

employment policy and operations for the Associate Commissioner for Civil Rights and Equal Opportunity.

3. Conducts and coordinates studies or analyses of SSA's human resources and operating policies and procedures to assess their EO impact.

4. Develops and tracks SSA's major initiatives that relate to EO and oversees their implementation.

5. Develops, implements, monitors and evaluates special recruitment plans, programs and projects for targeted equal opportunity groups.

6. Provides office automation support.

7. Administers the Federal Women's Program, Asian Pacific American Program, Hispanic Employment Program, Minority Concerns Program, and the American Indian and Alaska Native Program.

8. Provides central operational responsibility for EO functions and programs.

9. Administers the oversight of the EEO Advisory Groups.

E. The Center for Complaints Processing (S7EE)

1. Directs implementation and evaluation of the SSA Equal Employment Opportunity (EO) Discrimination Complaints Program and Alternative Dispute Resolution (ADR) Program for both Headquarters and the field. Provides advice, guidance and assistance to SSA officials concerning the discrimination complaints process and related management matters.

2. Provides leadership, guidance and direction in implementing SSA policies, regulations and procedures pertaining to the timely, accurate, fair and impartial processing of discrimination complaints throughout the Headquarters and field organizations. Formulates SSA policies, regulations and procedures pertaining to the EO discrimination complaints process and ADR process.

3. Provides overall direction regarding all aspects of SSA's discrimination complaints process and ADR process in order to ensure uniformity in complaints handling, resolutions and dispositions. Directs the preparation of guidelines on all complaints matters.

4. Receives and conducts inquiries and attempts resolution of informal complaints of discrimination. Advises complainants of their rights regarding the discrimination complaints process, ADR process and other related processes.

5. Receives and acknowledges formal complaints of discrimination and makes a determination whether to accept or dismiss the complaint(issue)s. Conducts investigations and oversees the process.

6. Prepares final Agency decisions on complaints of discrimination against SSA. Ensures compliance with any corrective or remedial action directed by SSA, the Equal Employment Opportunity Commission (EEOC) or any other agency having authority to so direct.

7. Develops litigation information and documentation for the Office of the General Counsel and the United States Attorney's Office in employment discrimination court suits filed against SSA. Prepares the Agency's briefs for complaints appealed to EEOC. Also, responds to interrogatories submitted in class complaints. Analyzes new and recent court decisions, public laws and Federal regulations for their impact on SSA complaints processing.

8. Directs special projects and studies of the various aspects of SSA's nationwide discrimination complaints process and ADR process to evaluate the overall effectiveness of the EO program. Directs the analysis of trends observed during projects and studies and implements new procedures as required.

9. Provides the authoritative interpretations on legal, regulatory and technical information regarding discrimination complaints to SSA management nationwide.

10. Reviews non-SSA EO issuances, EEOC and court decisions for applicability to SSA policy statements. Develops instructions and guidelines to transmit or implement EO policy decisions in SSA.

F. The Center for Disability Services (S7EG)

1. Provides program direction and guidance on a variety of issues pertaining to reasonable accommodation for employees with disabilities.

2. Evaluates and interprets policies and procedures and develops and recommends a range of alternatives for the solution of policy issues.

3. Directs and implements an SSA-wide program for providing readers, sign language interpreters, personal assistants, specialized equipment, assistive devices and selective placement.

4. Provides advice and assistance to all SSA components on agency-wide goals and objectives regarding the equal employment of people with disabilities throughout SSA.

5. Plans, conducts and coordinates multidisciplinary projects to resolve EO problems of a broad scope and provides leadership in the development of nationwide guidelines and/or policies and procedures also having national implications.

6. Administers the Program for Employees with Disabilities.

Subchapter S7G

Office of Training

Section S7G.10 *The Office of Training—(Organization):*

The Office of Training under the leadership of the Associate Commissioner, Office of Training (OT), includes:

Retitle A., from "The Director, Office of Training (S7G)" to "The Associate Commissioner, Office of Training (S7G)."

Reletter B to C.

Retitle C, from "The Immediate Office of the Associate Commissioner, Office of Training."

Establish:

B. The Deputy Associate Commissioner, Office of Training (S7G).

D. The Center for Employee and Leadership Development (S7GK).

E. The Center for Curricula Development and Delivery (S7GL).

F. The Center for Training Technology (S7GM).

Section S7G.20 *The Office of Training—(Functions):*

A. The Associate Commissioner, Office of Training (S7G) is directly responsible to the Deputy Commissioner, Human Resources for carrying out OT's mission and for providing general supervision to the major component's of OT.

B. The Deputy Associate Commissioner, OT (S7G) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. Replace in its entirety:

The Immediate Office of the Associate Commissioner, Office of Training (S7G) provides the Associate Commissioner with staff assistance on the full range of his/her responsibilities. It provides the Associate Commissioner with administrative and technical staff assistance. The Associate Commissioner's immediate administrative and technical staff plan, direct, coordinate and administer the activities relative to planning and executing budget activities. The staff interprets OPM training policies and formulate SSA training policy and procedures; maintains the Administration Instructions Manual System related to training policy; acts as OT Liaison with the Office of Personnel on such personnel matters as classification, position management, staffing, recruitment, performance management, and awards; and provides