

Aligning Operations and Business Processes to Mission

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EPA Office of Civil Rights (OCR) Organization Chart

OCR Director

Three Distinct Programs

1. External Compliance
2. Affirmative Employment & Diversity
3. Employment Complaints Resolution

EPA's nondiscrimination regulations prohibit discrimination based on:

1. Race
2. Color
3. National Origin
4. Sex
5. Disability
6. Age

EPA OCR External Compliance

- Conduct compliance reviews of EPA recipients (and applicants) to ensure they are operating their programs or activities in a nondiscriminatory manner.
- Investigate complaints filed by the public alleging discriminatory conduct by an EPA recipient
- Conduct outreach to assist recipients in implementing their programs and educating the general public:
 - Guidance
 - Presentations
 - Workshops

Theory >>>> Application

Senior Leadership Thoughts on HPO

- Championed idea
- Our group was a good candidate
- Empowering employees
- Ramp up productivity

OCR

External Compliance Program Mission / Vision

- **Mission Statement**
 - To ensure everyone receives the benefits of any program or activity receiving assistance from EPA.

- **Vision Statement**
 - Recipients use nondiscriminatory practices in the protection of human health and the environment.

Mission Statement: To ensure everyone receives the benefits of any program or activity receiving assistance from EPA.

Vision Statement: Recipients use nondiscriminatory practices in the protection of human health and the environment.

Assumptions & Driving Forces	Inputs	Processes & Activities	Outputs	Outcomes	Long-Term Goals & Results

Final Product

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
OFFICE OF CIVIL RIGHTS – EXTERNAL COMPLIANCE PROGRAM

STANDARD OPERATING PROCEDURES

COMPLIANCE REVIEWS
FOR RECIPIENTS OF ASSISTANCE
FROM THE U.S. ENVIRONMENTAL PROTECTION AGENCY

U.S. Environmental Protection Agency
Office of Civil Rights
External Compliance Program
2007

Why this model approach worked

- State goal upfront
- Focused vision
- Visual connection between goals and tasks
- Able to work successfully in a System 3 and 4 Environment

Uses and Applications

- Staff Development
- Team Building
- Reinforcing “One Organization” concept
- Performance Management
- Quality Assurance and Common Understanding of Standards of Quality

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