	1	0	1	0	0	3	0	1	2	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	1	0	6	0	1	0	0	9	16	10	8	16	0	1
Department of Commerce	0	0	1	1	6	2	0	2	1	6	0	0	0	63
Defense Summary **	3	11	45	19	25	11	11	30	40	48	15	56	30	81
Army & Air Force Exchange Service	0	0	0	0	2	2	0	1	0	2	0	1	1	5
Defense Commissary Agency	0	0	1	2	4	5	2	4	3	4	5	2	4	0
Defense Contract Audit Agency	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Defense Contract Management Agency	1	0	2	3	0	1	1	1	2	0	0	1	0	5
Defense Education Activity	1	0	0	1	0	0	0	0	2	0	0	1	0	5
Defense Finance and Accounting Service	0	0	6	0	0	0	0	0	2	2	0	0	1	15
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	1	0	0	0	0	0	0	0	1	1
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Defense Logistics Agency	1	0	3	1	0	2	1	0	1	1	2	2	6	4
Defense National Guard Bureau	0	0	0	0	0	0	0	1	0	0	0	2	0	0
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	1	0	2	0	0	1	1	2	0	0	2	2
Defense Security Service	0	0	2	0	0	0	0	1	1	2	0	0	3	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	0	3	5	3	3	0	2	1	4	8	5	2	2	6
Department of the Army	0	8	22	7	11	1	0	17	19	18	0	40	8	28
Department of the Navy	0	0	3	2	2	0	5	3	4	7	3	5	2	0
Department of Education	0	0	1	0	0	0	0	0	0	0	0	0	0	14
Department of Energy	0	0	9	1	2	0	0	3	0	2	0	1	10	0
Department of Health and Human Services	1	0	11	2	1	0	0	6	4	13	0	7	6	0
Department of Housing & Urban Development	0	0	4	0	0	0	1	0	7	3	0	0	3	2
Department of the Interior	5	5	5	3	16	16	0	5	7	8	5	7	16	0
Department of Justice	2	1	4	0	3	0	0	4	2	4	2	6	6	3

Table IVE

## FY 2003 Types of Corrective Action with Additional Monetary Benefits

Agency or Department	NUMBER WITH MONETARY BENEFITS													
	Hire		Promotion		Disciplinary Action		Reinstate	Reassign	Modify Perform. Evaluation	Purge Personnel File	Accom - modulation	Training Tuition Etc.	Leave Restored	Other
	Retro	Non Retro	Retro	Non Retro	Rescind	Modify								
Department of Labor	0	0	5	0	5	4	0	0	0	5	0	1	2	2
Department of State	0	1	0	3	0	0	0	0	0	0	0	0	0	13
Department of Transportation	0	0	0	0	0	0	0	0	0	0	0	0	0	56
Department of the Treasury	0	0	11	1	0	0	3	0	3	0	0	0	3	0
Department of Veterans Affairs	1	0	4	0	0	0	4	1	1	0	2	4	8	117
Environmental Protection Agency	0	0	0	0	0	0	0	1	0	3	0	1	2	1
Equal Employment Opportunity Commission	0	0	0	0	0	0	0	1	0	0	0	0	0	4
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	2	0	0	0	0	0	2	0	0	0	0	0	1
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	0	1	0	0	0	0	0	0	4
Federal Energy Regulatory Commission	1	0	1	0	0	0	0	1	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	1	0	0	0	0	0	6	3	0	3	0	6
General Services Administration	0	0	1	0	1	0	0	1	3	2	0	0	1	0
Government Printing Office	0	0	1	0	0	0	0	0	0	0	0	0	2	3
Holocaust Memorial Museum	0	0	0	0	1	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	1	0	0	0	0	0	1	0	0	0	0	0
National Aeronautics & Space Administration	0	0	0	1	0	0	0	1	0	0	2	0	1	2
National Archives & Records Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table IVE

## FY 2003 Types of Corrective Action with Additional Monetary Benefits

Agency or Department	NUMBER WITH MONETARY BENEFITS													
	Hire		Promotion		Disciplinary Action		Reinstate	Reassign	Modify Perform. Evaluation	Purge Personnel File	Accom - modulation	Training Tuition Etc.	Leave Restored	Other
	Retro	Non Retro	Retro	Non Retro	Rescind	Modify								
National Gallery of Art	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	1	1	0	0	0	2	0
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	1	1	0	0	0	1	0
Nuclear Regulatory Commission	0	0	1	0	1	0	0	0	0	1	0	1	0	1
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	2	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	1	0	0	0	0	1	0	0	0	2
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	2	0	1	2	1
Smithsonian Institution	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Social Security Administration	1	0	9	0	2	0	1	0	0	0	0	0	0	49
Tennessee Valley Authority	2	0	0	0	0	0	0	0	0	0	0	0	0	10
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	4	3	4	3	9	3	4	2	0	5	5	3	21	209
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	6	0	6	6	0	0	3	3	5	7	2	3	3	0
<b>TOTAL</b>	<b>27</b>	<b>23</b>	<b>132</b>	<b>42</b>	<b>75</b>	<b>37</b>	<b>30</b>	<b>74</b>	<b>103</b>	<b>127</b>	<b>42</b>	<b>112</b>	<b>123</b>	<b>651</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	23	21	116	39	68	36	26	65	86	111	39	104	108	561
MID-SIZE AGENCY SUB TOTAL	3	2	10	1	3	0	2	5	4	7	2	2	7	69
SMALL AGENCY SUB TOTAL	1	0	6	2	4	1	2	4	13	9	1	6	8	21

Table IVF

## FY 2003 Types of Corrective Action without Additional Monetary Benefits

Agency or Department	NUMBER WITHOUT ADDITIONAL MONETARY BENEFITS														
	Hire		Promotion		Disciplinary Action		Reinstate	Reassign	Modify Perform. Evaluation	Purge Personnel File	Accom - modulation	Training Tuition Etc.	Leave Restored	Other	
	Retro	Non Retro	Retro	Non Retro	Rescind	Modify									
Agency for International Development	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
Broadcasting Board of Governors	0	0	0	1	0	0	0	1	0	0	0	1	0	0	
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Commodity Futures Trading Commission	0	0	0	0	2	0	0	0	0	0	0	0	0	0	
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	1	0	0	0	0	0	
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Court Services and Offender Supervision Agency	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
Department of Agriculture	0	0	2	5	2	0	1	13	16	25	5	4	1	38	
Department of Commerce	0	0	0	1	4	2	1	2	0	13	3	0	4	8	
Defense Summary **	15	6	28	42	21	34	20	90	213	111	54	110	66	125	
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
Defense Commissary Agency	0	0	5	3	3	4	6	5	7	3	7	2	6	0	
Defense Contract Audit Agency	0	0	0	0	0	0	0	1	5	4	0	0	3	2	
Defense Contract Management Agency	0	0	2	2	0	0	0	1	0	1	1	1	1	0	
Defense Education Activity	0	0	0	0	0	0	0	1	4	1	0	1	0	9	
Defense Finance and Accounting Service	0	0	0	1	3	2	0	0	3	4	3	1	1	0	
Defense Human Resources Activity	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
Defense Information Systems Agency	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
Defense Logistics Agency	1	0	0	4	0	0	0	2	0	4	2	6	4	2	
Defense National Guard Bureau	0	0	0	0	0	2	1	0	0	1	0	3	2	0	
Defense National Imagery and Mapping Agency	0	0	0	2	0	0	0	1	1	0	1	0	0	3	
Defense National Security Agency	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
Defense Security Service	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
Defense Threat Reduction Agency	0	0	0	0	0	0	0	1	0	0	0	1	0	0	
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Department of the Air Force	3	1	4	1	1	0	3	12	2	28	1	16	3	55	
Department of the Army	10	5	6	24	8	10	3	36	151	29	11	65	35	51	
Department of the Navy	1	0	10	5	5	15	7	29	39	35	28	13	11	0	
Department of Education	0	0	0	0	1	0	0	1	0	0	0	0	0	0	
Department of Energy	1	0	5	1	2	0	0	5	0	4	0	1	9	0	
Department of Health and Human Services	0	0	3	1	12	0	0	14	2	11	0	4	8	0	
Department of Housing & Urban Development	0	0	0	9	3	0	0	2	0	9	3	1	6	3	
Department of the Interior	1	1	0	4	16	16	17	15	7	7	6	6	58	0	
Department of Justice	0	1	6	1	6	1	2	10	8	12	13	8	18	59	
Department of Labor	0	0	5	0	0	0	0	2	7	9	0	1	2	7	

Table IVF

FY 2003 Types of Corrective Action without Additional Monetary Benefits

Agency or Department	NUMBER WITHOUT ADDITIONAL MONETARY BENEFITS														
	Hire		Promotion		Disciplinary Action		Reinstate	Reassign	Modify Perform. Evaluation	Purge Personnel File	Accom - modulation	Training Tuition Etc.	Leave Restored	Other	
	Retro	Non Retro	Retro	Non Retro	Rescind	Modify									
Department of State	0	0	0	0	0	0	0	3	3	4	0	2	5	3	
Department of Transportation	0	4	3	0	0	0	10	1	0	5	11	9	0	137	
Department of the Treasury	0	0	3	17	7	1	2	14	18	17	2	52	33	27	
Department of Veterans Affairs	0	0	15	25	35	45	0	36	21	34	20	50	79	156	
Environmental Protection Agency	0	0	1	2	0	0	0	0	2	2	0	2	1	2	
Equal Employment Opportunity Commission	0	0	0	0	1	0	0	0	1	0	1	3	0	2	
Executive Office of the President Summary**	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Office of Management and Budget	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Deposit Insurance Corporation	0	2	0	0	0	0	0	1	2	0	0	0	0	5	
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Emergency Management Agency	0	0	0	0	0	0	1	0	0	1	0	0	0	0	
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Labor Relations Authority	0	0	0	0	0	0	0	2	0	0	0	0	0	0	
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	2	2	
General Services Administration	0	0	1	2	3	3	0	2	1	1	3	4	1	1	
Government Printing Office	0	0	0	0	0	0	0	0	2	1	0	0	0	1	
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
National Aeronautics & Space Administration	0	0	1	1	1	0	0	2	0	4	16	0	1	2	
National Archives & Records Administration	0	0	0	0	0	0	0	9	0	0	3	0	1	2	
National Credit Union Administration	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Gallery of Art	0	0	0	0	0	1	0	0	0	1	0	0	0	0	
National Labor Relations Board	0	0	0	0	1	0	0	0	0	2	1	0	1	3	

Table IVF

## FY 2003 Types of Corrective Action without Additional Monetary Benefits

Agency or Department	NUMBER WITHOUT ADDITIONAL MONETARY BENEFITS														
	Hire		Promotion		Disciplinary Action		Reinstate	Reassign	Modify Perform. Evaluation	Purge Personnel File	Accom - modulation	Training Tuition Etc.	Leave Restored	Other	
	Retro	Non Retro	Retro	Non Retro	Rescind	Modify									
National Science Foundation	0	0	0	0	0	0	0	1	1	0	0	0	0	0	
National Transportation Safety Board	0	0	0	0	0	0	0	1	1	0	0	0	1	0	
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	2	2	0	1	0	2	
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	1	0	0	0	0	0	
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Securities and Exchange Commission	0	0	0	1	0	0	0	1	1	1	0	0	0	1	
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Small Business Administration	0	0	0	0	0	0	1	1	1	1	0	0	0	1	
Smithsonian Institution	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Social Security Administration	0	0	3	7	2	0	0	13	4	8	1	11	14	55	
Tennessee Valley Authority	0	0	0	2	0	1	0	0	3	1	0	1	0	10	
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
United States Postal Service	12	5	3	1	29	14	9	17	6	39	100	3	47	1,549	
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Homeland Security-Mem. of Understanding	0	3	2	3	11	2	1	10	5	19	1	14	5	6	
<b>TOTAL</b>	<b>29</b>	<b>23</b>	<b>81</b>	<b>126</b>	<b>161</b>	<b>120</b>	<b>65</b>	<b>269</b>	<b>329</b>	<b>347</b>	<b>243</b>	<b>289</b>	<b>363</b>	<b>2,212</b>	

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	29	20	75	110	149	115	63	235	306	319	218	265	341	2,118
MID-SIZE AGENCY SUB TOTAL	0	2	6	14	6	4	2	19	13	19	20	18	17	77
SMALL AGENCY SUB TOTAL	0	1	0	2	6	1	0	15	10	9	5	6	5	17

Table IVG

FY 2003 Agency Complaint Closures - By Statute (1-26-04)

<b>Agency or Department</b>	<b>Total Closures*</b>	<b>Title VII</b>	<b>ADEA</b>	<b>Rehabilitation Act</b>	<b>EPA</b>	<b>Total By Statute*</b>
Agency for International Development	7	5	2	2	0	9
Broadcasting Board of Governors	29	24	6	5	0	35
Central Intelligence Agency	14	10	3	3	0	16
Commodity Futures Trading Commission	4	4	0	0	0	4
Consumer Product Safety Commission	3	3	0	1	0	4
Corporation for National Service	9	8	1	3	0	12
Court Services and Offender Supervision Agency	10	6	3	2	0	11
Department of Agriculture	610	561	39	43	3	646
Department of Commerce	332	267	123	96	1	487
Defense Summary **	3,558	3,107	811	529	16	4,463
Army & Air Force Exchange Service	92	86	26	13	0	125
Defense Commissary Agency	171	132	15	34	0	181
Defense Contract Audit Agency	32	27	17	7	0	51
Defense Contract Management Agency	77	68	32	12	2	114
Defense Education Activity	56	45	5	7	0	57
Defense Finance and Accounting Service	126	122	32	37	0	191
Defense Human Resources Activity	4	4	0	1	0	5
Defense Information Systems Agency	14	7	5	2	0	14
Defense Inspector General	6	5	1	1	0	7
Defense Intelligence Agency	14	13	6	2	1	22
Defense Logistics Agency	174	162	67	37	0	266
Defense National Guard Bureau	23	20	11	3	7	41
Defense National Imagery and Mapping Agency	12	11	6	4	0	21
Defense National Security Agency	23	20	11	6	0	37
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0
Defense Office of the Secretary	24	23	5	2	0	30
Defense Security Service	11	11	5	1	0	17
Defense Threat Reduction Agency	2	1	2	0	0	3
Defense Tricare Management Activity	0	0	0	0	0	0
Department of the Air Force	624	536	173	130	0	839
Department of the Army	1,114	1,065	200	105	5	1,375
Department of the Navy	959	749	192	125	1	1,067
Department of Education	37	32	6	9	5	52
Department of Energy	97	81	23	11	0	115
Department of Health and Human Services	302	254	77	43	2	376

Table IVG

FY 2003 Agency Complaint Closures - By Statute (1-26-04)

<b>Agency or Department</b>	<b>Total Closures*</b>	<b>Title VII</b>	<b>ADEA</b>	<b>Rehabilitation Act</b>	<b>EPA</b>	<b>Total By Statute*</b>
Department of Housing & Urban Development	151	131	58	30	1	220
Department of the Interior	448	448	173	68	1	690
Department of Justice	829	742	205	127	1	1,075
Department of Labor	202	174	72	57	0	303
Department of State	86	59	9	20	0	88
Department of Transportation	547	413	189	68	6	676
Department of the Treasury	1,144	1,032	315	310	1	1,658
Department of Veterans Affairs	2,472	2,103	522	549	24	3,198
Environmental Protection Agency	89	78	30	15	0	123
Equal Employment Opportunity Commission	42	38	9	11	0	58
Executive Office of the President Summary**	1	1	1	1	0	3
Office of Administration	0	0	0	0	0	0
Office of Management and Budget	1	1	1	1	0	3
Office of National Drug Control Policy	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0
Export-Import Bank of the United States	6	6	2	1	0	9
Farm Credit Administration	3	0	3	0	0	3
Federal Communications Commission	10	10	0	0	0	10
Federal Deposit Insurance Corporation	84	58	28	14	2	102
Federal Election Commission	1	0	1	0	0	1
Federal Emergency Management Agency	28	25	11	6	0	42
Federal Energy Regulatory Commission	4	4	0	0	0	4
Federal Housing Finance Board	3	3	1	0	0	4
Federal Labor Relations Authority	2	2	0	0	0	2
Federal Maritime Commission	0	0	0	0	0	0
Federal Mediation & Conciliation Service	3	2	2	1	0	5
Federal Reserve Board	10	7	4	0	0	11
Federal Retirement Thrift Investment Board	0	0	0	0	0	0
Federal Trade Commission	4	4	2	0	0	6
General Services Administration	119	117	28	14	2	161
Government Printing Office	50	40	27	4	0	71
Holocaust Memorial Museum	3	3	0	1	0	4
International Boundary & Water Commission	13	12	1	1	0	14
International Trade Commission	0	0	0	0	0	0
John F Kennedy Center for the Arts	1	1	0	0	0	1

Table IVG

FY 2003 Agency Complaint Closures - By Statute (1-26-04)

<b>Agency or Department</b>	<b>Total Closures*</b>	<b>Title VII</b>	<b>ADEA</b>	<b>Rehabilitation Act</b>	<b>EPA</b>	<b>Total By Statute*</b>
Merit Systems Protection Board	6	6	1	0	0	7
National Aeronautics & Space Administration	51	43	26	9	0	78
National Archives & Records Administration	37	37	0	0	0	37
National Credit Union Administration	5	5	5	2	0	12
National Endowment for the Arts	1	1	0	0	0	1
National Endowment for the Humanities	0	0	0	0	0	0
National Gallery of Art	6	5	0	3	0	8
National Labor Relations Board	22	18	4	11	0	33
National Science Foundation	3	2	2	0	0	4
National Transportation Safety Board	4	3	1	1	0	5
Nuclear Regulatory Commission	16	14	6	6	1	27
Office of Personnel Management	18	17	6	9	0	32
Office of Special Counsel	0	0	0	0	0	0
Overseas Private Investment Corporation	1	1	0	0	0	1
Peace Corps	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	7	7	0	0	0	7
Railroad Retirement Board	2	1	2	1	0	4
Securities and Exchange Commission	31	27	15	7	1	50
Selective Service System	0	0	0	0	0	0
Small Business Administration	53	32	19	6	0	57
Smithsonian Institution	23	17	2	9	1	29
Social Security Administration	496	403	160	124	0	687
Tennessee Valley Authority	64	34	19	21	0	74
United States Armed Forces Retirement Home	12	10	1	1	0	12
United States Postal Service	6,634	3,443	1,537	2,063	2	7,045
United States Tax Court	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	913	807	264	152	1	1,224
<b>TOTAL</b>	<b>19,772</b>	<b>14,808</b>	<b>4,857</b>	<b>4,470</b>	<b>71</b>	<b>24,206</b>

\* A complaint may allege discrimination in violation of more than one statute. Therefore, total closures may be less than the sum of total by statutes.

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

<b>CABINET AGENCY SUB TOTAL</b>	<b>18,362</b>	<b>13,654</b>	<b>4,423</b>	<b>4,175</b>	<b>64</b>	<b>22,316</b>
<b>MID-SIZE AGENCY SUB TOTAL</b>	<b>1,007</b>	<b>807</b>	<b>323</b>	<b>218</b>	<b>5</b>	<b>1,353</b>
<b>SMALL AGENCY SUB TOTAL</b>	<b>403</b>	<b>347</b>	<b>111</b>	<b>77</b>	<b>2</b>	<b>537</b>

Table V

FY 2003 Federal Sector Investigation Times and Cost

Agency or Department	Agency Investigations				Contractor Investigations				Total					
	No.	Total	Avg.	Cost	No.	Total	Avg.	Cost	No.	Within	Beyond	Total	Avg.	Cost
		Days	Days			Days	Days			360 Days	360 Days	Days	Days	
Agency for International Development	0	0	0	\$0.00	6	1,672	279	\$19,293.00	6	4	2	1,672	279	\$19,293.00
Broadcasting Board of Governors	0	0	0	\$0.00	17	3,530	208	\$34,400.00	17	15	2	3,530	208	\$34,400.00
Central Intelligence Agency	5	924	185	\$150,000.00	6	904	151	\$32,000.00	11	11	0	1,828	166	\$182,000.00
Commodity Futures Trading Commission	0	0	0	\$0.00	7	567	81	\$19,755.00	7	7	0	567	81	\$19,755.00
Consumer Product Safety Commission	0	0	0	\$0.00	3	452	151	\$8,500.00	3	3	0	452	151	\$8,500.00
Corporation for National Service	1	30	30	\$0.00	7	1,443	206	\$18,181.00	8	8	0	1,473	184	\$18,181.00
Court Services and Offender Supervision Agency	0	0	0	\$0.00	5	2,075	415	\$33,381.00	5	1	4	2,075	415	\$33,381.00
Department of Agriculture	0	0	0	\$0.00	452	209,644	464	\$1,698,546.00	452	282	170	209,644	464	\$1,698,546.00
Department of Commerce	147	88,825	604	\$542,157.97	33	8,672	263	\$158,915.00	180	31	149	97,497	542	\$701,072.97
Defense Summary **	665	176,187	265	\$1,365,222.47	1,096	300,255	274	\$622,709.92	1,761	1,537	224	476,442	271	\$1,987,932.39
Army & Air Force Exchange Service	77	21,739	282	\$483,309.00	0	0	0	\$0.00	77	51	26	21,739	282	\$483,309.00
Defense Commissary Agency	0	0	0	\$0.00	61	12,481	205	\$15,250.00	61	57	4	12,481	205	\$15,250.00
Defense Contract Audit Agency	0	0	0	\$0.00	11	2,317	211	\$2,750.00	11	11	0	2,317	211	\$2,750.00
Defense Contract Management Agency	0	0	0	\$0.00	33	11,165	338	\$21,265.09	33	19	14	11,165	338	\$21,265.09
Defense Education Activity	70	21,493	307	\$17,500.00	1	131	131	\$2,500.00	71	66	5	21,624	305	\$20,000.00
Defense Finance and Accounting Service	0	0	0	\$0.00	84	13,401	160	\$62,345.00	84	81	3	13,401	160	\$62,345.00
Defense Human Resources Activity	0	0	0	\$0.00	4	630	158	\$9,230.60	4	4	0	630	158	\$9,230.60
Defense Information Systems Agency	0	0	0	\$0.00	4	1,386	347	\$1,000.00	4	1	3	1,386	347	\$1,000.00
Defense Inspector General	0	0	0	\$0.00	1	225	225	\$250.00	1	1	0	225	225	\$250.00
Defense Intelligence Agency	4	656	164	\$1,000.00	0	0	0	\$0.00	4	4	0	656	164	\$1,000.00
Defense Logistics Agency	0	0	0	\$0.00	112	26,450	236	\$267,869.23	112	97	15	26,450	236	\$267,869.23
Defense National Guard Bureau	4	930	233	\$9,165.00	16	8,738	546	\$48,000.00	20	13	7	9,668	483	\$57,165.00
Defense National Imagery and Mapping Agency	7	3,168	453	\$8,000.00	0	0	0	\$0.00	7	6	1	3,168	453	\$8,000.00
Defense National Security Agency	15	4,191	279	\$291,164.00	0	0	0	\$0.00	15	7	8	4,191	279	\$291,164.00
Defense Nuclear Facilities Safety Board	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Defense Office of the Secretary	20	7,982	399	\$5,000.00	0	0	0	\$0.00	20	6	14	7,982	399	\$5,000.00
Defense Security Service	0	0	0	\$0.00	3	805	268	\$750.00	3	3	0	805	268	\$750.00
Defense Threat Reduction Agency	0	0	0	\$0.00	2	350	175	\$500.00	2	2	0	350	175	\$500.00
Defense Tricare Management Activity	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Department of the Air Force	0	0	0	\$0.00	276	56,715	205	\$69,000.00	276	265	11	56,715	205	\$69,000.00
Department of the Army	468	116,028	248	\$550,084.47	0	0	0	\$0.00	468	408	60	116,028	248	\$550,084.47
Department of the Navy	0	0	0	\$0.00	488	165,461	339	\$122,000.00	488	435	53	165,461	339	\$122,000.00
Department of Education	0	0	0	\$0.00	27	5,328	197	\$74,195.46	27	27	0	5,328	197	\$74,195.46
Department of Energy	0	0	0	\$0.00	41	7,490	183	\$122,703.50	41	38	3	7,490	183	\$122,703.50
Department of Health and Human Services	12	3,651	304	\$0.00	212	36,273	171	\$675,438.95	224	213	11	39,924	178	\$675,438.95
Department of Housing & Urban Development	0	0	0	\$0.00	72	19,715	274	\$187,654.90	72	62	10	19,715	274	\$187,654.90
Department of the Interior	0	0	0	\$0.00	257	58,929	229	\$777,869.23	257	229	28	58,929	229	\$777,869.23
Department of Justice	178	60,546	340	\$1,266,110.31	328	89,602	273	\$1,365,304.20	506	401	105	150,148	297	\$2,631,414.51
Department of Labor	35	14,353	410	\$143,500.00	70	16,509	236	\$215,009.00	105	84	21	30,862	294	\$358,509.00
Department of State	6	1,144	191	\$7,454.00	39	7,786	200	\$136,500.00	45	44	1	8,930	198	\$143,954.00

**Table V FY 2003 Federal Sector Investigation Times and Cost**

Agency or Department	Agency Investigations				Contractor Investigations				Total					
	No.	Total	Avg.	Cost	No.	Total	Avg.	Cost	No.	Within	Beyond	Total	Avg.	Cost
		Days	Days			Days	Days			360 Days	360 Days	Days	Days	
Department of Transportation	265	59,719	225	\$694,160.00	56	11,954	213	\$140,352.00	321	295	26	71,673	223	\$834,512.00
Department of the Treasury	514	124,376	242	\$2,936,177.00	0	0	0	\$0.00	514	455	59	124,376	242	\$2,936,177.00
Department of Veterans Affairs	1,473	340,423	231	\$4,958,743.90	91	24,464	269	\$570,190.00	1,564	1,460	104	364,887	233	\$5,528,933.90
Environmental Protection Agency	0	0	0	\$0.00	64	20,350	318	\$201,475.00	64	43	21	20,350	318	\$201,475.00
Equal Employment Opportunity Commission	45	12,354	275	\$130,308.00	0	0	0	\$0.00	45	37	8	12,354	275	\$130,308.00
Executive Office of the President Summary**	0	0	0	\$0.00	1	161	161	\$6,438.00	1	1	0	161	161	\$6,438.00
Office of Administration	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Office of Management and Budget	0	0	0	\$0.00	1	161	161	\$6,438.00	1	1	0	161	161	\$6,438.00
Office of National Drug Control Policy	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Office of U.S. Trade Representative	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Export-Import Bank of the United States	0	0	0	\$0.00	1	342	342	\$2,490.00	1	1	0	342	342	\$2,490.00
Farm Credit Administration	0	0	0	\$0.00	1	230	230	\$3,945.00	1	1	0	230	230	\$3,945.00
Federal Communications Commission	0	0	0	\$0.00	2	360	180	\$7,000.00	2	2	0	360	180	\$7,000.00
Federal Deposit Insurance Corporation	0	0	0	\$0.00	42	29,106	693	\$149,822.51	42	15	27	29,106	693	\$149,822.51
Federal Election Commission	0	0	0	\$0.00	1	273	273	\$5,000.00	1	1	0	273	273	\$5,000.00
Federal Emergency Management Agency	0	0	0	\$0.00	29	11,599	400	\$124,434.13	29	16	13	11,599	400	\$124,434.13
Federal Energy Regulatory Commission	0	0	0	\$0.00	4	720	180	\$15,710.00	4	4	0	720	180	\$15,710.00
Federal Housing Finance Board	0	0	0	\$0.00	1	281	281	\$7,367.00	1	1	0	281	281	\$7,367.00
Federal Labor Relations Authority	0	0	0	\$0.00	1	175	175	\$1,750.00	1	1	0	175	175	\$1,750.00
Federal Maritime Commission	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Federal Mediation & Conciliation Service	1	153	153	\$1,000.00	1	269	269	\$2,500.00	2	2	0	422	211	\$3,500.00
Federal Reserve Board	0	0	0	\$0.00	5	430	86	\$16,254.00	5	5	0	430	86	\$16,254.00
Federal Retirement Thrift Investment Board	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Federal Trade Commission	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
General Services Administration	0	0	0	\$0.00	71	10,966	154	\$212,918.36	71	70	1	10,966	154	\$212,918.36
Government Printing Office	0	0	0	\$0.00	33	15,746	477	\$86,998.51	33	15	18	15,746	477	\$86,998.51
Holocaust Memorial Museum	0	0	0	\$0.00	3	378	126	\$9,000.00	3	3	0	378	126	\$9,000.00
International Boundary & Water Commission	0	0	0	\$0.00	9	831	92	\$15,605.00	9	9	0	831	92	\$15,605.00
International Trade Commission	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
John F Kennedy Center for the Arts	0	0	0	\$0.00	1	90	90	\$2,500.00	1	1	0	90	90	\$2,500.00
Merit Systems Protection Board	0	0	0	\$0.00	4	670	168	\$11,285.00	4	4	0	670	168	\$11,285.00
National Aeronautics & Space Administration	0	0	0	\$0.00	46	8,022	174	\$214,599.00	46	45	1	8,022	174	\$214,599.00
National Archives & Records Administration	0	0	0	\$0.00	20	1,676	84	\$68,197.11	20	20	0	1,676	84	\$68,197.11
National Credit Union Administration	0	0	0	\$0.00	3	543	181	\$9,890.00	3	3	0	543	181	\$9,890.00
National Endowment for the Arts	1	180	180	\$15,000.00	0	0	0	\$0.00	1	1	0	180	180	\$15,000.00
National Endowment for the Humanities	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
National Gallery of Art	0	0	0	\$0.00	5	781	156	\$15,490.00	5	5	0	781	156	\$15,490.00
National Labor Relations Board	13	3,852	296	\$60,000.00	2	619	310	\$4,175.00	15	12	3	4,471	298	\$64,175.00
National Science Foundation	0	0	0	\$0.00	1	99	99	\$3,400.00	1	1	0	99	99	\$3,400.00
National Transportation Safety Board	0	0	0	\$0.00	6	781	130	\$24,000.00	6	6	0	781	130	\$24,000.00

**Table V FY 2003 Federal Sector Investigations Times and Cost**

Agency or Department	Agency Investigations				Contractor Investigations				Total					
	No.	Total Days	Avg. Days	Cost	No.	Total Days	Avg. Days	Cost	No.	Within 360 Days	Beyond 360 Days	Total Days	Avg. Days	Cost
Nuclear Regulatory Commission	0	0	0	\$0.00	9	1,594	177	\$30,690.00	9	9	0	1,594	177	\$30,690.00
Office of Personnel Management	0	0	0	\$0.00	17	5,022	295	\$40,500.00	17	13	4	5,022	295	\$40,500.00
Office of Special Counsel	3	375	125	\$6,152.85	0	0	0	\$0.00	3	3	0	375	125	\$6,152.85
Overseas Private Investment Corporation	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Peace Corps	0	0	0	\$0.00	2	342	171	\$5,750.00	2	2	0	342	171	\$5,750.00
Pension Benefit Guaranty Corporation	0	0	0	\$0.00	5	495	99	\$17,750.00	5	5	0	495	99	\$17,750.00
Railroad Retirement Board	0	0	0	\$0.00	1	259	259	\$3,400.00	1	1	0	259	259	\$3,400.00
Securities and Exchange Commission	7	2,895	414	\$46,460.00	9	1,380	153	\$31,076.00	16	13	3	4,275	267	\$77,536.00
Selective Service System	0	0	0	\$0.00	2	115	58	\$6,600.00	2	2	0	115	58	\$6,600.00
Small Business Administration	0	0	0	\$0.00	11	2,331	212	\$35,316.00	11	10	1	2,331	212	\$35,316.00
Smithsonian Institution	5	879	176	\$17,806.00	13	2,082	160	\$46,298.00	18	18	0	2,961	165	\$64,104.00
Social Security Administration	0	0	0	\$0.00	369	130,010	352	\$744,818.84	369	242	127	130,010	352	\$744,818.84
Tennessee Valley Authority	0	0	0	\$0.00	69	7,442	108	\$209,988.00	69	69	0	7,442	108	\$209,988.00
United States Armed Forces Retirement Home	0	0	0	\$0.00	1	126	126	\$150.00	1	1	0	126	126	\$150.00
United States Postal Service	4,462	1,096,789	246	\$8,004,828.00	1,106	329,434	298	\$884,800.00	5,568	4,140	1,428	1,426,223	256	\$8,889,628.00
United States Tax Court	0	0	0	\$0.00	0	0	0	\$0.00	0	0	0	0	0	\$0.00
Homeland Security-Mem. of Understanding	160	37,465	234	\$830,470.00	454	116,423	256	\$1,247,225.99	614	516	98	153,888	251	\$2,077,695.99
<b>TOTAL</b>	<b>7,998</b>	<b>2,025,120</b>	<b>253</b>	<b>\$21,175,550.50</b>	<b>5,250</b>	<b>1,509,817</b>	<b>288</b>	<b>\$11,437,504.61</b>	<b>13,248</b>	<b>10,576</b>	<b>2,672</b>	<b>3,534,937</b>	<b>267</b>	<b>\$32,613,055.11</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	7,917	2,003,478	253	\$20,748,823.65	4,334	1,242,478	287	\$8,877,414.15	12,251	9,814	2,437	3,245,956	265	\$29,626,237.80
MID-SIZE AGENCY SUB TOTAL	5	879	176	\$17,806.00	714	221,908	311	\$1,939,669.84	719	528	191	222,787	310	\$1,957,475.84
SMALL AGENCY SUB TOTAL	76	20,763	273	\$408,920.85	202	45,431	225	\$620,420.62	278	234	44	66,194	238	\$1,029,341.47

**Table VI FY 2003 Complaints Filed Bases and Issues**

ALLEGATION ISSUES	TITLE VII										EQUAL PAY ACT		ADEA	REHABILITATION ACT		ALL STATUTES	TOTALS		
	RACE AND COLOR					RELIGION	SEX		NATIONAL ORIGIN		MALE	FEMALE	AGE	MENTAL	PHYSICAL	REPRISAL	BASES BY ISSUE	COMPLAINTS BY ISSUE	COMPLAINANTS BY ISSUE
	AMERICAN INDIAN / ALASKAN NATIVE	ASIAN AMERICAN / PACIFIC ISLANDER	BLACK	WHITE	COLOR		MALE	FEMALE	HISPANIC	OTHER									
APPOINTMENT/HIRE	6	22	150	62	41	28	75	102	24	53	0	0	276	33	174	149	1,195	702	673
ASSIGNMENT OF DUTIES	23	47	439	191	145	70	241	446	103	93	0	0	496	80	455	661	3,490	1,905	1,792
AWARDS	9	8	107	38	25	13	46	79	20	18	0	0	113	17	47	163	703	374	345
CONVERSION TO FULL-TIME	1	2	20	6	6	1	6	27	2	3	0	0	9	3	4	14	104	58	57
DEMOTION	2	7	24	7	3	3	19	24	2	6	0	0	26	11	9	37	180	88	82
REPRIMAND	16	27	295	145	105	50	183	257	62	58	0	0	260	64	229	470	2,221	1,206	1,136
SUSPENSION	10	30	283	104	109	29	183	180	89	61	0	0	232	74	172	435	1,991	978	898
REMOVAL	7	17	178	55	39	24	65	91	41	36	0	0	125	66	152	164	1,060	639	588
OTHER DISCIPLINE	1	5	55	27	18	12	29	40	9	17	0	0	57	17	37	123	447	235	216
DUTY HOURS	7	24	170	83	71	38	121	178	26	68	0	0	166	47	266	238	1,503	805	776
EVALUATION/APPRaisal	8	34	330	97	86	43	137	265	67	72	0	0	325	59	138	577	2,238	1,246	1,192
EXAMINATION/TEST	1	2	20	8	8	3	15	16	3	6	0	0	25	1	14	19	141	69	69
NON-SEXUAL HARASSMENT	45	160	1,220	553	417	243	687	1,426	314	319	0	0	1,203	387	1,006	2,374	10,354	5,689	5,257
SEXUAL HARASSMENT							126	503								169	798	646	617
MEDICAL EXAMINATION	1	0	8	6	8	5	8	6	1	4	0	0	11	9	37	19	123	60	56
PAY INCLUDING OVERTIME	7	18	206	115	78	38	136	165	43	51	25	34	226	29	196	289	1,656	829	747
PROMOTION/NON-SELECTION	59	109	1,184	370	316	129	658	751	254	240	0	0	1,492	94	397	1,202	7,255	4,435	3,949
DENIED REASSIGNMENT	5	22	127	70	54	24	102	138	22	38	0	0	197	44	215	179	1,237	636	595
DIRECTED REASSIGNMENT	3	9	102	40	20	13	55	88	18	12	0	0	127	18	54	182	741	496	436
REASONABLE ACCOMMODATION						37								180	747	285	1,249	910	843
REINSTATEMENT	1	1	22	5	7	3	31	14	1	4	0	0	33	12	23	25	182	128	104
RETIREMENT	4	0	11	12	5	4	11	17	7	5	0	0	53	16	32	30	207	103	96
TERMINATION	18	52	420	146	145	62	217	303	75	102	0	0	370	142	399	456	2,907	1,590	1,527
TERMS/CONDITIONS OF EMPLOYMENT	30	82	564	278	211	99	386	601	155	125	0	0	620	180	605	954	4,890	2,541	2,364
TIME AND ATTENDANCE	7	27	318	132	108	53	184	276	63	65	0	0	292	130	356	532	2,543	1,462	1,383
TRAINING	8	20	192	41	41	24	74	138	26	36	0	0	162	30	83	211	1,086	648	575
OTHER	6	20	155	49	42	20	87	175	81	30	0	0	151	49	161	312	1,338	728	675
TOTAL ISSUES BY BASES	285	745	6,600	2,640	2,108	1,068	3,882	6,306	1,508	1,522	25	34	7,047	1,792	6,008	10,269			
TOTAL COMPLAINTS FILED BY BASES	235	595	5,279	2,260	1,650	861	3,144	5,150	1,142	1,220	20	29	5,774	1,414	4,901	8,111			
TOTAL COMPLAINANTS BY BASES	214	531	4,850	2,094	1,459	783	2,818	4,751	980	1,078	17	22	5,370	1,229	4,436	7,204			

**Table VII FY 2003 Federal Sector Summary of Appellate Receipts and Closures**

<b>Agency or Department</b>	<b>Receipts</b>	<b>Closures</b>	<b>Difference</b>
Agency for International Development	8	12	4
Broadcasting Board of Governors	4	13	9
Central Intelligence Agency	9	16	7
Commodity Futures Trading Commission	0	0	0
Consumer Product Safety Commission	1	1	0
Corporation for National and Community Service	3	3	0
Court Services and Offender Supervision Agency	1	3	2
Department of Agriculture	140	145	5
Department of Commerce	77	97	20
Defense Summary **	0	0	0
Army & Air Force Exchange Service	25	35	10
Defense Commissary Agency	44	57	13
Defense Contract Audit Agency	3	4	1
Defense Contract Management Agency	31	27	-4
Defense Education Activity	34	32	-2
Defense Finance and Accounting Service	32	59	27
Defense Human Resources Activity	0	0	0
Defense Information Systems Agency	5	6	1
Defense Inspector General	1	1	0
Defense Intelligence Agency	2	2	0
Defense Logistics Agency	80	112	32
Defense National Guard Bureau	10	19	9
Defense National Imagery and Mapping Agency	6	10	4
Defense National Security Agency	8	14	6
Defense Nuclear Facilities Safety Board	0	0	0
Defense Office of the Secretary	16	11	-5
Defense Security Service	3	12	9
Defense Threat Reduction Agency	2	2	0
Defense Tricare Management Activity	0	0	0
Department of the Air Force	227	278	51
Department of the Army	424	532	108
Department of the Navy	335	388	53
Department of Education	14	18	4
Department of Energy	37	37	0
Department of Health and Human Services	88	121	33
Department of Housing & Urban Development	33	46	13
Department of the Interior	118	125	7

**Table VII FY 2003 Federal Sector Summary of Appellate Receipts and Closures**

<b>Agency or Department</b>	<b>Receipts</b>	<b>Closures</b>	<b>Difference</b>
Department of Justice	229	313	84
Department of Labor	79	76	-3
Department of State	28	32	4
Department of Transportation	175	183	8
Department of the Treasury	304	373	69
Department of Veterans Affairs	626	754	128
Environmental Protection Agency	34	36	2
Equal Employment Opportunity Commission	13	15	2
Executive Office of the President Summary	0	0	0
Export-Import Bank of the United States	2	1	-1
Farm Credit Administration	3	0	-3
Federal Communications Commission	3	1	-2
Federal Deposit Insurance Corporation	15	16	1
Federal Election Commission	0	1	1
Federal Emergency Management Agency	7	18	11
Federal Energy Regulatory Commission	0	0	0
Federal Housing Finance Board	1	0	-1
Federal Labor Relations Authority	2	0	-2
Federal Maritime Commission	0	0	0
Federal Mediation & Conciliation Service	2	0	-2
Federal Reserve Board	0	3	3
Federal Retirement Thrift Investment Board	0	0	0
Federal Trade Commission	0	2	2
General Services Administration	45	49	4
Government Printing Office	9	13	4
Holocaust Memorial Museum	4	1	-3
International Boundary & Water Commission	12	12	0
International Trade Commission	0	0	0
John F Kennedy Center for the Arts	0	0	0
Merit Systems Protection Board	0	0	0
National Aeronautics & Space Administration	20	26	6
National Archives & Records Administration	5	3	-2
National Credit Union Administration	3	2	-1
National Endowment for the Arts	0	0	0
National Endowment for the Humanities	0	0	0
National Gallery of Art	0	2	2
National Labor Relations Board	0	4	4

**Table VII FY 2003 Federal Sector Summary of Appellate Receipts and Closures**

<b>Agency or Department</b>	<b>Receipts</b>	<b>Closures</b>	<b>Difference</b>
National Science Foundation	4	1	-3
National Transportation Safety Board	1	0	-1
Nuclear Regulatory Commission	2	3	1
Office of Personnel Management	15	22	7
Office of Special Counsel	0	0	0
Overseas Private Investment Corporation	0	0	0
Peace Corps	0	0	0
Pension Benefit Guaranty Corporation	0	7	7
Railroad Retirement Board	1	0	-1
Securities and Exchange Commission	7	5	-2
Selective Service System	0	0	0
Small Business Administration	25	34	9
Smithsonian Institution	12	11	-1
Social Security Administration	163	197	34
Tennessee Valley Authority	23	23	0
United States Armed Forces Retirement Home	3	1	-2
United States Postal Service	3,161	3,440	279
United States Tax Court	0	0	0
Homeland Security, Department of	162	79	-83
Other Agencies with less than 100 Employees	14	16	2
TOTAL	7,035	8,013	973

\*\* Department of Defense summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	5,271	5,839	568
MID-SIZE AGENCY SUB TOTAL	344	410	66
SMALL AGENCY SUB TOTAL	1,425	1,764	339

Table VIII A

FY 2003 Pre-Complaint ADR Activities

Agency or Department	ADR PENDING			ADR OFFERED		REJECTED BY COMPLAINANT		REJECTED BY AGENCY		TOTAL ACCEPTED INTO ADR	
	Counselings	Individuals	Days	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	18	18	15	15	0	0	3	3
Central Intelligence Agency	0	0	0	28	26	27	25	0	0	1	1
Commodity Futures Trading Commission	0	0	0	5	5	0	0	0	0	5	5
Consumer Product Safety Commission	0	0	0	3	3	0	0	1	1	2	2
Corporation for National Service	0	0	0	1	1	0	0	0	0	1	1
Court Services and Offender Supervision Agency	0	0	0	19	17	14	12	0	0	5	5
Department of Agriculture	21	21	460	1,080	995	748	683	26	24	306	280
Department of Commerce	13	12	757	139	139	113	113	4	4	22	22
Defense Summary **	130	111	9,635	3,991	3,720	2,703	2,521	184	155	1,113	1,051
Army & Air Force Exchange Service	16	16	480	397	381	347	331	0	0	50	50
Defense Commissary Agency	2	2	263	164	160	120	118	3	3	41	39
Defense Contract Audit Agency	0	0	0	7	7	1	1	0	0	6	6
Defense Contract Management Agency	4	4	148	59	56	33	32	11	9	15	15
Defense Education Activity	0	0	0	4	4	1	1	0	0	3	3
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	2	2	1	1	0	0	1	1
Defense Inspector General	0	0	0	4	4	3	3	0	0	1	1
Defense Intelligence Agency	1	1	121	2	2	0	0	0	0	2	2
Defense Logistics Agency	3	3	245	519	469	463	415	0	0	56	54
Defense National Guard Bureau	0	0	0	72	59	30	17	6	6	36	36
Defense National Imagery and Mapping Agency	0	0	0	37	37	13	13	6	6	18	18
Defense National Security Agency	0	0	0	60	57	54	51	1	1	5	5
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	16	16	8	8	1	1	7	7
Defense Security Service	0	0	0	1	1	0	0	1	1	0	0
Defense Threat Reduction Agency	0	0	0	7	7	4	4	0	0	3	3
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	64	45	5,793	1,085	982	525	466	51	50	509	466
Department of the Army	16	16	1,050	1,361	1,337	1,021	1,000	12	12	337	332
Department of the Navy	24	24	1,535	194	139	79	60	92	66	23	13
Department of Education	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	7	7	1,213	118	75	84	41	11	11	23	23
Department of Health and Human Services	14	14	892	309	308	179	179	4	4	126	125
Department of Housing & Urban Development	14	14	739	182	168	105	91	24	24	53	53
Department of the Interior	11	11	11	330	330	207	207	29	29	94	94
Department of Justice	6	6	204	733	692	628	587	22	22	83	83
Department of Labor	9	8	354	238	203	165	134	16	15	57	54
Department of State	3	3	79	138	138	96	96	10	10	32	32
Department of Transportation	22	22	255	462	436	210	191	68	61	184	184
Department of the Treasury	12	12	418	1,558	1,554	938	934	177	177	443	443

Table VIII A

FY 2003 Pre-Complaint ADR Activities

Agency or Department	ADR PENDING			ADR OFFERED		REJECTED BY COMPLAINANT		REJECTED BY AGENCY		TOTAL ACCEPTED INTO ADR	
	Counselings	Individuals	Days	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Department of Veterans Affairs	20	20	446	1,068	1,065	717	717	0	0	351	348
Environmental Protection Agency	1	1	12	125	114	100	89	7	7	18	18
Equal Employment Opportunity Commission	1	1	59	56	54	44	42	0	0	12	12
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	1	1	0	0	0	0	1	1
Farm Credit Administration	0	0	0	5	5	0	0	0	0	5	5
Federal Communications Commission	0	0	0	6	6	3	3	1	1	2	2
Federal Deposit Insurance Corporation	3	3	185	37	36	25	24	0	0	12	12
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	17	17	1	1	0	0	16	16
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	2	2	2	2	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	2	2	0	0	0	0	2	2
Federal Reserve Board	0	0	0	17	17	17	17	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	33	29	32	28	0	0	1	1
General Services Administration	1	1	38	189	174	163	150	3	1	23	23
Government Printing Office	0	0	0	60	58	60	58	0	0	0	0
Holocaust Memorial Museum	1	1	3	1	1	0	0	0	0	1	1
International Boundary & Water Commission	0	0	0	1	1	0	0	0	0	1	1
International Trade Commission	0	0	0	2	2	1	1	0	0	1	1
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	2	2	0	0	0	0	2	2
National Aeronautics & Space Administration	0	0	0	174	172	78	76	18	18	78	78
National Archives & Records Administration	8	7	272	26	26	4	4	6	6	16	16
National Credit Union Administration	0	0	0	8	8	7	7	1	1	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	23	22	14	14	6	6	3	3
National Labor Relations Board	0	0	0	12	11	6	6	4	3	2	2
National Science Foundation	1	1	132	7	7	6	6	0	0	1	1
National Transportation Safety Board	0	0	0	6	6	6	6	0	0	0	0
Nuclear Regulatory Commission	1	1	38	29	26	24	21	0	0	4	4
Office of Personnel Management	0	0	0	13	13	11	11	0	0	2	2
Office of Special Counsel	0	0	0	1	1	1	1	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0

Table VIII A

## FY 2003 Pre-Complaint ADR Activities

Agency or Department	ADR PENDING			ADR OFFERED		REJECTED BY COMPLAINANT		REJECTED BY AGENCY		TOTAL ACCEPTED INTO ADR	
	Counselings	Individuals	Days	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Peace Corps	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	9	9	7	7	0	0	2	2
Railroad Retirement Board	0	0	0	4	3	4	3	0	0	0	0
Securities and Exchange Commission	2	2	149	25	24	19	18	0	0	6	6
Selective Service System	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	2	2	16	23	23	2	2	8	8	13	13
Smithsonian Institution	0	0	0	12	12	2	2	0	0	10	10
Social Security Administration	0	0	0	425	423	262	260	60	60	103	103
Tennessee Valley Authority	0	0	0	16	16	1	1	0	0	15	15
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	888	874	20,379	19,547	18,780	3,362	3,052	992	945	15,193	14,783
United States Tax Court	0	0	0	1	1	1	1	0	0	0	0
Homeland Security-Mem. of Understanding	122	122	13,824	1,527	1,450	835	769	66	65	626	618
<b>TOTAL</b>	<b>1,313</b>	<b>1,277</b>	<b>50,570</b>	<b>32,864</b>	<b>31,447</b>	<b>12,049</b>	<b>11,228</b>	<b>1,748</b>	<b>1,658</b>	<b>19,075</b>	<b>18,562</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	1,292	1,257	49,666	31,420	30,053	11,090	10,315	1,633	1,546	18,706	18,193
MID-SIZE AGENCY SUB TOTAL	7	7	251	1,018	987	634	605	96	94	288	288
SMALL AGENCY SUB TOTAL	14	13	653	426	407	325	308	19	18	81	81

**Table VIII B FY 2003 Pre-Complaint ADR Activities - Resources Used**

Agency or Department	INHOUSE		ANOTHER FEDERAL AGENCY		PRIVATE ORGANIZATIONS (BAR, CONTRACTORS, ETC)		MULTIPLE RESOURCES USED		OTHER		TOTAL	
	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	3	3	0	0	0	0	3	3
Central Intelligence Agency	1	1	0	0	0	0	0	0	0	0	1	1
Commodity Futures Trading Commission	0	0	0	0	4	4	0	0	0	0	4	4
Consumer Product Safety Commission	1	1	1	1	0	0	0	0	0	0	2	2
Corporation for National Service	0	0	0	0	1	1	0	0	0	0	1	1
Court Services and Offender Supervision Agency	0	0	5	5	0	0	0	0	0	0	5	5
Department of Agriculture	198	183	15	15	31	27	4	4	0	0	248	229
Department of Commerce	0	0	35	34	0	0	0	0	0	0	35	34
Defense Summary **	904	866	169	159	37	37	16	16	17	17	1,143	1,095
Army & Air Force Exchange Service	61	61	1	1	0	0	0	0	0	0	62	62
Defense Commissary Agency	0	0	41	39	0	0	0	0	0	0	41	39
Defense Contract Audit Agency	0	0	0	0	1	1	0	0	2	2	3	3
Defense Contract Management Agency	0	0	15	15	0	0	0	0	0	0	15	15
Defense Education Activity	1	1	2	2	0	0	0	0	0	0	3	3
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	1	1	0	0	0	0	0	0	0	0	1	1
Defense Inspector General	0	0	1	1	0	0	0	0	0	0	1	1
Defense Intelligence Agency	2	2	0	0	0	0	0	0	0	0	2	2
Defense Logistics Agency	45	45	10	8	3	3	0	0	0	0	58	56
Defense National Guard Bureau	34	34	0	0	2	2	0	0	0	0	36	36
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	14	14	14	14
Defense National Security Agency	5	5	0	0	0	0	0	0	0	0	5	5
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	6	6	0	0	1	1	0	0	0	0	7	7
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	1	1	2	2	0	0	0	0	3	3
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	492	462	1	1	9	9	15	15	1	1	518	488
Department of the Army	226	224	97	91	19	19	0	0	0	0	342	334
Department of the Navy	31	25	0	0	0	0	1	1	0	0	32	26
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	5	5	6	6	16	16	0	0	0	0	27	27
Department of Health and Human Services	85	84	11	11	27	27	0	0	0	0	123	122
Department of Housing & Urban Development	7	7	50	50	0	0	0	0	0	0	57	57
Department of the Interior	54	54	6	6	22	22	0	0	0	0	82	82
Department of Justice	20	20	26	26	34	34	0	0	0	0	80	80
Department of Labor	55	52	0	0	0	0	0	0	0	0	55	52
Department of State	7	7	0	0	9	9	0	0	0	0	16	16
Department of Transportation	127	127	32	32	6	6	11	11	14	14	190	190
Department of the Treasury	130	130	195	195	0	0	0	0	0	0	325	325

**Table VIII  
FY 2003 Pre-Complaint ADR Activities - Resources Used**

<b>Agency or Department</b>	<b>INHOUSE</b>		<b>ANOTHER FEDERAL AGENCY</b>		<b>PRIVATE ORGANIZATIONS (BAR, CONTRACTORS, ETC)</b>		<b>MULTIPLE RESOURCES USED</b>		<b>OTHER</b>		<b>TOTAL</b>	
	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Department of Veterans Affairs	326	323	0	0	0	0	0	0	0	0	326	323
Environmental Protection Agency	2	2	12	12	0	0	1	1	0	0	15	15
Equal Employment Opportunity Commission	0	0	1	1	12	12	0	0	0	0	13	13
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	1	1	0	0	1	1
Farm Credit Administration	0	0	5	5	0	0	0	0	0	0	5	5
Federal Communications Commission	0	0	0	0	2	2	0	0	0	0	2	2
Federal Deposit Insurance Corporation	0	0	0	0	15	15	0	0	0	0	15	15
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	16	16	0	0	0	0	0	0	0	0	16	16
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	2	2	0	0	0	0	0	0	0	0	2	2
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	1	1	0	0	0	0	1	1
General Services Administration	0	0	22	22	0	0	0	0	0	0	22	22
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	1	1	0	0	0	0	0	0	1	1
International Boundary & Water Commission	0	0	1	1	0	0	0	0	0	0	1	1
International Trade Commission	0	0	0	0	1	1	0	0	0	0	1	1
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	2	2	0	0	0	0	0	0	2	2
National Aeronautics & Space Administration	50	50	1	1	3	3	24	24	0	0	78	78
National Archives & Records Administration	7	7	0	0	15	14	0	0	0	0	22	21
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	1	1	2	2	0	0	0	0	3	3
National Labor Relations Board	0	0	2	2	0	0	0	0	0	0	2	2
National Science Foundation	0	0	0	0	1	1	0	0	0	0	1	1
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	5	5	0	0	0	0	5	5
Office of Personnel Management	0	0	0	0	2	2	0	0	0	0	2	2
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0

Table VIII B

## FY 2003 Pre-Complaint ADR Activities - Resources Used

Agency or Department	INHOUSE		ANOTHER FEDERAL AGENCY		PRIVATE ORGANIZATIONS (BAR, CONTRACTORS, ETC)		MULTIPLE RESOURCES USED		OTHER		TOTAL	
	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	2	2	0	0	0	0	0	0	2	2
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	6	6	0	0	0	0	0	0	0	0	6	6
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	12	12	1	1	0	0	0	0	0	0	13	13
Smithsonian Institution	10	10	0	0	0	0	0	0	0	0	10	10
Social Security Administration	2	2	76	76	10	10	0	0	0	0	88	88
Tennessee Valley Authority	3	3	0	0	12	12	0	0	0	0	15	15
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	22	22	126	126	12,286	11,288	0	0	0	0	12,434	11,436
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	140	140	219	212	4	4	0	0	6	5	369	361
TOTAL	2,192	2,132	1,023	1,005	12,561	11,558	57	57	37	36	15,870	14,788

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	2,080	2,020	890	872	12,472	11,470	31	31	37	36	15,510	14,429
MID-SIZE AGENCY SUB TOTAL	95	95	112	112	40	40	25	25	0	0	272	272
SMALL AGENCY SUB TOTAL	17	17	21	21	49	48	1	1	0	0	88	87

Table IXA

## FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	MEDIATION				SETTLEMENT CONFERENCES				EARLY NEUTRAL EVALUATIONS			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	3	3	45	15	0	0	0	0	0	0	0	0
Central Intelligence Agency	1	1	121	121	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	4	4	182	46	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	2	2	103	52	0	0	0	0	0	0	0	0
Corporation for National Service	1	1	128	128	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	5	5	225	45	0	0	0	0	0	0	0	0
Department of Agriculture	192	173	5,944	31	29	29	752	26	1	1	60	60
Department of Commerce	35	34	842	24	0	0	0	0	0	0	0	0
Defense Summary **	928	889	46,878	51	32	29	889	28	10	10	84	8
Army & Air Force Exchange Service	62	62	4,440	72	0	0	0	0	0	0	0	0
Defense Commissary Agency	31	31	1,560	50	10	8	575	58	0	0	0	0
Defense Contract Audit Agency	3	3	147	49	0	0	0	0	0	0	0	0
Defense Contract Management Agency	15	15	931	62	0	0	0	0	0	0	0	0
Defense Education Activity	2	2	40	20	1	1	30	30	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	1	1	50	50	0	0	0	0	0	0	0	0
Defense Intelligence Agency	2	2	212	106	0	0	0	0	0	0	0	0
Defense Logistics Agency	56	54	2,640	47	0	0	0	0	0	0	0	0
Defense National Guard Bureau	20	20	466	23	8	8	20	3	2	2	3	2
Defense National Imagery and Mapping Agency	14	14	375	27	0	0	0	0	0	0	0	0
Defense National Security Agency	5	5	216	43	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	4	4	100	25	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	3	3	189	63	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	386	360	23,471	61	2	2	10	5	4	4	0	0
Department of the Army	307	301	11,379	37	4	4	78	20	1	1	1	1
Department of the Navy	17	12	662	39	7	6	176	25	3	3	80	27
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	25	25	1,538	62	0	0	0	0	1	1	92	92
Department of Health and Human Services	121	120	6,099	50	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	50	50	3,651	73	0	0	0	0	0	0	0	0
Department of the Interior	54	56	346	6	7	6	32	5	1	1	32	32
Department of Justice	72	72	3,871	54	2	2	165	83	0	0	0	0

Table IXA

## FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	MEDIATION				SETTLEMENT CONFERENCES				EARLY NEUTRAL EVALUATIONS			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
Department of Labor	55	52	3,912	71	0	0	0	0	0	0	0	0
Department of State	14	14	465	33	0	0	0	0	0	0	0	0
Department of Transportation	131	131	3,462	26	2	2	91	46	0	0	0	0
Department of the Treasury	266	266	12,954	49	0	0	0	0	0	0	0	0
Department of Veterans Affairs	304	304	20,328	67	10	7	650	65	2	2	140	70
Environmental Protection Agency	13	13	472	36	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	13	13	943	73	0	0	0	0	0	0	0	0
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	1	1	15	15	0	0	0	0	0	0	0	0
Farm Credit Administration	5	5	424	85	0	0	0	0	0	0	0	0
Federal Communications Commission	2	2	90	45	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	15	15	1,150	77	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	5	5	214	43	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	2	2	2	1	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1	1	71	71	0	0	0	0	0	0	0	0
General Services Administration	22	22	1,167	53	0	0	0	0	0	0	0	0
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	1	1	56	56	0	0	0	0	0	0	0	0
International Boundary & Water Commission	1	1	17	17	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	1	1	35	35	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	2	2	180	90	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	12	12	1,080	90	40	40	1,395	35	0	0	0	0
National Archives & Records Administration	15	14	742	49	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	3	3	153	51	0	0	0	0	0	0	0	0

Table IXA

## FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	MEDIATION				SETTLEMENT CONFERENCES				EARLY NEUTRAL EVALUATIONS			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
National Labor Relations Board	2	2	99	50	0	0	0	0	0	0	0	0
National Science Foundation	1	1	43	43	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	5	5	239	48	0	0	0	0	0	0	0	0
Office of Personnel Management	2	2	8	4	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	2	2	2	1	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	6	6	456	76	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	13	13	519	40	0	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	86	86	2,332	27	2	2	68	34	0	0	0	0
Tennessee Valley Authority	12	12	605	50	3	3	108	36	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	12,415	11,417	369,290	30	0	0	0	0	9	9	459	51
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	302	294	20,158	67	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>15,222</b>	<b>14,154</b>	<b>511,621</b>	<b>34</b>	<b>128</b>	<b>121</b>	<b>4,185</b>	<b>33</b>	<b>24</b>	<b>24</b>	<b>867</b>	<b>36</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	14,964	13,897	499,738	33	82	75	2,579	31	24	24	867	36
MID-SIZE AGENCY SUB TOTAL	178	178	7,539	42	45	45	1,571	35	0	0	0	0
SMALL AGENCY SUB TOTAL	80	79	4,344	54	1	1	35	35	0	0	0	0

Table IXB

## FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	FACT FINDING				FACILITATION				OMBUDSMAN			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	4	4	137	34	14	14	351	25	0	0	0	0
Department of Commerce	0	0	0	0	0	0	0	0	0	0	0	0
Defense Summary **	7	7	337	48	147	141	5,211	35	2	2	116	58
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	1	1	65	65	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	0	0	0	0	2	2	143	72	0	0	0	0
Defense National Guard Bureau	4	4	32	8	2	2	4	2	0	0	0	0
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	2	2	262	131	0	0	0	0	1	1	16	16
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	0	0	0	0	119	115	4,501	38	0	0	0	0
Department of the Army	1	1	43	43	19	17	485	26	1	1	100	100
Department of the Navy	0	0	0	0	4	4	13	3	0	0	0	0
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	0	0	0	0	1	1	69	69	0	0	0	0
Department of Health and Human Services	0	0	0	0	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	7	7	371	53	0	0	0	0	0	0	0	0
Department of the Interior	2	1	32	16	8	8	73	9	5	5	448	90
Department of Justice	0	0	0	0	6	6	244	41	0	0	0	0
Department of Labor	0	0	0	0	0	0	0	0	0	0	0	0

Table IXB

FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	FACT FINDING				FACILITATION				OMBUDSMAN			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
Department of State	2	2	8	4	0	0	0	0	0	0	0	0
Department of Transportation	28	28	430	15	29	29	430	15	0	0	0	0
Department of the Treasury	1	1	1	1	0	0	0	0	0	0	0	0
Department of Veterans Affairs	0	0	0	0	10	10	560	56	0	0	0	0
Environmental Protection Agency	0	0	0	0	2	2	93	47	0	0	0	0
Equal Employment Opportunity Commission	0	0	0	0	0	0	0	0	0	0	0	0
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	2	2	134	67	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	1	1	90	90	1	1	91	91	0	0	0	0
National Archives & Records Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	0	0

Table IXB

## FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	FACT FINDING				FACILITATION				OMBUDSMAN			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	2	2	52	26	0	0	0	0
Social Security Administration	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	0	0	0	0	0	0	0	0	0	0	0	0
United States Armed Force Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	0	0	0	0	10	10	50	5	0	0	0	0
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	0	0	0	0	66	66	11,088	168	1	1	38	38
<b>TOTAL</b>	<b>52</b>	<b>51</b>	<b>1,406</b>	<b>27</b>	<b>298</b>	<b>292</b>	<b>18,446</b>	<b>62</b>	<b>8</b>	<b>8</b>	<b>602</b>	<b>75</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	51	50	1,316	26	291	285	18,076	62	8	8	602	75
MID-SIZE AGENCY SUB TOTAL	1	1	90	90	7	7	370	53	0	0	0	0
SMALL AGENCY SUB TOTAL	0	0	0	0	0	0	0	0	0	0	0	0

Table IXC

FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	PEER REVIEW				MULTIPLE TECHNIQUES				OTHER TECHNIQUES				TOTAL ADR ATTEMPTS			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0	3	3	45	15
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	1	1	121	121
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0	4	4	182	46
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0	2	2	103	52
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0	1	1	128	128
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0	5	5	225	45
Department of Agriculture	0	0	0	0	8	8	430	54	0	0	0	0	248	229	7,674	31
Department of Commerce	0	0	0	0	0	0	0	0	0	0	0	0	35	34	842	24
Defense Summary **	0	0	0	0	14	14	205	15	3	3	51	17	1,143	1,095	53,771	47
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	0	0	0	0	62	62	4,440	72
Defense Commissary Agency	0	0	0	0	0	0	0	0	0	0	0	0	41	39	2,135	52
Defense Contract Audit Agency	0	0	0	0	0	0	0	0	0	0	0	0	3	3	147	49
Defense Contract Management Agency	0	0	0	0	0	0	0	0	0	0	0	0	15	15	931	62
Defense Education Activity	0	0	0	0	0	0	0	0	0	0	0	0	3	3	70	23
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0	0	0	1	1	65	65
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0	1	1	50	50
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	2	2	212	106
Defense Logistics Agency	0	0	0	0	0	0	0	0	0	0	0	0	58	56	2,783	48
Defense National Guard Bureau	0	0	0	0	0	0	0	0	0	0	0	0	36	36	525	15
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	0	0	0	0	14	14	375	27
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0	5	5	216	43
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	0	0	7	7	378	54
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0	3	3	189	63
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	0	0	0	0	4	4	44	11	3	3	51	17	518	488	28,077	54
Department of the Army	0	0	0	0	9	9	126	14	0	0	0	0	342	334	12,212	36
Department of the Navy	0	0	0	0	1	1	35	35	0	0	0	0	32	26	966	30
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	0	0	0	0	0	0	0	0	0	0	0	0	27	27	1,699	63
Department of Health and Human Services	2	2	75	38	0	0	0	0	0	0	0	0	123	122	6,174	50
Department of Housing & Urban Development	0	0	0	0	0	0	0	0	0	0	0	0	57	57	4,022	71
Department of the Interior	0	0	0	0	0	0	0	0	5	5	43	9	82	82	1,006	12
Department of Justice	0	0	0	0	0	0	0	0	0	0	0	0	80	80	4,280	54
Department of Labor	0	0	0	0	0	0	0	0	0	0	0	0	55	52	3,912	71
Department of State	0	0	0	0	0	0	0	0	0	0	0	0	16	16	473	30
Department of Transportation	0	0	0	0	0	0	0	0	0	0	0	0	190	190	4,413	23
Department of the Treasury	0	0	0	0	58	58	2,084	36	0	0	0	0	325	325	15,039	46
Department of Veterans Affairs	0	0	0	0	0	0	0	0	0	0	0	0	326	323	21,678	66
Environmental Protection Agency	0	0	0	0	0	0	0	0	0	0	0	0	15	15	565	38
Equal Employment Opportunity Commission	0	0	0	0	0	0	0	0	0	0	0	0	13	13	943	73

Table IXC

FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	PEER REVIEW				MULTIPLE TECHNIQUES				OTHER TECHNIQUES				TOTAL ADR ATTEMPTS			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0	1	1	15	15
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0	5	5	424	85
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0	2	2	90	45
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0	15	15	1,150	77
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	0	0	0	9	9	316	35	16	16	664	42
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	1
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	1	1	71	71
General Services Administration	0	0	0	0	0	0	0	0	0	0	0	0	22	22	1,167	53
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0	1	1	56	56
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0	1	1	17	17
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	1	1	35	35
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0	2	2	180	90
National Aeronautics & Space Administration	0	0	0	0	24	24	720	30	0	0	0	0	78	78	3,376	43
National Archives & Records Administration	0	0	0	0	0	0	0	0	7	7	168	24	22	21	910	41
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	0	0	0	0	0	0	0	0	3	3	153	51
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	0	0	2	2	99	50
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0	1	1	43	43
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	5	5	239	48
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0	2	2	8	4
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	1
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0	0	0	6	6	456	76
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	0	0	0	13	13	519	40

Table IXC

## FY 2003 Pre-Complaint ADR Activities - Techniques Used

Agency or Department	PEER REVIEW				MULTIPLE TECHNIQUES				OTHER TECHNIQUES				TOTAL ADR ATTEMPTS			
	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days	Counselings	Individuals	Days	Avg Days
Smithsonian Institution	0	0	0	0	0	0	0	0	8	8	310	39	10	10	362	36
Social Security Administration	0	0	0	0	0	0	0	0	0	0	0	0	88	88	2,400	27
Tennessee Valley Authority	0	0	0	0	0	0	0	0	0	0	0	0	15	15	713	48
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	0	0	0	0	0	0	0	0	0	0	0	0	12,434	11,436	369,799	30
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	0	0	0	0	0	0	0	0	0	0	0	0	369	361	31,284	85
TOTAL	2	2	75	38	104	104	3,439	33	32	32	888	28	15,870	14,788	541,529	34

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	2	2	75	38	80	80	2,719	34	8	8	94	12	15,510	14,429	526,066	34
MID-SIZE AGENCY SUB TOTAL	0	0	0	0	24	24	720	30	17	17	626	37	272	272	10,916	40
SMALL AGENCY SUB TOTAL	0	0	0	0	0	0	0	0	7	7	168	24	88	87	4,547	52

**Table X FY 2003 Pre-Complaint ADR Activities - Closure Type**

Agency or Department	SETTLEMENTS (Monetary & Non-M)		NO FORMAL COMPLAINT FILED		NO RESOLUTION		NO ADR ATTEMPT		OTHER CLOSURES		OPEN INVENTORY	
	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	1	1	0	0	2	2	0	0	0	0	0	0
Central Intelligence Agency	1	1	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	4	4	0	0	0	0	1	1
Consumer Product Safety Commission	2	2	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	1	1	0	0	0	0	0	0
Court Services and Offender Supervision Agency	2	2	0	0	2	2	0	0	0	0	1	1
Department of Agriculture	105	100	38	37	110	94	23	21	0	0	51	49
Department of Commerce	5	5	5	5	20	19	0	0	0	0	5	5
Defense Summary **	485	474	305	302	290	261	13	13	25	25	125	87
Army & Air Force Exchange Service	29	29	15	15	17	17	1	1	0	0	4	4
Defense Commissary Agency	17	17	7	6	17	16	0	0	0	0	2	2
Defense Contract Audit Agency	3	3	0	0	0	0	0	0	0	0	3	3
Defense Contract Management Agency	5	5	6	6	6	6	0	0	0	0	2	2
Defense Education Activity	0	0	3	3	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	1	1	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	1	1	0	0	0	0	0	0
Defense Intelligence Agency	1	1	0	0	2	2	0	0	0	0	0	0
Defense Logistics Agency	40	40	9	7	6	6	3	3	0	0	1	1
Defense National Guard Bureau	0	0	33	33	3	3	0	0	0	0	0	0
Defense National Imagery and Mapping Agency	10	10	3	3	4	4	0	0	0	0	1	1
Defense National Security Agency	1	1	2	2	1	1	1	1	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	3	3	4	4	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1	1	0	0	2	2	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	196	191	134	134	163	138	0	0	25	25	55	23
Department of the Army	165	163	89	89	66	63	6	6	0	0	27	27
Department of the Navy	13	9	0	0	2	2	2	2	0	0	30	24
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	6	6	3	3	18	18	0	0	0	0	3	3
Department of Health and Human Services	49	48	34	34	27	27	0	0	0	0	30	30
Department of Housing & Urban Development	14	14	7	7	6	6	30	30	0	0	10	10
Department of the Interior	17	17	5	5	8	8	1	1	0	0	74	74
Department of Justice	21	21	17	17	26	26	13	13	0	0	12	12

**Table X FY 2003 Pre-Complaint ADR Activities - Closure Type**

Agency or Department	SETTLEMENTS (Monetary & Non-M)		NO FORMAL COMPLAINT FILED		NO RESOLUTION		NO ADR ATTEMPT		OTHER CLOSURES		OPEN INVENTORY	
	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
Department of Labor	15	14	2	2	22	20	16	15	0	0	11	11
Department of State	7	7	3	3	7	7	10	10	0	0	8	8
Department of Transportation	74	74	63	63	50	50	16	16	0	0	3	3
Department of the Treasury	148	148	44	44	75	75	59	59	0	0	129	129
Department of Veterans Affairs	59	59	132	132	90	90	45	44	0	0	45	43
Environmental Protection Agency	8	8	3	3	5	5	3	3	0	0	0	0
Equal Employment Opportunity Commission	4	4	2	2	4	4	0	0	0	0	3	3
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	1	1	0	0	0	0	0	0
Farm Credit Administration	1	1	0	0	4	4	0	0	0	0	0	5
Federal Communications Commission	0	0	0	0	2	2	0	0	0	0	0	0
Federal Deposit Insurance Corporation	2	2	0	0	12	12	0	0	0	0	1	1
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	16	16	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	2	2	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	1	1
General Services Administration	8	8	1	1	13	13	0	0	0	0	2	2
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	1	1	0	0	1	1	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	1	1	0	0	0	0	0	0
International Trade Commission	1	1	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	1	1	1	1	0	0	0	0	0	0
National Aeronautics & Space Administration	42	42	3	3	29	29	0	0	0	0	4	4
National Archives & Records Administration	11	10	7	7	4	4	0	0	0	0	2	2
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0

**Table X FY 2003 Pre-Complaint ADR Activities - Closure Type**

Agency or Department	SETTLEMENTS (Monetary & Non-M)		NO FORMAL COMPLAINT FILED		NO RESOLUTION		NO ADR ATTEMPT		OTHER CLOSURES		OPEN INVENTORY	
	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals	Counselings	Individuals
National Gallery of Art	1	1	1	1	0	0	0	0	0	0	1	1
National Labor Relations Board	1	1	1	1	0	0	0	0	0	0	0	0
National Science Foundation	0	0	0	0	1	1	0	0	0	0	1	1
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	3	3	0	0	0	0	0	0	0	0	2	2
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	2	2
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	2	2	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	1	1	0	0	7	7	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	8	8	2	2	5	5	0	0	0	0	0	0
Smithsonian Institution	2	2	5	5	3	3	0	0	0	0	0	0
Social Security Administration	45	45	6	6	37	37	9	9	0	0	6	6
Tennessee Valley Authority	10	10	0	0	5	5	0	0	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	5,906	5,862	3,647	3,454	4,996	4,899	1,282	1,269	0	0	250	173
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	84	83	124	121	129	128	188	188	0	0	223	220
<b>TOTAL</b>	<b>7,168</b>	<b>7,104</b>	<b>4,461</b>	<b>4,261</b>	<b>6,020</b>	<b>5,874</b>	<b>1,708</b>	<b>1,691</b>	<b>25</b>	<b>25</b>	<b>1,006</b>	<b>889</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	6,995	6,932	4,429	4,229	5,874	5,728	1,696	1,679	25	25	979	857
MID-SIZE AGENCY SUB TOTAL	141	141	20	20	109	109	12	12	0	0	13	13
SMALL AGENCY SUB TOTAL	32	31	12	12	37	37	0	0	0	0	14	19

Table XIA

FY 2003 Complaint ADR Activities

Agency or Department	ADR PENDING		ADR OFFERED		REJECTED BY COMPLAINANT		REJECTED BY AGENCY		TOTAL ACCEPTED INTO ADR	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Agency for International Development	1	1	1	1	1	1	0	0	0	0
Broadcasting Board of Governors	0	0	18	18	18	18	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	1	1	0	0	0	0	1	1
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	2	2	0	0	0	0	2	2
Court Services and Offender Supervision Agency	0	0	8	8	6	6	0	0	2	2
Department of Agriculture	4	1	60	50	17	13	2	2	41	35
Department of Commerce	4	4	24	24	17	17	2	2	5	5
Defense Summary **	44	43	1,648	1,497	957	862	76	115	616	564
Army & Air Force Exchange Service	0	0	48	48	41	41	1	1	6	6
Defense Commissary Agency	20	20	141	134	71	70	4	46	66	59
Defense Contract Audit Agency	0	0	6	6	1	1	0	0	5	5
Defense Contract Management Agency	0	0	16	16	3	3	0	0	13	13
Defense Education Activity	0	0	3	3	0	0	0	0	3	3
Defense Finance and Accounting Service	0	0	23	22	0	0	1	1	22	21
Defense Human Resources Activity	0	0	2	2	0	0	0	0	2	2
Defense Information Systems Agency	0	0	4	4	1	1	0	0	3	3
Defense Inspector General	0	0	2	2	0	0	0	0	2	2
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	0	0	63	61	43	43	0	0	20	18
Defense National Guard Bureau	7	7	35	34	29	28	1	1	5	5
Defense National Imagery and Mapping Agency	2	2	24	24	12	12	4	4	8	8
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	7	7	2	2	0	0	5	5
Defense Security Service	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	4	4	4	4	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	6	5	589	502	410	347	32	31	147	125
Department of the Army	1	1	577	547	285	266	17	17	276	266
Department of the Navy	8	8	104	81	55	44	16	14	33	23
Department of Education	0	0	0	0	0	0	0	0	0	0
Department of Energy	3	3	33	29	14	14	4	4	15	11
Department of Health and Human Services	2	2	43	43	9	9	0	0	34	34
Department of Housing & Urban Development	0	0	39	36	0	0	4	4	35	32
Department of the Interior	1	1	137	127	36	26	37	37	64	64
Department of Justice	24	24	181	181	151	151	0	0	30	30
Department of Labor	4	4	136	116	103	95	3	3	30	18
Department of State	0	0	7	7	1	1	3	3	3	3

Table XIA

FY 2003 Complaint ADR Activities

Agency or Department	ADR PENDING		ADR OFFERED		REJECTED BY COMPLAINANT		REJECTED BY AGENCY		TOTAL ACCEPTED INTO ADR	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Department of Transportation	7	7	116	116	60	60	0	0	56	56
Department of the Treasury	3	3	73	73	20	20	23	23	30	30
Department of Veterans Affairs	3	3	70	70	37	37	0	0	33	33
Environmental Protection Agency	0	0	9	9	0	0	0	0	9	9
Equal Employment Opportunity Commission	1	1	23	23	9	9	1	1	13	13
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	1	1	0	0	0	0	1	1
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	3	3	38	25	25	15	0	0	13	10
Federal Election Commission	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	1	1	0	0	0	0	1	1
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	1	1	0	0	0	0	1	1
Federal Labor Relations Authority	0	0	3	3	3	3	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	2	2	0	0	0	0	2	2
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	4	4	4	4	0	0	0	0
General Services Administration	0	0	74	72	67	66	1	1	6	5
Government Printing Office	0	0	2	2	0	0	0	0	2	2
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	1	1	0	0	0	0	1	1
International Trade Commission	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	4	4	50	50	30	30	2	2	18	18
National Archives & Records Administration	11	3	2	2	0	0	0	0	2	2
National Credit Union Administration	0	0	5	5	4	4	1	1	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	13	13	11	11	0	0	2	2
National Labor Relations Board	0	0	10	10	7	7	2	2	1	1
National Science Foundation	0	0	6	6	6	6	0	0	0	0
National Transportation Safety Board	0	0	6	6	6	6	0	0	0	0
Nuclear Regulatory Commission	4	3	9	8	8	7	0	0	1	1

Table XIA

## FY 2003 Complaint ADR Activities

Agency or Department	ADR PENDING		ADR OFFERED		REJECTED BY COMPLAINANT		REJECTED BY AGENCY		TOTAL ACCEPTED INTO ADR	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Office of Personnel Management	0	0	1	1	0	0	0	0	1	1
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	9	9	7	7	0	0	2	2
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	1	1	0	0	0	0	1	1
Selective Service System	0	0	0	0	0	0	0	0	0	0
Small Business Administration	1	1	3	3	2	2	0	0	1	1
Smithsonian Institution	0	0	2	2	1	1	0	0	1	1
Social Security Administration	0	0	176	176	120	120	23	23	16	16
Tennessee Valley Authority	0	0	6	5	0	0	0	0	6	5
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0
United States Postal Service	101	98	2,928	2,872	408	401	18	17	2,502	2,454
United States Tax Court	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	5	3	85	83	13	13	7	6	65	64
TOTAL	230	212	6,068	5,795	2,178	2,042	209	246	3,665	3,534

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	205	196	5,580	5,324	1,843	1,719	179	216	3,559	3,433
MID-SIZE AGENCY SUB TOTAL	8	8	359	343	245	234	26	26	71	66
SMALL AGENCY SUB TOTAL	17	8	129	128	90	89	4	4	35	35

Table XIB

FY 2003 Complaint ADR Activities - Resources Used

Agency or Department	IN HOUSE		ANOTHER FEDERAL AGENCY		PRIVATE ORGANIZATIONS BAR, CONTRACTORS, ETC		MULTIPLE RESOURCES USED		OTHER		TOTAL	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Agency for International Development	1	1	0	0	0	0	0	0	0	0	1	1
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	1	1	0	0	0	0	0	0	0	0	1	1
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	2	2	0	0	0	0	2	2
Court Services and Offender Supervision Agency	0	0	2	2	0	0	0	0	0	0	2	2
Department of Agriculture	17	17	2	2	9	8	16	8	0	0	44	35
Department of Commerce	0	0	5	5	0	0	0	0	0	0	5	5
Defense Summary **	228	192	387	363	17	17	9	9	6	6	647	587
Army & Air Force Exchange Service	6	6	0	0	0	0	0	0	0	0	6	6
Defense Commissary Agency	0	0	86	72	0	0	0	0	0	0	86	72
Defense Contract Audit Agency	0	0	0	0	4	4	0	0	1	1	5	5
Defense Contract Management Agency	0	0	13	13	0	0	0	0	0	0	13	13
Defense Education Activity	0	0	1	1	0	0	0	0	2	2	3	3
Defense Finance and Accounting Service	0	0	22	21	0	0	0	0	0	0	22	21
Defense Human Resources Activity	2	2	0	0	0	0	0	0	0	0	2	2
Defense Information Systems Agency	3	3	0	0	0	0	0	0	0	0	3	3
Defense Inspector General	0	0	0	0	2	2	0	0	0	0	2	2
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	16	14	4	4	0	0	0	0	0	0	20	18
Defense National Guard Bureau	8	8	3	3	0	0	1	1	0	0	12	12
Defense National Imagery and Mapping Agency	0	0	3	3	4	4	0	0	3	3	10	10
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	1	1	4	4	0	0	0	0	0	0	5	5
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	120	100	30	27	0	0	3	3	0	0	153	130
Department of the Army	45	40	215	210	7	7	5	5	0	0	272	262
Department of the Navy	27	18	6	5	0	0	0	0	0	0	33	23
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	1	1	2	2	13	9	0	0	0	0	16	12
Department of Health and Human Services	14	14	11	11	10	10	0	0	0	0	35	35
Department of Housing & Urban Development	3	3	23	20	1	1	0	0	0	0	27	24
Department of the Interior	4	4	21	21	40	40	0	0	0	0	65	65
Department of Justice	32	32	0	0	22	22	0	0	0	0	54	54
Department of Labor	9	3	23	17	0	0	0	0	0	0	32	20
Department of State	1	1	1	1	1	1	0	0	0	0	3	3

Table XIB

## FY 2003 Complaint ADR Activities - Resources Used

Agency or Department	IN HOUSE		ANOTHER FEDERAL AGENCY		PRIVATE ORGANIZATIONS BAR, CONTRACTORS, ETC		MULTIPLE RESOURCES USED		OTHER		TOTAL	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Department of Transportation	0	0	30	28	14	11	3	4	11	11	58	54
Department of the Treasury	30	30	0	0	0	0	0	0	0	0	30	30
Department of Veterans Affairs	21	21	0	0	0	0	0	0	0	0	21	21
Environmental Protection Agency	1	1	4	4	4	4	0	0	0	0	9	9
Equal Employment Opportunity Commission	0	0	6	6	8	8	0	0	0	0	14	14
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	1	1	0	0	0	0	1	1
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	9	9	0	0	0	0	9	9
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	1	1	0	0	0	0	0	0	0	0	1	1
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	1	1	0	0	0	0	1	1
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	2	2	0	0	0	0	2	2
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	0	0	5	4	1	1	0	0	0	0	6	5
Government Printing Office	1	1	0	0	1	1	0	0	0	0	2	2
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	1	1	0	0	0	0	0	0	1	1
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	0	0	0	0	18	18	0	0	0	0	18	18
National Archives & Records Administration	13	5	0	0	0	0	0	0	0	0	13	5
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	2	2	0	0	0	0	0	0	2	2
National Labor Relations Board	0	0	1	1	0	0	0	0	0	0	1	1
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0

Table XIB

## FY 2003 Complaint ADR Activities - Resources Used

Agency or Department	IN HOUSE		ANOTHER FEDERAL AGENCY		PRIVATE ORGANIZATIONS BAR, CONTRACTORS, ETC		MULTIPLE RESOURCES USED		OTHER		TOTAL	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Nuclear Regulatory Commission	0	0	0	0	5	4	0	0	0	0	5	4
Office of Personnel Management	0	0	0	0	1	1	0	0	0	0	1	1
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	1	1	1	1	0	0	0	0	0	0	2	2
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	1	1	0	0	0	0	0	0	0	0	1	1
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	1	1	0	0	0	0	0	0	0	0	1	1
Smithsonian Institution	1	1	0	0	0	0	0	0	0	0	1	1
Social Security Administration	0	0	3	3	1	1	0	0	0	0	4	4
Tennessee Valley Authority	1	1	0	0	5	4	0	0	0	0	6	5
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	30	3	49	45	2,030	1,962	0	0	0	0	2,109	2,010
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	15	15	23	23	1	1	0	0	1	1	40	40
<b>TOTAL</b>	<b>428</b>	<b>351</b>	<b>602</b>	<b>562</b>	<b>2,217</b>	<b>2,139</b>	<b>28</b>	<b>21</b>	<b>18</b>	<b>18</b>	<b>3,293</b>	<b>3,091</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	405	336	577	538	2,158	2,082	28	21	18	18	3,186	2,995
MID-SIZE AGENCY SUB TOTAL	5	5	12	11	38	37	0	0	0	0	55	53
SMALL AGENCY SUB TOTAL	18	10	13	13	21	20	0	0	0	0	52	43

Table XIC

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	MEDIATION				SETTLEMENT CONFERENCES				EARLY NEUTRAL EVALUATIONS			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
Agency for International Development	0	0	0	0	1	1	24	24	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	1	1	2	2	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	2	2	222	111	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	2	2	88	44	0	0	0	0	0	0	0	0
Department of Agriculture	17	16	1,406	83	12	11	713	59	0	0	0	0
Department of Commerce	5	5	221	44	0	0	0	0	0	0	0	0
Defense Summary **	384	352	26,425	69	139	124	10,077	72	1	1	21	21
Army & Air Force Exchange Service	6	6	240	40	0	0	0	0	0	0	0	0
Defense Commissary Agency	54	43	6,142	114	29	25	3,896	134	0	0	0	0
Defense Contract Audit Agency	5	5	133	27	0	0	0	0	0	0	0	0
Defense Contract Management Agency	13	13	1,099	85	0	0	0	0	0	0	0	0
Defense Education Activity	1	1	12	12	2	2	30	15	0	0	0	0
Defense Finance and Accounting Service	14	14	171	12	8	7	225	28	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	3	3	3	1	0	0	0	0
Defense Inspector General	2	2	153	77	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	13	13	804	62	0	0	0	0	0	0	0	0
Defense National Guard Bureau	4	4	360	90	5	5	450	90	1	1	4	4
Defense National Imagery and Mapping Agency	10	10	3,204	320	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	5	5	308	62	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	74	66	2,023	27	23	18	42	2	0	0	0	0
Department of the Army	156	152	5,401	35	65	61	3,078	47	0	0	17	0
Department of the Navy	27	18	6,375	236	4	3	2,353	588	0	0	0	0
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	16	12	1,266	79	0	0	0	0	0	0	0	0
Department of Health and Human Services	34	34	3,301	97	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	24	21	2,343	98	0	0	0	0	0	0	0	0
Department of the Interior	36	36	36	1	27	27	27	1	0	0	0	0
Department of Justice	37	37	2,511	68	14	14	593	42	0	0	0	0
Department of Labor	9	3	253	28	23	17	3,298	143	0	0	0	0

Table XIC

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	MEDIATION				SETTLEMENT CONFERENCES				EARLY NEUTRAL EVALUATIONS			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
Department of State	3	3	100	33	0	0	0	0	0	0	0	0
Department of Transportation	45	41	137	3	6	6	32	5	4	4	41	10
Department of the Treasury	0	0	0	0	30	30	0	0	0	0	0	0
Department of Veterans Affairs	21	21	1,025	49	0	0	0	0	0	0	0	0
Environmental Protection Agency	8	8	489	61	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	14	14	1,209	86	0	0	0	0	0	0	0	0
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	1	1	1	1	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	9	9	1,150	128	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	1	1	3	3	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	1	1	6	6	1	1	100	100	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	5	4	371	74	1	1	60	60	0	0	0	0
Government Printing Office	2	2	666	333	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	1	1	20	20	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	18	18	190	11	0	0	0	0	0	0	0	0
National Archives & Records Administration	13	5	721	55	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	2	2	147	74	0	0	0	0	0	0	0	0
National Labor Relations Board	1	1	123	123	0	0	0	0	0	0	0	0

Table XIC

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	MEDIATION				SETTLEMENT CONFERENCES				EARLY NEUTRAL EVALUATIONS			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	5	4	411	82	0	0	0	0	0	0	0	0
Office of Personnel Management	1	1	1	1	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	2	2	174	87	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	1	1	60	60	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	1	1	98	98	0	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	4	4	137	34	0	0	0	0	0	0	0	0
Tennessee Valley Authority	5	4	210	42	1	1	11	11	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	2,034	1,937	115,292	57	75	73	6,250	83	0	0	0	0
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	40	40	977	24	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>2,804</b>	<b>2,646</b>	<b>161,790</b>	<b>58</b>	<b>331</b>	<b>307</b>	<b>21,187</b>	<b>64</b>	<b>5</b>	<b>5</b>	<b>62</b>	<b>12</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	2,705	2,558	155,293	57	326	302	20,990	64	5	5	62	12
MID-SIZE AGENCY SUB TOTAL	50	48	2,645	53	2	2	71	36	0	0	0	0
SMALL AGENCY SUB TOTAL	49	40	3,852	79	3	3	126	42	0	0	0	0

Table XIX

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	FACT FINDING				FACILITATION				OMBUDSMAN			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	0	0	0	0	8	5	350	44	1	1	35	35
Department of Commerce	0	0	0	0	0	0	0	0	0	0	0	0
Defense Summary **	52	51	2,762	53	59	51	3,598	61	0	0	0	0
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	2	3	347	174	1	1	182	182	0	0	0	0
Defense Contract Audit Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	2	2	634	317	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	0	0	0	0	7	5	2,056	294	0	0	0	0
Defense National Guard Bureau	0	0	0	0	2	2	6	3	0	0	0	0
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	2	2	279	140	42	36	142	3	0	0	0	0
Department of the Army	48	46	2,136	45	3	3	253	84	0	0	0	0
Department of the Navy	0	0	0	0	2	2	325	163	0	0	0	0
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	0	0	0	0	0	0	0	0	0	0	0	0
Department of Health and Human Services	1	1	71	71	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	3	3	213	71	0	0	0	0	0	0	0	0
Department of the Interior	0	0	0	0	2	2	44	22	0	0	0	0
Department of Justice	0	0	0	0	2	2	100	50	1	1	45	45
Department of Labor	0	0	0	0	0	0	0	0	0	0	0	0

Table XIX

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	FACT FINDING				FACILITATION				OMBUDSMAN			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
Department of State	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	0	0	0	0	1	1	10	10	0	0	0	0
Department of the Treasury	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans Affairs	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	0	0	0	0	1	1	130	130	0	0	0	0
Equal Employment Opportunity Commission	0	0	0	0	0	0	0	0	0	0	0	0
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	1	1	90	90	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Archives & Records Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	0	0

Table XIX

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	FACT FINDING				FACILITATION				OMBUDSMAN			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	0	0	0	0	0	0	0	0	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	0	0	0	0	0	0	0	0	0	0	0	0
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>56</b>	<b>55</b>	<b>3,046</b>	<b>54</b>	<b>74</b>	<b>63</b>	<b>4,322</b>	<b>58</b>	<b>2</b>	<b>2</b>	<b>80</b>	<b>40</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	56	55	3,046	54	72	61	4,102	57	2	2	80	40
MID-SIZE AGENCY SUB TOTAL	0	0	0	0	2	2	220	110	0	0	0	0
SMALL AGENCY SUB TOTAL	0	0	0	0	0	0	0	0	0	0	0	0

Table XIE

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	MINITRIALS				PEER REVIEW				MULTIPLE TECHNIQUES				OTHER TECHNIQUES			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	6	2	530	88	0	0	0	0	0	0	0	0	0	0	0	0
Department of Commerce	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Summary **	0	0	0	0	0	0	0	0	12	8	52	4	0	0	0	0
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Education Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Imagery and Mapping Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	0	0	0	0	0	0	0	0	12	8	52	4	0	0	0	0
Department of the Army	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Navy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Health and Human Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Housing & Urban Development	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Labor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	0	0	0	0	0	0	0	0	2	2	25	13	0	0	0	0
Department of the Treasury	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table XIE

FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	MINITRIALS				PEER REVIEW				MULTIPLE TECHNIQUES				OTHER TECHNIQUES			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Archives & Records Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table XIE

## FY 2003 Complaint ADR Activities - Techniques Used

Agency or Department	MINITRIALS				PEER REVIEW				MULTIPLE TECHNIQUES				OTHER TECHNIQUES			
	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days	Complaints	Complainants	Days	Avg Days
Smithsonian Institution	0	0	0	0	0	0	0	0	0	0	0	0	1	1	28	28
Social Security Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	6	2	530	88	0	0	0	0	14	10	77	6	1	1	28	28

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	6	2	530	88	0	0	0	0	14	10	77	6	0	0	0	0
MID-SIZE AGENCY SUB TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1	1	28	28
SMALL AGENCY SUB TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table XIF

## FY 2003 Complaint ADR Activities - Closure Type

Agency or Department	SETTLEMENTS (Monetary & Non-Monetary)		WITHDRAWAL FROM EEO PROCESS		NO RESOLUTION		OTHER CLOSURES		OPEN INVENTORY	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Agency for International Development	1	1	0	0	0	0	0	0	0	0
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	1	1	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	1	1	0	0	1	1	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	2	2	0	0	0	0
Department of Agriculture	30	21	1	1	13	13	0	0	1	1
Department of Commerce	1	1	1	1	3	3	0	0	4	4
Defense Summary **	409	376	39	38	173	157	4	4	35	32
Army & Air Force Exchange Service	0	0	1	1	5	5	0	0	0	0
Defense Commissary Agency	39	39	26	26	19	12	0	0	2	2
Defense Contract Audit Agency	3	3	0	0	2	2	0	0	0	0
Defense Contract Management Agency	8	8	0	0	5	5	0	0	0	0
Defense Education Activity	3	3	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	10	9	0	0	9	9	0	0	3	3
Defense Human Resources Activity	2	2	0	0	0	0	0	0	0	0
Defense Information Systems Agency	1	1	0	0	2	2	0	0	0	0
Defense Inspector General	0	0	0	0	2	2	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	11	9	1	1	8	8	0	0	0	0
Defense National Guard Bureau	7	7	1	1	2	2	0	0	2	2
Defense National Imagery and Mapping Agency	7	7	0	0	2	2	0	0	1	1
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	3	3	0	0	2	2	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	122	104	4	4	15	13	4	4	8	5
Department of the Army	170	166	4	4	92	86	0	0	11	11
Department of the Navy	23	15	2	1	8	7	0	0	8	8
Department of Education	0	0	0	0	0	0	0	0	0	0
Department of Energy	8	6	0	0	7	5	0	0	3	3
Department of Health and Human Services	13	13	0	0	21	21	0	0	2	2
Department of Housing & Urban Development	12	12	3	3	12	9	0	0	8	8
Department of the Interior	58	58	0	0	6	6	0	0	1	1
Department of Justice	36	36	6	6	11	11	0	0	1	1

Table XIF

## FY 2003 Complaint ADR Activities - Closure Type

Agency or Department	SETTLEMENTS (Monetary & Non-Monetary)		WITHDRAWAL FROM EEO PROCESS		NO RESOLUTION		OTHER CLOSURES		OPEN INVENTORY	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
Department of Labor	32	20	0	0	0	0	0	0	2	2
Department of State	1	1	0	0	2	2	0	0	0	0
Department of Transportation	45	45	7	7	3	3	5	5	3	3
Department of the Treasury	6	6	8	8	10	10	0	0	9	9
Department of Veterans Affairs	10	10	4	4	10	10	0	0	12	12
Environmental Protection Agency	2	2	0	0	7	7	0	0	0	0
Equal Employment Opportunity Commission	4	4	2	2	4	4	0	0	4	4
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0
Office of Administration	0	0	0	0	0	0	0	0	0	0
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	1	1
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	1	1	0	0	8	8	0	0	7	4
Federal Election Commission	0	0	0	0	0	0	0	0	0	0
Federal Emergency Management Agency	0	0	0	0	1	1	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0
Federal Housing Finance Board	0	0	0	0	1	1	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0
Federal Reserve Board	1	1	0	0	0	0	1	1	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0
General Services Administration	2	1	0	0	3	3	0	0	1	1
Government Printing Office	1	1	0	0	1	1	0	0	0	0
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0
International Boundary & Water Commission	0	0	0	0	1	1	0	0	0	0
International Trade Commission	0	0	0	0	0	0	0	0	0	0
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0
National Aeronautics & Space Administration	8	8	0	0	14	14	0	0	0	0
National Archives & Records Administration	12	4	0	0	1	1	0	0	0	0
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0

Table XIF

## FY 2003 Complaint ADR Activities - Closure Type

Agency or Department	SETTLEMENTS (Monetary & Non-Monetary)		WITHDRAWAL FROM EEO PROCESS		NO RESOLUTION		OTHER CLOSURES		OPEN INVENTORY	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
	National Gallery of Art	0	0	0	0	2	2	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0	1	1
National Science Foundation	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	1	1	0	0	3	2	0	0	1	1
Office of Personnel Management	0	0	0	0	0	0	0	0	1	1
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	2	2	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	1	1	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0	0	0
Small Business Administration	1	1	0	0	0	0	0	0	1	1
Smithsonian Institution	1	1	0	0	0	0	0	0	0	0
Social Security Administration	3	3	2	2	1	1	7	7	3	3
Tennessee Valley Authority	2	2	0	0	4	3	0	0	0	0
United States Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0
United States Postal Service	657	652	96	91	1,728	1,691	11	11	111	107
United States Tax Court	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	14	14	2	2	23	23	0	0	31	28
<b>TOTAL</b>	<b>1,375</b>	<b>1,305</b>	<b>171</b>	<b>165</b>	<b>2,078</b>	<b>2,018</b>	<b>28</b>	<b>28</b>	<b>243</b>	<b>230</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	1,332	1,271	167	161	2,022	1,964	20	20	223	213
MID-SIZE AGENCY SUB TOTAL	20	19	2	2	38	37	7	7	12	9
SMALL AGENCY SUB TOTAL	23	15	2	2	18	17	1	1	8	8

**Table XIG FY 2003 Complaint ADR Activities - Monetary Benefits**

Agency or Department	COMPENSATORY DAMAGES			BACKPAY FRONTPAY			LUMP SUM			ATTORNEY'S FEES			OTHER BENEFITS		
	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount
Agency for International Development	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Broadcasting Board of Governors	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Central Intelligence Agency	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Commodity Futures Trading Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Consumer Product Safety Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Corporation for National Service	0	0	\$0	0	0	\$0	1	1	\$21,450	1	1	\$11,050	0	0	\$0
Court Services and Offender Supervision Agency	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Department of Agriculture	2	2	\$21,070	1	1	\$13,886	19	10	\$299,550	12	3	\$18,045	0	0	\$0
Department of Commerce	0	0	\$0	0	0	\$0	1	1	\$3,100	1	1	\$16,232	0	0	\$0
Defense Summary **	24	23	\$657,777	33	30	\$149,123	108	103	\$923,023	60	58	\$330,620	8	8	\$13,927
Army & Air Force Exchange Service	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Commissary Agency	6	6	\$132,500	1	1	\$10,000	10	11	\$86,748	4	3	\$25,042	0	0	\$0
Defense Contract Audit Agency	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	1	1	\$0
Defense Contract Management Agency	0	0	\$0	2	2	\$15,000	4	4	\$64,500	5	5	\$26,642	0	0	\$0
Defense Education Activity	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Finance and Accounting Service	0	0	\$0	1	1	\$9,806	3	2	\$52,400	0	0	\$0	0	0	\$0
Defense Human Resources Activity	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Information Systems Agency	0	0	\$0	0	0	\$0	0	0	\$0	1	1	\$13,500	0	0	\$0
Defense Inspector General	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Intelligence Agency	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Logistics Agency	0	0	\$0	1	1	\$21,738	5	4	\$19,936	2	2	\$5,000	0	0	\$0
Defense National Guard Bureau	3	3	\$15,369	2	2	\$11,069	1	1	\$6,800	1	1	\$7,500	0	0	\$0
Defense National Imagery and Mapping Agency	0	0	\$0	0	0	\$0	0	0	\$0	2	2	\$9,885	0	0	\$0
Defense National Security Agency	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Nuclear Facilities Safety Board	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Office of the Secretary	0	0	\$0	2	2	\$5,220	0	0	\$0	0	0	\$0	0	0	\$0
Defense Security Service	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Threat Reduction Agency	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Defense Tricare Management Activity	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Department of the Air Force	4	4	\$17,500	6	3	\$14,344	21	17	\$211,730	12	12	\$74,700	7	7	\$13,927
Department of the Army	9	9	\$190,142	18	18	\$61,947	61	61	\$460,676	31	30	\$164,851	0	0	\$0
Department of the Navy	2	1	\$302,266	0	0	\$0	3	3	\$20,233	2	2	\$3,500	0	0	\$0
Department of Education	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Department of Energy	0	0	\$0	0	0	\$0	3	3	\$51,000	0	0	\$0	0	0	\$0
Department of Health and Human Services	0	0	\$0	0	0	\$0	3	3	\$4,715	1	1	\$5,000	0	0	\$0
Department of Housing & Urban Development	0	0	\$0	6	6	\$23,718	3	3	\$10,000	1	1	\$15,000	0	0	\$0
Department of the Interior	1	1	\$61,543	0	0	\$0	3	3	\$29,900	1	1	\$54,500	2	2	\$7,524
Department of Justice	4	4	\$41,800	1	1	\$20,000	7	7	\$46,750	2	2	\$17,477	0	0	\$0
Department of Labor	0	0	\$0	0	0	\$0	9	6	\$139,989	1	1	\$5,000	0	0	\$0
Department of State	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Department of Transportation	2	2	\$0	7	7	\$251,743	8	8	\$33,500	1	1	\$2,580	0	0	\$0
Department of the Treasury	0	0	\$0	0	0	\$0	0	0	\$0	1	1	\$1,200	0	0	\$0
Department of Veterans Affairs	0	0	\$0	0	0	\$0	7	7	\$136,846	0	0	\$0	0	0	\$0

**Table XIX FY 2003 Complaint ADR Activities - Monetary Benefits**

Agency or Department	COMPENSATORY DAMAGES			BACKPAY FRONTPAY			LUMP SUM			ATTORNEY'S FEES			OTHER BENEFITS		
	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount
Environmental Protection Agency	0	0	\$0	0	0	\$0	1	1	\$6,000	1	1	\$3,500	0	0	\$0
Equal Employment Opportunity Commission	0	0	\$0	0	0	\$0	1	1	\$500	1	1	\$1,600	0	0	\$0
Executive Office of the President Summary**	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Office of Administration	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Office of Management and Budget	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Office of National Drug Control Policy	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Office of U.S. Trade Representative	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Export-Import Bank of the United States	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Farm Credit Administration	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Communications Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Deposit Insurance Corporation	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Election Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Emergency Management Agency	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Energy Regulatory Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Housing Finance Board	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Labor Relations Authority	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Maritime Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Mediation & Conciliation Service	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Reserve Board	0	0	\$0	0	0	\$0	1	1	\$5,300	0	0	\$0	0	0	\$0
Federal Retirement Thrift Investment Board	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Federal Trade Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
General Services Administration	2	1	\$2,000	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Government Printing Office	0	0	\$0	1	1	\$1,936	0	0	\$0	0	0	\$0	0	0	\$0
Holocaust Memorial Museum	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
International Boundary & Water Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
International Trade Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
John F Kennedy Center for the Arts	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Merit Systems Protection Board	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Aeronautics & Space Administration	2	2	\$141,212	0	0	\$0	3	3	\$68,882	1	1	\$50,500	0	0	\$0
National Archives & Records Administration	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Credit Union Administration	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Endowment for the Arts	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Endowment for the Humanities	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Gallery of Art	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Labor Relations Board	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Science Foundation	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
National Transportation Safety Board	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Nuclear Regulatory Commission	0	0	\$0	1	1	\$18,239	0	0	\$0	0	0	\$0	0	0	\$0
Office of Personnel Management	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Office of Special Counsel	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Overseas Private Investment Corporation	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Peace Corps	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Pension Benefit Guaranty Corporation	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0

**Table XIG FY 2003 Complaint ADR Activities - Monetary Benefits**

Agency or Department	COMPENSATORY DAMAGES			BACKPAY FRONTPAY			LUMP SUM			ATTORNEY'S FEES			OTHER BENEFITS		
	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount	Complaints	Complainants	Amount
Railroad Retirement Board	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Securities and Exchange Commission	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Selective Service System	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Small Business Administration	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Smithsonian Institution	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Social Security Administration	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Tennessee Valley Authority	0	0	\$0	0	0	\$0	1	1	\$8,500	0	0	\$0	0	0	\$0
United States Armed Forces Retirement Home	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
United States Postal Service	116	97	\$991,977	69	68	\$233,932	178	161	\$608,425	64	60	\$409,261	10	10	\$16,041
United States Tax Court	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0	0	0	\$0
Homeland Security-Mem. of Understanding	1	1	\$3,500	0	0	\$0	3	3	\$10,000	1	1	\$4,000	2	2	\$3,822
<b>TOTAL</b>	<b>154</b>	<b>133</b>	<b>\$1,920,879</b>	<b>119</b>	<b>115</b>	<b>\$712,577</b>	<b>360</b>	<b>326</b>	<b>\$2,407,430</b>	<b>150</b>	<b>135</b>	<b>\$945,564</b>	<b>22</b>	<b>22</b>	<b>\$41,314</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	150	130	\$1,777,667	117	113	\$692,402	352	318	\$2,296,798	146	131	\$878,914	22	22	\$41,314
MID-SIZE AGENCY SUB TOTAL	4	3	\$143,212	0	0	\$0	5	5	\$83,382	2	2	\$54,000	0	0	\$0
SMALL AGENCY SUB TOTAL	0	0	\$0	2	2	\$20,175	3	3	\$27,250	2	2	\$12,650	0	0	\$0

**Table XIX FY 2003 Complaint ADR Activities - Non-Monetary Benefits**

Agency or Department	NEW HIRES		PROMOTIONS		REINSTATEMENTS		EXPUNGEMENTS		TRANSFERS		RESCIND REMOVAL VOLUNTARY RESIGN		REASONABLE ACCOMMODATION		TRAINING		APOLOGY		OTHER RELIEF		
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	
Agency for International Development	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Broadcasting Board of Governors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	0	0	3	3	0	0	1	1	2	2	1	1	0	0	1	1	0	0	0	0	0
Department of Commerce	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Defense Summary **	14	13	27	26	7	7	61	55	34	30	22	19	23	20	40	38	15	15	125	112	
Army & Air Force Exchange Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	0	0	3	3	2	2	5	5	4	4	2	2	2	2	3	2	0	0	0	0	0
Defense Contract Audit Agency	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	1	1	1
Defense Contract Management Agency	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1	1
Defense Education Activity	0	0	0	0	0	0	0	0	2	2	0	0	0	0	1	1	0	0	0	0	0
Defense Finance and Accounting Service	0	0	3	3	0	0	1	1	1	1	1	1	0	0	2	2	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	1
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Inspector General	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	0	0	1	1	0	0	1	1	0	0	0	0	2	2	2	2	1	1	0	0	0
Defense National Guard Bureau	0	0	0	0	0	0	0	0	2	2	0	0	0	0	2	2	1	1	0	0	0
Defense National Imagery and Mapping Agency	0	0	2	2	0	0	0	0	0	0	0	0	1	1	0	0	0	0	4	4	4
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Tricare Management Activity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	3	2	7	5	1	1	29	25	7	5	7	5	6	4	12	12	8	8	83	73	73
Department of the Army	11	11	8	9	4	4	18	18	14	14	9	9	10	10	15	16	4	4	34	31	31
Department of the Navy	0	0	3	3	0	0	4	2	3	1	2	1	2	1	3	1	1	1	0	0	0
Department of Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	5	3	3
Department of Health and Human Services	0	0	0	0	0	0	3	3	2	2	0	0	0	0	2	2	0	0	0	0	0
Department of Housing & Urban Development	0	0	1	1	0	0	2	2	2	2	0	0	0	0	3	3	1	1	2	2	2
Department of the Interior	0	0	0	0	1	1	23	23	27	27	1	1	1	1	1	1	0	0	3	3	3
Department of Justice	0	0	7	7	1	1	5	5	4	4	4	4	2	2	5	5	7	7	0	0	0
Department of Labor	0	0	4	2	0	0	3	3	2	1	5	4	3	2	1	1	0	0	14	7	7

**Table XIX FY 2003 Complaint ADR Activities - Non-Monetary Benefits**

Agency or Department	NEW HIRES		PROMOTIONS		REINSTATEMENTS		EXPUNGEMENTS		TRANSFERS		RESCIND REMOVAL VOLUNTARY RESIGN		REASONABLE ACCOMMODATION		TRAINING		APOLOGY		OTHER RELIEF		
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	
Department of State	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	
Department of Transportation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27	22
Department of the Treasury	0	0	0	0	0	0	5	5	1	1	1	1	0	0	0	0	0	0	1	1	
Department of Veterans Affairs	0	0	1	1	0	0	0	0	0	0	0	0	1	1	1	1	1	1	3	3	
Environmental Protection Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Equal Employment Opportunity Commission	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	0	0	
Executive Office of the President Summary**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Office of Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Office of Management and Budget	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Office of National Drug Control Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Office of U.S. Trade Representative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Export-Import Bank of the United States	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Communications Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Deposit Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Emergency Management Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Housing Finance Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Mediation & Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Reserve Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
General Services Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Government Printing Office	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	
Holocaust Memorial Museum	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
International Boundary & Water Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
John F Kennedy Center for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Aeronautics & Space Administration	0	0	2	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
National Archives & Records Administration	0	0	0	0	0	0	0	0	9	1	0	0	0	0	1	1	0	0	2	2	
National Credit Union Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Gallery of Art	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Labor Relations Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

**Table XIX FY 2003 Complaint ADR Activities - Non-Monetary Benefits**

Agency or Department	NEW HIRES		PROMOTIONS		REINSTATEMENTS		EXPUNGEMENTS		TRANSFERS		RESCIND REMOVAL VOLUNTARY RESIGN		REASONABLE ACCOMMODATION		TRAINING		APOLOGY		OTHER RELIEF	
	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants	Complaints	Complainants
National Science Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Railroad Retirement Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	1	1	1	1	1	0	0	0	0	0	0	0	1	1
Selective Service System	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Social Security Administration	0	0	1	1	0	0	2	2	0	0	0	0	0	0	2	2	0	0	4	4
Tennessee Valley Authority	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United States Armed Force Retirement Home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United States Postal Service	7	5	3	3	22	22	84	83	9	6	18	18	25	25	18	18	30	30	214	214
United States Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homeland Security-Mem. of Understanding	0	0	2	2	0	0	1	1	1	1	0	0	0	0	6	6	0	0	0	0
<b>TOTAL</b>	<b>21</b>	<b>18</b>	<b>52</b>	<b>49</b>	<b>32</b>	<b>32</b>	<b>193</b>	<b>186</b>	<b>96</b>	<b>80</b>	<b>54</b>	<b>50</b>	<b>56</b>	<b>52</b>	<b>85</b>	<b>83</b>	<b>54</b>	<b>54</b>	<b>404</b>	<b>377</b>

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

<b>CABINET AGENCY SUB TOTAL</b>	<b>21</b>	<b>18</b>	<b>48</b>	<b>45</b>	<b>31</b>	<b>31</b>	<b>188</b>	<b>181</b>	<b>85</b>	<b>77</b>	<b>53</b>	<b>49</b>	<b>55</b>	<b>51</b>	<b>80</b>	<b>78</b>	<b>54</b>	<b>54</b>	<b>394</b>	<b>367</b>
<b>MID-SIZE AGENCY SUB TOTAL</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</b>
<b>SMALL AGENCY SUB TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>

**Table XII FY 2003 Complaint ADR Activities - Training & Resources**

Agency or Department	WORK FORCE			BASIC ORIENTATION						RESOURCES			FUNDING SPENT
	TOTAL	ELIGIBLE TO	%	MANAGERS			EMPLOYEES			FULL TIME	PART TIME	COLLATERAL DUTY	
		PARTICIPATE		TOTAL	TRAINED	%	TOTAL	TRAINED	%				
Agency for International Development	2,171	2,171	100.00	761	0	0.00	1,410	0	0.00	0	0	0	\$0
Broadcasting Board of Governors	1,899	1,899	100.00	295	197	66.78	1,604	95	5.92	0	3	5	\$7,228
Central Intelligence Agency*	0	0	0.00	0	0	0.00	0	0	0.00	0	1	13	\$2,000
Commodity Futures Trading Commission	536	536	100.00	94	0	0.00	442	0	0.00	0	0	1	\$0
Consumer Product Safety Commission	479	479	100.00	82	82	100.00	397	397	100.00	2	0	4	\$0
Corporation for National Service	581	581	100.00	145	0	0.00	436	67	15.37	0	0	1	\$45,385
Court Services and Offender Supervision Agency	1,006	1,006	100.00	175	154	88.00	831	740	89.05	0	0	0	\$5,600
Department of Agriculture	112,843	112,843	100.00	24,308	1,055	4.34	88,535	4,964	5.61	40	5	45	\$1,011,139
Department of Commerce	44,687	44,687	100.00	4,644	494	10.64	40,043	381	0.95	1	1	0	\$95,000
Defense Summary **	826,669	826,669	100.00	100,227	54,200	54.08	726,442	275,898	37.98	582	142	1,776	\$520,397
Army & Air Force Exchange Service	37,973	37,973	100.00	6,675	762	11.42	31,298	108	0.35	0	0	136	\$64,325
Defense Commissary Agency	15,590	15,590	100.00	6,544	420	6.42	9,046	250	2.76	1	1	0	\$800
Defense Contract Audit Agency	4,079	4,079	100.00	650	625	96.15	3,429	2,729	79.59	0	0	28	\$250
Defense Contract Management Agency	10,620	10,620	100.00	802	499	62.22	9,818	7,384	75.21	3	0	25	\$0
Defense Education Activity	17,300	17,300	100.00	625	428	68.48	16,675	10,387	62.29	11	0	0	\$27,200
Defense Finance and Accounting Service	14,193	14,193	100.00	1,502	1,250	83.22	12,691	9,780	77.06	5	0	4	\$1,750
Defense Human Resources Activity	737	737	100.00	117	7	5.98	620	71	11.45	0	0	0	\$0
Defense Information Systems Agency	5,178	5,178	100.00	600	252	42.00	4,578	642	14.02	85	45	25	\$0
Defense Inspector General	1,215	1,215	100.00	250	105	42.00	965	9	0.93	0	1	8	\$0
Defense Intelligence Agency*	0	0	0.00	0	815	0.00	0	815	0.00	0	0	0	\$0
Defense Logistics Agency	21,262	21,262	100.00	1,954	411	21.03	19,308	3,553	18.40	22	0	54	\$3,525
Defense National Guard Bureau	82,317	82,317	100.00	4,732	2,542	53.72	77,585	5,196	6.70	129	36	336	\$15,300
Defense National Imagery and Mapping Agency*	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0	\$0
Defense National Security Agency*	19,713	19,713	100.00	9,856	1,665	16.89	9,857	1,665	16.89	2	3	0	\$2,330
Defense Nuclear Facilities Safety Board	98	98	100.00	15	15	100.00	83	83	100.00	0	0	5	\$8,327
Defense Office of the Secretary	5,401	5,401	100.00	1,046	2	0.19	4,355	18	0.41	1	0	0	\$750
Defense Security Service	2,528	2,528	100.00	235	0	0.00	2,293	0	0.00	0	0	0	\$0
Defense Threat Reduction Agency	930	930	100.00	279	163	58.42	651	249	38.25	1	0	0	\$2,085
Defense Tricare Management Activity	149	149	100.00	11	0	0.00	138	0	0.00	0	0	0	\$0
Department of the Air Force	170,434	170,434	100.00	26,394	26,394	100.00	144,040	144,040	100.00	120	3	202	\$271,000
Department of the Army	220,863	220,863	100.00	24,067	9,078	37.72	196,796	52,444	26.65	147	33	801	\$85,255
Department of the Navy	196,089	196,089	100.00	13,873	8,767	63.19	182,216	36,475	20.02	55	20	152	\$37,500
Department of Education	4,702	4,395	93.47	500	500	100.00	3,895	3,895	100.00	3	5	0	\$0
Department of Energy	15,722	15,722	100.00	902	519	57.54	14,820	11,264	76.01	8	13	10	\$75,790
Department of Health and Human Services	60,014	49,174	81.94	6,492	2,707	41.70	38,547	1,085	2.81	13	9	102	\$825,800
Department of Housing & Urban Development	10,435	10,435	100.00	1,427	500	35.04	9,008	3,500	38.85	6	0	0	\$5,000
Department of the Interior	79,482	79,482	100.00	22,852	2,538	11.11	120,676	4,306	3.57	49	13	66	\$281,529
Department of Justice	102,503	102,503	100.00	13,896	6,925	49.83	88,607	35,733	40.33	52	0	279	\$109,908
Department of Labor	16,154	16,154	100.00	2,158	158	7.32	13,996	221	1.58	0	12	2	\$98,700
Department of State	17,638	17,638	100.00	6,489	3,200	49.31	11,149	9,075	81.40	4	0	10	\$58,360
Department of Transportation	58,842	58,842	100.00	758	758	100.00	58,084	280	0.48	9	32	163	\$0
Department of the Treasury	131,069	131,069	100.00	15,953	15,369	96.34	115,116	111,500	96.86	63	1	113	\$776,807
Department of Veterans Affairs	230,709	230,709	100.00	20,599	15,123	73.42	210,110	155,000	73.77	1,389	179	961	\$154,245

**Table XII FY 2003 Complaint ADR Activities - Training & Resources**

Agency or Department	WORK FORCE			BASIC ORIENTATION						RESOURCES			FUNDING SPENT
	TOTAL	ELIGIBLE TO	%	MANAGERS			EMPLOYEES			FULL TIME	PART TIME	COLLATERAL DUTY	
		PARTICIPATE		TOTAL	TRAINED	%	TOTAL	TRAINED	%				
Environmental Protection Agency	19,082	19,082	100.00	1,710	1,695	99.12	17,372	540	3.11	13	4	62	\$43,500
Equal Employment Opportunity Commission	2,608	2,608	100.00	406	66	16.26	2,202	98	4.45	2	0	0	\$10,400
Executive Office of the President Summary**	1,014	1,014	100.00	179	0	0.00	835	0	0.00	0	0	0	\$0
Office of Administration	222	222	100.00	55	0	0.00	167	0	0.00	0	0	0	\$0
Office of Management and Budget	491	491	100.00	73	0	0.00	418	0	0.00	0	0	0	\$0
Office of National Drug Control Policy	112	112	100.00	20	0	0.00	92	0	0.00	0	0	0	\$0
Office of U.S. Trade Representative	189	189	100.00	31	0	0.00	158	0	0.00	0	0	0	\$0
Export-Import Bank of the United States	395	395	100.00	59	0	0.00	336	0	0.00	1	0	0	\$0
Farm Credit Administration	290	290	100.00	51	51	100.00	239	12	5.02	0	0	2	\$0
Federal Communications Commission	2,049	2,049	100.00	304	3	0.99	1,745	3	0.17	3	0	3	\$6,000
Federal Deposit Insurance Corporation	5,496	5,496	100.00	791	7	0.88	4,705	39	0.83	0	1	2	\$21,955
Federal Election Commission	371	371	100.00	73	73	100.00	298	298	100.00	0	0	2	\$0
Federal Emergency Management Agency	8,663	8,663	100.00	462	374	80.95	8,201	997	12.16	1	0	3	\$0
Federal Energy Regulatory Commission	1,161	1,158	99.74	118	4	3.39	1,040	18	1.73	0	0	3	\$5,800
Federal Housing Finance Board	98	98	100.00	18	17	94.44	80	65	81.25	0	0	0	\$18,000
Federal Labor Relations Authority	205	205	100.00	45	38	84.44	160	114	71.25	0	0	0	\$0
Federal Maritime Commission	130	130	100.00	35	35	100.00	95	95	100.00	1	0	2	\$0
Federal Mediation & Conciliation Service	290	290	100.00	20	20	100.00	270	250	92.59	190	0	9	\$1,000
Federal Reserve Board	1,768	1,768	100.00	309	309	100.00	1,459	1,459	100.00	0	0	0	\$7,214
Federal Retirement Thrift Investment Board	100	100	100.00	18	0	0.00	82	0	0.00	0	0	0	\$0
Federal Trade Commission	1,077	982	91.18	124	0	0.00	858	0	0.00	0	0	2	\$0
General Services Administration	12,800	12,800	100.00	1,753	6	0.34	11,047	702	6.35	2	0	10	\$5,000
Government Printing Office	2,847	2,847	100.00	383	0	0.00	2,464	0	0.00	0	0	2	\$500
Holocaust Memorial Museum	368	368	100.00	68	4	5.88	300	2	0.67	0	0	0	\$0
International Boundary & Water Commission	273	273	100.00	41	41	100.00	232	81	34.91	0	0	5	\$0
International Trade Commission	363	356	98.07	56	17	30.36	307	0	0.00	0	0	0	\$900
John F Kennedy Center for the Arts	1,076	1,076	100.00	71	3	4.23	1,005	4	0.40	0	0	0	\$0
Merit Systems Protection Board	226	226	100.00	26	26	100.00	200	200	100.00	0	0	0	\$417
National Aeronautics & Space Administration	19,313	19,313	100.00	1,783	1,946	109.14	17,530	13,003	74.18	16	12	23	\$86,378
National Archives & Records Administration	3,086	3,086	100.00	374	350	93.58	2,712	2,612	96.31	0	1	0	\$14,950
National Credit Union Administration	945	945	100.00	152	120	78.95	793	20	2.52	0	0	0	\$0
National Endowment for the Arts	156	156	100.00	25	0	0.00	131	0	0.00	1	0	0	\$0
National Endowment for the Humanities	169	169	100.00	38	0	0.00	131	0	0.00	0	0	1	\$0
National Gallery of Art	805	805	100.00	107	75	70.09	698	267	38.25	0	0	1	\$0
National Labor Relations Board	1,937	1,937	100.00	396	145	36.62	1,541	350	22.71	0	0	1	\$0
National Science Foundation	1,411	1,411	100.00	266	0	0.00	1,145	0	0.00	0	0	0	\$2,600
National Transportation Safety Board	438	437	99.77	60	10	16.67	377	20	5.31	0	0	0	\$0
Nuclear Regulatory Commission	3,047	3,047	100.00	509	273	53.63	2,538	251	9.89	0	1	0	\$4,691
Office of Personnel Management	3,618	3,618	100.00	262	262	100.00	3,356	1,457	43.41	0	0	0	\$300
Office of Special Counsel	98	98	100.00	16	16	100.00	82	79	96.34	0	0	1	\$0
Overseas Private Investment Corporation	220	209	95.00	52	0	0.00	209	0	0.00	0	0	0	\$0
Peace Corps	914	0	0.00	158	0	0.00	914	0	0.00	0	0	0	\$0
Pension Benefit Guaranty Corporation	777	777	100.00	106	60	56.60	671	80	11.92	3	0	0	\$0

**Table XII FY 2003 Complaint ADR Activities - Training & Resources**

Agency or Department	WORK FORCE			BASIC ORIENTATION						RESOURCES			FUNDING SPENT
	TOTAL	ELIGIBLE TO	%	MANAGERS			EMPLOYEES			FULL TIME	PART TIME	COLLATERAL DUTY	
		PARTICIPATE		TOTAL	TRAINED	%	TOTAL	TRAINED	%				
Railroad Retirement Board	1,135	1,135	100.00	172	134	77.91	963	172	17.86	0	0	1	\$0
Securities and Exchange Commission	3,293	3,293	100.00	560	0	0.00	2,658	0	0.00	2	5	0	\$0
Selective Service System	166	166	100.00	32	0	0.00	134	0	0.00	0	0	0	\$0
Small Business Administration	3,784	3,784	100.00	632	494	78.16	3,152	30	0.95	0	0	9	\$20,815
Smithsonian Institution	6,290	6,290	100.00	1,037	412	39.73	5,253	3,197	60.86	2	0	2	\$0
Social Security Administration	66,607	64,332	96.58	4,758	2,371	49.83	59,574	13,813	23.19	6	4	40	\$33,924
Tennessee Valley Authority	13,353	13,353	100.00	3,164	3,164	100.00	10,189	10,189	100.00	0	1	0	\$12,897
United States Armed Forces Retirement Home	640	640	100.00	104	101	97.12	536	205	38.25	0	0	0	\$0
United States Postal Service	821,881	821,881	100.00	70,029	14,820	21.16	751,852	116,352	15.48	173	21	16	\$7,142,789
United States Tax Court	251	251	100.00	44	44	100.00	207	207	100.00	0	0	3	\$0
Homeland Security-Mem. of Understanding	132,612	132,612	100.00	17,550	5,539	31.56	115,062	26,296	22.85	14	9	47	\$739,981
<b>TOTAL</b>	<b>2,867,837</b>	<b>2,853,384</b>	<b>99.50</b>	<b>332,263</b>	<b>137,604</b>	<b>41.41</b>	<b>2,582,088</b>	<b>811,978</b>	<b>31.45</b>	<b>2,651</b>	<b>475</b>	<b>3,803</b>	<b>\$12,252,899</b>

\* The number of permanent positions is classified information

\*\* Department of Defense and Executive Office of the President summary figures represent only those agencies listed.

CABINET AGENCY SUB TOTAL	2,665,962	2,654,815	99.58	308,784	124,405	40.29	2,405,942	759,750	31.58	2,406	442	3,590	\$11,895,445
MID-SIZE AGENCY SUB TOTAL	155,388	153,113	98.54	16,090	10,469	65.07	137,023	42,510	31.02	40	22	151	\$224,469
SMALL AGENCY SUB TOTAL	46,487	45,456	97.78	7,389	2,730	36.95	39,123	9,718	24.84	205	11	62	\$132,985