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 political or religious opinion or affiliation, race, creed, gender, age, color, national origin, 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. **Roy B Hooper, Administrator** located in the **Department of Consumer Credit, 4545 N Lincoln, Ste 104, Oklahoma City OK, 73105,** telephone number **(405) 521-3907,** e-mail address **rbhooper@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. He/she or a member of his/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.

Roy B. Hooper
Roy B. Hooper, Administrator

8/29/08
Date

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 of political or religious opinion or affiliation, race, creed, color, gender, age, ancestry, national origin, marital status or disability, so long as the disability does not render the employee unable to do the work for which employed. 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 Deputy Administrator or to me. *All employees have a duty to immediately report sexual harassment to a supervisor, the Deputy Administrator, 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.

Roy B. Hooper

Roy B Hooper, Administrator

8/29/08

Date

RESPONSIBILITIES FOR IMPLENTATION

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

AA/EEO OFFICER:
Darcie Gordon
Executive Secretary
4545 N Lincoln Blvd, Suite 104
Oklahoma City OK 73105
(405) 525-3736

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/SUPERVISERS:

Administrator:
Roy B Hooper
4545 N Lincoln Blvd, Ste 104
Oklahoma City OK 73105
(405) 521-3653

Deputy Administrator:
Jack R Stone
4545 N Lincoln Blvd, Ste 104
Oklahoma City OK 73105
(405) 521-3653

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.

AGE:

Age alone will never be a factor in either hiring and/or promoting by the department.

TRAINING:

Special training to improve skills 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 and 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 agency responds to all employment inquiries, whether from an individual or an organization representing several individuals.

EVALUATION OF PREVIOUS AA/EEO REPORTS

The Department of Consumer Credit has an ongoing commitment to hire the best-qualified individuals. The Department has recognized our affirmative action goals in the past. The long term goal of increasing the percentage of non-Caucasian employees is still in the forefront of our hiring efforts. However 99% of the positions within our agency are classified. The candidates we interview are dictated by OPM and the candidates on the rosters. All unsolicited job seekers are informed of the steps to take to be hired in a classified position with the State of Oklahoma

The agency has solved a lingering problem of too few female employees. Three of the five administrative positions are held by females. The Business Manager, Administrative Programs Officer, and the Chief Examiner are all female with one being non-Caucasian. We began the year with sixteen employees, eight male and eight female with one being Hispanic. We hired two employees in the course of the year, one being male and one being female. We also had three separations; one being male and two being females. We did not lose any minorities. We ended the year with fifteen employees, eight male and seven female with one being Hispanic. We had nine promotions within the year with four of those being female.

In the previous three years we have hired eight people. Unfortunately none of these have met the goals of our AA/EEO Plan. We did extend an offer of employment to a male minority and the offer was not fulfilled. We are aware of the need for minorities in our department. In this process, we are very sensitive to the need of hiring a minority however we extend an offer of employment to the most qualified person off the roster. In the event of a tie and one of the individuals is of an under represented group, they will be given preference.

IDENTIFICATION OF PROBLEM AREAS AND CORRECTIVE ACTIONS

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

Objective:
The agency policy statement for Affirmative Action will be followed when hiring for any vacant positions.

Corrective Action:
When a non-Caucasian applicant for any position in the agency is the best qualified, he or she will be hired. We will do our best to advertise all available positions at several minority associations, universities, and organizations. We will encourage all to become involved in the classified process.

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: Roy B Hooper, Administrator and Janice Hendricks, 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 Personnel Officer is responsible for maintaining records on recruitment, referrals, placements promotions, demotions and separations. There has been no change in her status.