DEPARTMENT OF CONSUMER CREDIT POLICY STATEMENT
ON
EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION

Consistent with federal and state laws and guidelines established for equal employment opportunity and affirmative action, I would like to affirm my continuing policy to provide equal employment and advancement opportunity in all job classifications of this agency without regard to race, color, religion, sex, national origin, age, political affiliation or opinion, or disability, so long as the disability does not render the person unable to do the work for which employed.

The principles of equal employment opportunity apply to all employment practices and personnel actions throughout the agency, including recruiting, hiring, promotions, demotions, separations, training, transfers, layoffs (RIF), recall, compensation, benefits and all other terms and conditions of employment. I want to remind each employee that all personnel actions as well as all decisions relating to employment practices are to be made in accordance with the spirit of equal employment opportunity for all.

We have developed an affirmative action plan to help us achieve our goal of equal employment opportunity for all. **Scott Lesher, Administrator** located in the **Department of Consumer Credit, 4545 N Lincoln, Ste 164, Oklahoma City OK, 73105,** telephone number **(405) 521-3653,** e-mail address **slesher@okdocc.state.ok.us**, has been delegated the responsibility of implementing the plan, including monitoring and evaluating our progress and reporting the results to me.

In addition, **Darcie Gordon, Executive Secretary** is assigned to serve as the Affirmative Action/Equal Employment Opportunity Officer for this agency. She or a member of her staff is available to any employee having questions or needing assistance in regards to affirmative action or equal employment opportunity in this agency.

My personal commitment to this policy is complete. I accept overall responsibility for equal employment opportunity and affirmative action within this agency. I expect each and every employee to perform his/her duties and responsibilities in a manner that will demonstrate this agency's firm commitment in this most important area.

Scott Lesher
Signature of Appointing Authority

8/27/09
Date

Scott Lesher, Administrator
Print Appointing Authority's Name and Title

POLICY AGAINST SEXUAL HARASSMENT

It is the policy of the **Department of Consumer Credit** not to discriminate in any of its employment practices on the basis race, color, religion, sex, national origin, age, political affiliation or opinion, or disability, so long as the disability does not render the employee unable to do the work for which employed, or marital status. Any form of unlawful discrimination to which this policy applies is a very serious matter and will not be tolerated.

Sexual harassment is a form of unlawful discrimination based on sex. In some circumstances, it may violate other laws (for example, criminal assault). Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Conduct prohibited by this policy includes, but is not limited to:

Unwelcome sexual flirtation;
Advances or propositions for sexual activity;
Continued or repeated verbal abuse of a sexual nature, such as suggestive comments and sexually explicit jokes;
Sexually degrading language to describe an individual;
Remarks of a sexual nature to describe a person's body or clothing;
Display of sexually demeaning objects and pictures;
Offensive physical contact, such as unwelcome touching, pinching, or brushing the body;
Coerced sexual intercourse;
Sexual assault

Such conduct is unlawful discrimination based on sex when submission to such conduct is explicitly or implicitly a requirement of the individual's employment, or used as a basis for any employment-related decision concerning that individual, or when such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creates an intimidating, hostile or offensive work environment.

Sexual harassment will not be condoned. Employees are absolutely prohibited from engaging in sexual harassing behavior. Furthermore, any supervisory employee, employee with authority for personnel matters, or other agent or officer of this agency who knows or should have known that an employee of this agency is being subjected to sexual harassment must either take immediate corrective action or report the facts to the Business Manager or to me. All employees have a duty to immediately report sexual harassment to a supervisor, the Business Manager, or directly to me.

Appropriate disciplinary measures will be taken against any employee who causes, engages in, encourages, condones or otherwise permits unlawful sexual harassment, as well as supervisory or other responsible employees who fail to take corrective action as provided above. Such conduct may be grounds for disciplinary action, up to and including termination of employment.

Any employee who believes that he or she has been the victim of sexual harassment may complain of discrimination based on sex in accordance with this agency's grievance procedure or the complaint may be filed directly with me. Any employee attempting to penalize or retaliate against another employee for filing a complaint, reporting an incident of sexual harassment, or cooperating with an investigation of alleged sexual harassment, shall be subject to disciplinary action, up to and including termination of employment.

It is the responsibility of all employees in this agency, supervisory and non-supervisory, to adhere to this policy and to use all reasonable efforts to further its goals and spirit.

Scott Lesher
Signature of Appointing Authority

8/27/09
Date

Scott Lesher, Administrator
Print Appointing Authority's Name and Title

RESPONSIBILITIES FOR IMPLENTATION

It is the responsibility of the Administrator of the Department of Consumer Credit to exercise overall responsibility for equal employment opportunity and affirmative action within this agency. He or she may, however, employ or designate a person to assist in the implementation and monitoring of the program.

AA/EEO OFFICER:
Some general areas of responsibility appropriate for EEO/AA Officers include:

A. Developing affirmative action programs, plans, policy statements, and internal communications.

B. Assisting in the identification of problem areas and effecting solutions to problems.

C. Designing and implementing audit and reporting systems to:
1. Measure the effectiveness of the agency's program.
2. Indicate remedial action needed to correct deficiencies.
3. Determine the degree to which the agency's goals and objectives have been attained.

D. Serving as liaison between the agency and the various state and federal compliance agencies.

E. Serving as the agency's outreach and referral resource for minority organizations, women's organizations, organizations for disabled and older persons, and community action groups concerned with employment opportunities for minorities, women, disabled and older persons.

F. Investigating cases and drafting recommendations for resolution of discrimination complaints.

G. Keeping the agency's various organizational levels informed of developments in the EEO area.

H. Inspecting the agency's various worksites to ensure that EEO information is being disseminated and prominently displayed when appropriate.

I. Monitoring the agency's personnel practices to ensure no discriminatory practices exist.

LINE MANAGERS/SUPERVISORS:

A. Assisting in the identification of problem areas and establishment of unit goals and objectives.

B. Monitoring training programs and hiring and promotion patterns to eliminate any impediments to goal attainment.

C. Conducting career counseling with employees, with special attention given to minorities, women, disabled persons and older workers to ensure they have full access to opportunities for career progression (i.e., transfers, promotions, training, etc.).

D. Active involvement with organizations that work with or on the behalf of minorities, women, disabled and older persons, as well as community-based agencies and leaders.

E. Scheduling regular meetings and training sessions with supervisory staff and/or employees to keep them abreast of policy changes and program objectives.

F. Regular communication with staff to emphasize the agency's EEO policies, including the policy against harassment of employees.

ALL EMPLOYEES:

A. Apply all laws, rules, regulations, policies, and procedures fairly and impartially toward all persons, without regard to race, color, creed, sex, age, national origin, disability, religion, or political opinion or affiliation.

B. Exhibit an attitude of respect, courtesy, and cooperation toward fellow employees and the public.

C. Aid supervisors and managers in carrying out their responsibilities with regard to the EEO/AA program.

D. Be familiar with the affirmative action plan and make a good faith effort to complete their assigned responsibilities as identified in the plan.

DISSEMINATION OF PLAN AND POLICY

INTERNAL:

1. A copy of the policy statement and plan will be given to each employee annually.
2. A copy of the policy statement and plan will be posted on the bulletin board in the main office.
3. A copy will be available on the "shared network drive' and can be printed by anyone at anytime.

EXTERNAL:

4. A copy of the policy statement and plan can be provided upon request
5. A copy of the policy statement and plan will be posted on the departments website – www.okdocc.state.ok.us

AFFIRMATIVE ACTION FOR THE HANDICAPPED AND OLDER PERSON

HANDICAPPED:

If a handicap will not interfere with a person's ability to perform the job duties, that handicap is to be totally disregarded with hiring and/or promoting. If a health situation develops with an existing employee that might limit that employee's abilities in the future, that employee will be encouraged to continue and adjustments will be made to help that employee perform his or her duties. We currently have one employee who is considered handicapped. The agency has made reasonable accommodations to ensure the best working environment possible.

AGE:

Age alone will never be a factor in either hiring and/or promoting by the department. Approximately 76% of our workforce is over the age of 40.

TRAINING:

Special training to improve skills is available to all employees and is paid for by the agency in some instances. When an employee attends an outside training course, that employee is responsible for reporting to his or her supervisor the information that will benefit other employees. The Administrator may require a staff meeting, training session, or written report for passing that information to others in the agency.

RECRUITMENT:

The Department of Consumer Credit realizes the need to recruit from all minority groups. We have begun posting our job vacancies with many minority groups in order to reach a wider range of applicants.

We do anticipate vacancies in the FY10 reporting period. The Administrator and Affirmative Action Officer will work closely to ensure that all possible minority groups are reached any minority applicants are invited to participate in the interview process.

EVALUATION OF PREVIOUS AA/EEO REPORTS

The Department of Consumer Credit has an ongoing commitment to hire the best-qualified individuals. In the past fiscal year we have hired four new consumer credit examiner; two Caucasian males and two females with one being Caucasian and one being American Indian. The Department will pay particular attention to our affirmative action goals during FY 2010 as we anticipate the retirement of one individual. The long term goal of increasing the percentage of non-Caucasian employees is still in the forefront of our hiring efforts.

All unsolicited job seekers are informed of the steps to take to be hired in a classified position with the state. We have begun sending our job posting to about 30+ minority groups and asking that they post our job listings. We are also requesting FEPA rosters for every job opening and inviting those on the FEPA roster to participate in our interviewing process.

IDENTIFICATION OF PROBLEM AREAS AND CORRECTIVE ACTIONS

Problem Statement:
Non-Caucasian employees are under represented in the Agency

Objective:
To seek out qualified minorities and women to fill any vacant positions that may come available

Corrective Action:
We currently have an Underutilization Plan in place and are following each and every time a vacancy becomes available. When a non-Caucasian applicant for any position in the agency is the best qualified, he or she will be hired.

Responsibility:
We have two individuals responsible for seeing that non-Caucasians are given equal opportunity to apply, assuring that there is flexibility in setting appointments for non-Caucasian applications, and confirming that all questions are the same for each applicant. Those responsible are: the Administrator and the Business Manager.

Targeted Completion Date:
The agency has an on-going commitment to ensure a representative demographic for the agency. It will continue to be an on-going commitment as vacancies arise.

Internal Audit and Reporting:
The Busine is responsible for maintaining records on recruitment, referrals, placements promotions, demotions and separations. There has been no change in her status.

The Administrator and the Business Manager will meet before beginning the hiring process or promotion process. They will discuss the needs of the agency and the AA//EEO program goals.

Monitoring Underutilization Efforts for Oklahoma Department of Consumer Credit Recruited Vacancy Postings

Position Title and Number	Announcement Number	Targeted Ethnicity	Contacted Entities	Recruitment Start Date	Recruitment End Date
Consumer Credit Examiner, D54A	**Cert # 5497**	All Minority	Absentee Shawnee Tribe	12-17-2008	1-7-2009
			Alabama Quassarte Tribal Town		
			Apache Tribe		
			Caddo Nation		
			Cherokee Nation		
			Cheyenne & Arapaho Tribes		
			Chickasaw Nation		
			Choctaw Nation		
			Citizen Pottawatomie Nation		
			Comanche Nation		
			Delaware Nation		
			Eastern Shawnee Tribe		
			Fort Still Apache Tribe		
			Iowa Tribe of Oklahoma		
			Kaw Nation		
			Kialegee Tribal Town		
			Kickapoo Tribe of Okla		
			Kiowa Tribe		
			Miami Nation		
			Modoc Tribe of Oklahoma		
			Muskogee (Creek) Nation		
			Oklahoma Baptist State Convention		
			Langston University – Main Campus		
			Langston University – OKC Campus		
			Langston University – Tulsa Campus		
			NAACP – State Conference		
			NAACP – OKC Branch		
			Urban League of Greater OKC		
			Vietnamese American Assoc		
			Hispanic American Mission		

Monitoring Underutilization Efforts for Oklahoma Department of Consumer Credit Recruited Vacancy Postings

Position Title and Number	Announcement Number	Targeted Ethnicity	Contacted Entities	Recruitment Start Date	Recruitment End Date
Consumer Credit Examiner, D54A		All Minority	OSU-OKC Campus	12-17-2008	1-7-2009
			OU Career Services		
			OCCC		
			University of Tulsa		
			Workforce Oklahoma		
			Governor's Advisory Councils		

Monitoring Underutilization Efforts for Oklahoma Department of Consumer Credit Recruited Vacancy Postings

Position Title and Number	Announcement Number	Targeted Ethnicity	Contacted Entities	Recruitment Start Date	Recruitment End Date
Consumer Credit Examiner, D54A	**Cert # 5497**	All Minority	Absentee Shawnee Tribe	12-17-2008	1-7-2009
			Alabama Quassarte Tribal Town		
			Apache Tribe		
			Caddo Nation		
			Cherokee Nation		
			Cheyenne & Arapaho Tribes		
			Chickasaw Nation		
			Choctaw Nation		
			Citizen Potawatomi Nation		
			Comanche Nation		
			Delaware Nation		
			Eastern Shawnee Tribe		
			Fort Still Apache Tribe		
			Iowa Tribe of Oklahoma		
			Kaw Nation		
			Kialegee Tribal Town		
			Kickapoo Tribe of Okla		
			Kiowa Tribe		
			Miami Nation		
			Modoc Tribe of Oklahoma		
			Muscogee (Creek) Nation		
			Oklahoma Baptist State Convention		
			Langston University – Main Campus		
			Langston University – OKC Campus		
			Langston University – Tulsa Campus		
			NAACP – State Conference		
			NAACP – OKC Branch		
			Urban League of Greater OKC		
			Vietnamese American Assoc		
			Hispanic American Mission		

Monitoring Underutilization Efforts for Oklahoma Department of Consumer Credit Recruited Vacancy Postings

Position Title and Number	Announcement Number	Targeted Ethnicity	Contacted Entities	Recruitment Start Date	Recruitment End Date
Consumer Credit Examiner, D54A		All Minority	OSU-OKC Campus	12-17-2008	1-7-2009
			OU Career Services		
			OCCC		
			University of Tulsa		
			Workforce Oklahoma		
			Governor's Advisory Councils		