

# CUSTOMER SERVICE AGREEMENT

ATTAINABLE – MEANINGFUL – SUSTAINABLE

## Foreword

This Customer Service Agreement (CSA) establishes collaboration between the Department of Human Resource Management’s (DHRM) Office of Workforce Engagement (O.W.E.) and state personnel of the Commonwealth of Virginia (COVA) for a standard level of customer support services as provided by core segments of O.W.E. operations.

The CSA (while not inclusive of total O.W.E. functions and service deliverables) introduces both prime and core customer service commitments across the various functional components of DHRM.

While customer service commitments are (and will continue to be) based on functional areas, O.W.E. has developed an added measure of quality customer service expectations via a customer care pledge which:

- 1) Moves services to a client-based approach through a single point of contact operation;
- 2) Creates a uniform and fundamental standard for customer response times; and
- 3) Fashions a “courtesy culture” standard to govern O.W.E.’s accountability and engagement with its customers.

Additionally, O.W.E. continues its quest to model DHRM’s values of *excellence, teamwork, honor, innovation, customer focus and stewardship* and O.W.E.’s expanded

core values which are distinguished through *service, integrity, inclusion, performance excellence, leading with courage, and promoting mutual respect and continued learning.*

The CSA’s success is dependent on O.W.E. professionals and COVA state personnel understanding and adhering to their respective roles and responsibilities as factored in the agreement. Appropriate actions from all parties will promote the expected level of customer support. It is important to note that the Office of Workforce Engagement customer support services are first driven by and

delivered in accordance to directives, policies and regulations by the Department of Human Resource Management, and Executive Orders.

The CSA is measurable and therefore, its assigned performance metrics will be assessed, evaluated and reported on an announced schedule. Gaps in targeted versus actual service level performance will be addressed and a plan to remedy

deficiencies will be constructed and executed following briefings and/or reports to the Agency’s Director.

This CSA—signed by DHRM O.W.E. leadership and the agency’s Director is in effect beginning February 2022 through the close of 2024.

## VISION

TO BE RECOGNIZED AS THE CENTER  
OF EXCELLENCE IN STATE  
GOVERNMENT—  
FOR OUR INNOVATIVE APPROACH TO  
ENHANCING THE EMPLOYEE  
EXPERIENCE

---

# CUSTOMER SERVICE AGREEMENT

## TABLE OF CONTENTS

---

### **1. DHRM OFFICE OF WORKFORCE ENGAGEMENT**

- 1.1 Introduction
- 1.2 Functional Overview
- 1.3 Points of Contact (Cross Reference Appendix A)

### **2. Agreement Profile**

- 2.1 Objective (Performance Metrics - Cross Reference Appendix B)
- 2.2 Review and Assessment
- 2.3 Service Level Monitoring
- 2.4 Period of Performance
- 2.5 Signatories to the Agreement

### **3. Customer Care Pledge**

- 3.1 Commitment
- 3.2 Concerns

### **4. Tenets for Effective Customer Care Servicing**

- 4.1 Office of Workforce Engagement
- 4.2 Program /Staff Offices/COVA State Personnel
- 4.3 Shared Responsibilities

Appendix A – Office of Workforce Engagement Customer Service Contacts

Appendix B – Metrics: Customer Service Agreement

## 1. DHRM Office of Workforce Engagement

### 1.1 Introduction

The Office of Workforce Engagement works to provide quality, human resources management and to lend professional and expert support services to the Commonwealth of Virginia (COVA) state employees. O.W.E. is an ever evolving office in that it not only manages the functional segments of employee programs operations but works both as a strategic and operational business partner, thereby; aligning its activities, staff, and performance objectives with the Administration’s mission goals.

O.W.E. also continues quest to model its core values which are distinguished through *service, integrity, inclusion, performance excellence, leading with courage, and promoting mutual respect and continued learning.*

To this end, O.W.E. has developed a 2022 Customer Service Agreement (CSA) and a Customer Pledge Agreement (CPA) which incorporate its obligations to employees, managers, and executives, as well as to Administration stakeholders.

The CSA establishes collaboration between the DHRM’s Office of Workforce Engagement and COVA state personnel to document the level of HR customer service provided to employees and to assess O.W.E.’s planned versus actual performance as stipulated by the agreement.

The CSA moves O.W.E. to a client-based approach for services through a single point of contact operation model and fashions a “courtesy culture” standard to govern O.W.E.’s accountability and engagement with its customers.

### 1.2 Functional Overview

The role of the O.W.E. is to direct and carry out compliant human resources programs and related activities. The responsibility of the O.W.E. is to create, customize, implement and deliver cost effective wellness, equal employment opportunity, diversity and inclusion, financial and engagement programs. O.W.E. provides administrative and technical services and expert advice on health and wellness, diversity and inclusion, equal employment, and engagement strategies—all, with the end goal of supporting and advancing organizational success. The aforementioned functions are not an all-inclusive detail of O.W.E. services and support, as a more complete accounting of services includes:

Health and Wellness	Loan and Grant Administration	Engagement
Awards and Recognition	Employee Discount	Workplace Giving
Equal Employment Opportunity	Diversity, Equity, and Inclusion	

From this functional list of core operations, comes a complement of work components that provide value-added direction to the overall organization and increased service support to its customer and stakeholder bases. These work components include:

### **Employee Engagement and Strategy**

O.W.E.'s work efforts play an important role in recruiting, hiring, and retaining highly skilled and talented individuals for the COVA workforce. Affected through O.W.E.'s development and execution of effective engagement strategies and objectives, the Commonwealth will be better positioned to establish and support an employee-focused, high performance organization and to augment a culture of quality, productivity, inclusive excellence and mission success.

O.W.E.'s Employee Engagement and Strategy function develop engagement and recognition programs to better manage, support and benefit the Commonwealth of Virginia most valuable assets – employees. Detailed tasks for this work component also involve:

- Determining, Designing and Deploying Effective All-inclusive Recognition Programs
- Managing the Commonwealth of Virginia Mentoring Program
- Providing consultation services to agencies who are facing challenges with engaging aspects of their workforce.

### **Financial Support**

O.W.E.'s Financial Support provides innovative, responsive, fair, and consistent financial wellness services to state employees. Direction and support to developing and improving employee relationships.

Financial Support engages in enhancing and expanding the financial support programs that will assist COVA to attract, hire and retain a qualified and diverse workforce that delivers essential services to the public. Oversight of the financial support programs are provided by the Commonwealth of Virginia Campaign (CVC) Advisory Council

Core work activities of the Financial Support Team also entail:

- Administering the loan program (Virginia State Employee Loan Program)
- Reviewing and assuring compliance of loan requirements
- Administering the grant program (Virginia State Employee Assistance Fund)
- Providing information and assisting state employees in emergency events
- Administering the Financial Literacy and Wellness Program
- Administering the Employee Discount Program

### **Health and Wellness**

O.W.E.'s Health and Wellness provides education, best practices and effective well-being services that empower people to make informed choices for healthier living. The Office supports a series of CommonHealth programs and initiatives aimed at increasing physical activity, improving nutrition, increasing awareness to preventive services and impact of prescription drug abuse, and behavioral change.

Core work activities of the CommonHealth Wellness Consultant Team also entails:

- Developing and deploying innovative and interactive wellness workshops, challenges and campaigns for Executive Branch employees and the Local Choice groups.
- Managing WW (previously known as Weight Watchers) and Fitness Center Programs.
- Serving as Subject Matter Experts to state employees in the areas of health and wellness.
- Guiding CommonHealth Agency Coordinators in their execution of health and wellness responsibilities with their own agencies.
- Participating in health fairs, client agency staff meetings, conferences and other venues in addition to traditional small group presentations.

### **Workplace Giving**

O.W.E.'s Workplace Giving provides state employees an opportunity to seamlessly contribute to charitable cause through various donation methods (e.g. payroll deductions, peer-to-peer fundraising, charitable volunteerism, and fund-raising events).

Detailed tasks for this work component also involve:

- Administration of the Commonwealth of Virginia Campaign (CVC).
- Development of marketing plans and materials.
- CVC agency coordinators training.
- Coordination of all campaign communications, including to the charitable community, CVC agency coordinators, agencies and the CVC Advisory Council.
- Coordination of statewide CVC Charity Fairs.
- Serve as subject matter expert to state employees in the area of fundraising strategies.
- Development of customized workshops on fundraising and social responsibility.

## **Equal Employment Opportunity**

O.W.E.'s Equal Employment Opportunity service area is statutorily mandated and is responsible for the administration of a comprehensive equal employment opportunity program for executive branch state agencies.

Detailed tasks for this work component also involve:

- Training and technical guidance to state agencies and local governments concerning equal employment opportunity related matters.
- Providing EEO counseling to state employees who are dealing with challenges within their workplace.
- Investigating and adjudicating complaints of illegal discrimination filed by state employees (classified, faculty, wage, probationary, etc.) and applicants for state employment.
- Administering a compliance program to determine whether Executive Branch agencies' human resource management practices result in disparate impact against persons of protected classes.
- Conducting audits to determine areas of vulnerabilities of EEO programs within Executive Branch agencies and providing assisting to close existing gaps.
- Submission of biennial EEO4 on behalf of the Commonwealth.

## **Diversity, Equity and Inclusion**

O.W.E. Diversity, Equity and Inclusion service area is responsible for the execution of the COVA's mission by ensuring that the Commonwealth workforce is diverse and that policies and practices support an inclusive culture, not only in a manner that complies with all applicable laws, but also provide a fair and equitable work environment for all state personnel to realize their full professional potential.

Detailed tasks for this work component also involve:

- Providing consultation services to agencies who are struggling in establishing a business case for DEI within their organizations.
- Training and technical guidance to state agencies, supervisors/managers and human resource offices on diversity and inclusion related matters (e.g. unconscious bias, micro aggression, etc...).
- Recommending and developing programs that will promote and enhance employee sense of belonging within Virginia state government.
- Optimizing inclusive diversity efforts using data-driven approaches.

### **1.3 Points of Contact**

DHRM O.W.E. works to provide quality human resources management and to lend professional and expert support services to COVA customers and stakeholders. O.W.E.'s standard of service includes the ability to be as flexible, as it is responsive; to be as accurate as it is efficient; and to be as responsive as it is deliberate. To shape this standard of service, State Agency program and staff office areas will have a single O.W.E. point of contact for their engagement and support needs. **Appendix A** provides the O.W.E. Directory which is a ready reference and guide that links O.W.E. services and support to the responsible staff.

## 2. Agreement Profile

### 2.1 Objective

The Customer Service Agreement (CSA) establishes collaboration between the Office of Workforce Engagement (O.W.E.) and state personnel of the Commonwealth of Virginia (COVA) for a standard level of customer support services as provided by core segments of O.W.E. operations.

The CSA's success is dependent on DHRM professionals and COVA state personnel's appreciation and adherence to their respective roles and responsibilities as factored in the agreement. Appropriate actions from all parties will promote the expected level of customer support. It is important to note that the Office of Workforce Engagement customer support services are first driven by and delivered in accordance to directives and regulations by the Department of Human Resource Management, Code of Virginia, Executive Orders, and Departmental policy.

The CSA objectives align with DHRM's vision—to be a national leader of innovative human resource practices. Specifically, the objectives of the CSA extend to:

- Documenting the level of customer service provisions provided to COVA state personnel by O.W.E.
- Detailing the performance metrics associated with the Agreement.
- Collaborating with Agency Leadership to reach agreement and ensure understanding regarding the level of customer service commitments registered in the Agreement.
- Declaring the effective dates of the Agreement, timelines for evaluation and revision and the vehicle for contesting service performance.
- Outlining proposed cost estimates for requested services outside of the core services.

Documented metrics supporting the CSA are presented in **Appendix B** and effected by the review schedule, monitoring stipulations and performance period as detailed in Sections 2.2 – 2.4; and as established by the Signatories in Section 2.5.

### 2.2 Review and Assessment Schedule

The CSA will be assessed and reviewed annually (at a mutually agreed upon date), by the Signatories. The review will assess the level of service performance as stipulated in the metrics of the Agreement. Revisions and/or amendments to the Agreement must be approved by the DHRM Director.



### **2.3 Service Level Monitoring**

Service factors in this Agreement are designed to be meaningful and measurable. Actual levels of service are to be compared by O.W.E. against the defined metrics on a regular basis. In the event of gaps between the delivery of services and the defined metrics, it is expected that issues and causal factors will be identified and resolved. The success of this Agreement depends on O.W.E.'s ability to measure performance accurately and methodically, so that credible and reliable information on level of services rendered can be provided to the COVA customer base. Service level monitoring will be performed by O.W.E. Annual Customer Service Performance Reports will be developed and shared with the COVA customer base, following briefings to the Signatories of the Agreement.

Any complaints relating to the Agreement, including

- Expected level of support
- Actual support offered and versus delivered
- Performance or engagement of personnel responsible for providing or administering support; and
- Any other issue relating to this Agreement or the relationship between O.W.E. and Program and/or Staff Offices

can be received by any Signatory party. Thereafter, the recipient will forward the complaint (concurrently) to the Signatories of this document, via Agency email. This practice of transparency and inclusion will promote a more thorough, timely and consistent resolution of complaints.

### **2.4 Period of Performance**

The Customer Service Agreement is in effect: February 2022 through the close of January 2024.

### **2.5 Signatories to the Agreement**

Department of Human Resource Management Emily S. Elliott, Director	
Office of Workforce Engagement Vilma Alejandro, Director	

### 2.3 Service Level Monitoring

Service factors in this Agreement are designed to be meaningful and measurable. Actual levels of service are to be compared by O.W.E. against the defined metrics on a regular basis. In the event of gaps between the delivery of services and the defined metrics, it is expected that issues and causal factors will be identified and resolved. The success of this Agreement depends on O.W.E.'s ability to measure performance accurately and methodically, so that credible and reliable information on level of services rendered can be provided to the COVA customer base. Service level monitoring will be performed by O.W.E. Annual Customer Service Performance Reports will be developed and shared with the COVA customer base, following briefings to the Signatories of the Agreement.

Any complaints relating to the Agreement, including



- Expected level of support
- Actual support offered and versus delivered
- Performance or engagement of personnel responsible for providing or administering support; and
- Any other issue relating to this Agreement or the relationship between O.W.E. and Program and/or Staff Offices

can be received by any Signatory party. Thereafter, the recipient will forward the complaint (concurrently) to the Signatories of this document, via Agency email. This practice of transparency and inclusion will promote a more thorough, timely and consistent resolution of complaints.

### 2.4 Period of Performance

The Customer Service Agreement is in effect: February 2022 through the close of January 2024.

### 2.5 Signatories to the Agreement

Department of Human Resource Management Emily S. Elliott, Director	
Office of Workforce Engagement Vilma Alejandro, Director	

### 3. Customer Care Pledge

#### 3.1 Commitment

Across the Office of Workforce Engagement (O.W.E.), there is a renewed commitment to move to a model of a client-based approach of servicing which is aligned to the organization’s continued quest to demonstrate its core values— *service, integrity, inclusion, performance excellence, leading with courage, and promoting mutual respect and continued learning*. To this end, O.W.E. has developed an added measure of quality customer service expectations by:

- 1) moving to a client-based approach to services through a single point of contact operation;
- 2) creating a uniform and fundamental standard for customer response times; and
- 3) fashioning a “courtesy culture” standard to govern O.W.E.’s accountability and engagement with its customers.

This commitment will be evidenced through:

- Acknowledgement of voice and emails within one (1) business day of request or submission;
- Provision of a *date certain* assurance for status updates and/or response/resolution to the issue following each business discussion;
- Advisement of real-time status of O.W.E. staff’s availability as indicated via Google mail and as recorded in out-of-office (extended absences) voicemails;
- Baseline and above baseline services—the former being services that are routine operations, transactional and inherently associated with the DHRM and O.W.E.’s mission and the latter being business line needs that are unique and outside of standard services (above baseline requests will be subject to consultative sessions with the O.W.E.’s Director to assess feasibility and legitimacy of the request); and
- Pro-active consultation services for decision-makers (subjects include those impacting engagement, employee well-being recognition, EEO compliant procedures, EEO compliance, technical assistance and outreach).

#### 3.2 Concerns

Customers concerns and complaints are a natural course of human service interactions, but O.W.E. believes that concerns and complaints serve to identify and to resolve service related issues. Leadership within O.W.E. is committed to processing concerns or complaints in a manner that promotes a good customer experience and that provides opportunities to extinguish further problems before they arise.

To register and resolve customer service issues, COVA state personnel should follow the below noted protocol.

**Standard (day-to-day) O.W.E. issues**

Customers should contact the appropriate O.W.E. servicing staffer by email or by phone.

**Concerns relative to customer courtesy**

Customers should contact the immediate supervisor of the O.W.E. staff person that fielded the inquiry or serviced the request. Contact may be via email or hard copy. Correspondence may be marked: Confidential. The concern will be managed as quickly as possible and closed with a call or correspondence from the O.W.E. manager/representative.

**Supervisors, Managers, and Executives**

Customer care concerns should be directed to Director of the Office of Workforce Engagement.

## **4. Tenets for Effective Customer Care Servicing**

### **4.1 Office of Workforce Engagement**

*Office of Workforce Engagement (O.W.E.) customers can expect:*

Professional, competent and courteous service from staffs

An adherence to regulatory timeframes for processing and services

Opportunities to receive consultative services

Timely expert advice and guidance on all matters pertaining to the O.W.E.'s programs

### **4.2 Program-Staff Offices/other COVA Staff Personnel**

*O.W.E. customers are expected to:*

Demonstrate courteous, professional, cooperative and responsible interactions and communications when working with O.W.E. staff

Have the managers and/or Agency Coordinators or Liaisons (when appropriate) work actively to provide input and respond to requests for information from O.W.E. staff in order to ensure timely process of all actions

Play a key and accountable role in the timely submission of requests for assistance or action on human resources issues and strive to comply with established timeframes for providing responses, background, and other data to O.W.E. necessary to process actions, generate reports, and satisfy information requirements

### **4.3 Shared Responsibilities**

*HR professionals and COVA customers are expected to:*

Communicate in a professional manner

Work in concert to advance the Administration's vision and mission objectives

Exhaust all avenues to remedy disagreements and work disputes stemming from O.W.E. engagement of services

Honor rules, regulations, policies and directives—even if the parameters disallow the satisfaction or completion of a request

OFFICE OF WORKFORCE ENGAGEMENT DIRECTORY (current as of February 2022)				
ORGANIZATION	CONTACT	SERVICES	CONTACT INFORMATION	LOCATION
DIRECTOR	Vacant			12 <sup>TH</sup> Floor
<b>OFFICE OF THE DIRECTOR:</b> Manages the overall provision of Employee Programs Services for the Department of Human Resource Management. Functions as a strategic partner in the Department's business operations.				
<b>EMPLOYEE ENGAGEMENT AND STRATEGY:</b> develop engagement and recognition programs to better manage, support and benefit the Commonwealth of Virginia most valuable assets – employees.				
Employee Engagement Consultant	Jonathan Singleton	Employee Engagement Consult Organizational Development Mentor Program	<a href="mailto:Jonathan.singleton@dhrm.virginia.gov">Jonathan.singleton@dhrm.virginia.gov</a> 804-225-2212	12 <sup>TH</sup> Floor
Employee Engagement Consultant	Mecca Hall	Special Projects Awards Programs Recognition Programs Organizational Development Mentor Program	<a href="mailto:Mecca.hall@dhrm.virginia.gov">Mecca.hall@dhrm.virginia.gov</a> 804.225.4093	12 <sup>TH</sup> Floor
<b>FINANCIAL SUPPORT:</b> provides innovative, responsive, fair, and consistent financial wellness services to state employees.				
Employee Engagement Consultant	Jonathan Singleton	Loan Program Financial Wellness Development Program Employee Discount Program	<a href="mailto:Jonathan.singleton@dhrm.virginia.gov">Jonathan.singleton@dhrm.virginia.gov</a> 804-225-2212	12 <sup>TH</sup> Floor
Employee Engagement Consultant	Mecca Hall	Grant Program	<a href="mailto:Mecca.hall@dhrm.virginia.gov">Mecca.hall@dhrm.virginia.gov</a> 804.225.4093	12 <sup>TH</sup> Floor
<b>HEALTH AND WELLNESS:</b> provides education, best practices and effective well-being services that empower people to make informed choices for healthier living. The service area supports a series of CommonHealth programs and campaigns that target health and wellness needs to improve health literacy and promote healthy lifestyles.				
Wellness Consultant Associate	Christina Higgs	CommonHealth Program Fitness Center Management	<a href="mailto:Christina.higgs@dhrm.virginia.gov">Christina.higgs@dhrm.virginia.gov</a> 804-584-0026 (cell) 804-371-2578	12 <sup>th</sup> Floor
Wellness Consultant	Suzanne Meador	CommonHealth Program Region 1	<a href="mailto:Suzanne.meador@dhrm.virginia.gov">Suzanne.meador@dhrm.virginia.gov</a> 276-722-0894	Virtual
Wellness Consultant	Susan Perry	CommonHealth Program Region 2	<a href="mailto:Susan.perry@dhrm.virginia.gov">Susan.perry@dhrm.virginia.gov</a> 434-841-4977	Virtual
Wellness Consultant	Kristina Fischbach	CommonHealth Program Region 3	<a href="mailto:Kristina.fischbach@dhrm.virginia.gov">Kristina.fischbach@dhrm.virginia.gov</a> 540-490-0176	Virtual
Wellness Consultant	Kelsey Harris	CommonHealth Program Region 4	<a href="mailto:Kelsey.harris@dhrm.virginia.gov">Kelsey.harris@dhrm.virginia.gov</a> 804-944-5193	Virtual
Wellness Consultant	Craig Hicken	CommonHealth Program Region 5	<a href="mailto:Craig.hicken@dhrm.virginia.gov">Craig.hicken@dhrm.virginia.gov</a> 804-698-9341	Virtual
Wellness Consultant	Felix Johnson	CommonHealth Supervisor CommonHealth Program Region 6 (online classes) Weight Watcher Program Manager	<a href="mailto:Felix.Johnson@dhrm.virginia.gov">Felix.Johnson@dhrm.virginia.gov</a> 804-225-2192	Virtual
Wellness Consultant	Amy Moore	CommonHealth Supervisor CommonHealth Program Region 7	<a href="mailto:Amy.moore@dhrm.virginia.gov">Amy.moore@dhrm.virginia.gov</a> 571-249-0492	Virtual
Wellness Consultant	Mary Louise Gerdes	CommonHealth Program Region 8	<a href="mailto:Marylouise.gerdes@dhrm.virginia.gov">Marylouise.gerdes@dhrm.virginia.gov</a> 757-570-1320	Virtual
Wellness Consultant	Cynthia Duncan	CommonHealth Program Region 9	<a href="mailto:Cynthia.duncan@dhrm.virginia.gov">Cynthia.duncan@dhrm.virginia.gov</a> 757-477-4649	Virtual

**WORKPLACE GIVING:** administers the Virginia state employee vehicle for charitable giving, The Commonwealth of Virginia Campaign (CVC). CVC provides state employees an opportunity to seamlessly contribute to charitable cause through various donation methods (e.g. payroll deductions, fund-raising events).

<b>Employee Engagement Consultant</b>	<b>Jonathan Singleton</b>	<b>Commonwealth of Virginia Campaign</b> <ul style="list-style-type: none"> <li>• Charity Fairs</li> <li>• Agency Coordinators Training</li> <li>• Technical Guidance and Support</li> </ul>	<a href="mailto:Jonathan.singleton@dhrm.virginia.gov">Jonathan.singleton@dhrm.virginia.gov</a> 804-225-2212	<b>12<sup>TH</sup> Floor</b>
<b>Employee Engagement Consultant</b>	<b>Mecca Hall</b>	<b>Commonwealth of Virginia Campaign</b> <ul style="list-style-type: none"> <li>• Charity Fairs</li> <li>• Agency Coordinators Training</li> <li>• Technical Guidance and Support</li> </ul>	<a href="mailto:Mecca.hall@dhrm.virginia.gov">Mecca.hall@dhrm.virginia.gov</a> 804.225.4093	<b>12<sup>TH</sup> Floor</b>

**EQUAL EMPLOYMENT OPPORUTNITY:** Provide training and technical guidance concerning equal employment opportunity related matters and investigates and adjudicates complaints of illegal discrimination and administers a compliance program.

<b>Administrative Officer</b>	<b>Warren Storrs</b>	<b>EEO Intake</b> <b>EEO Counseling</b> <b>EEO Advise Line</b> <b>Office Management</b> <b>Employee Resource Group Development</b>	<a href="mailto:Warren.storrs@dhrm.virginia.gov">Warren.storrs@dhrm.virginia.gov</a> 804-225-2136	<b>12<sup>TH</sup> Floor</b>
<b>Diversity, Equity and Inclusion Consultant</b>	<b>Navodita Varma</b>	<b>EEO Compliance Program</b> <b>EEO Investigation and Adjudication</b> <b>Training and Technical Guidance</b>	<a href="mailto:Navodita.varma@dhrm.virginia.gov">Navodita.varma@dhrm.virginia.gov</a> 804-836-4485	<b>12<sup>TH</sup> Floor</b>
<b>Diversity, Equity and Inclusion Consultant</b>	<b>Ryan Bridget</b>	<b>EEO4 Assessment</b> <b>EEO Investigation and Adjudication</b> <b>Training and Technical Guidance</b>	<a href="mailto:Ryan.bridget@dhrm.virginia.gov">Ryan.bridget@dhrm.virginia.gov</a> 804-356-4802	<b>12<sup>TH</sup> Floor</b>

**DIVERSITY, EQUITY AND INCLUSION:** responsible for the execution of the COVA's mission by ensuring that the Commonwealth workforce is diverse and that policies and practices support an inclusive culture, not only in a manner that complies with all applicable laws, but also provide a fair and equitable work environment for all state personnel to realize their full professional potential.

<b>Diversity, Equity and Inclusion Consultant</b>	<b>Navodita Varma</b>	<b>Diversity and Inclusion Programs</b> <b>Equity and Inclusion Data Analytics Programs</b> <b>Consultation</b>	<a href="mailto:Navodita.varma@dhrm.virginia.gov">Navodita.varma@dhrm.virginia.gov</a> 804-836-4485	<b>12<sup>th</sup> Floor</b>
<b>Diversity, Equity and Inclusion Consultant</b>	<b>Ryan Bridget</b>	<b>Diversity and Inclusion Programs</b> <b>Equity and Inclusion Data Analytics Programs</b> <b>Consultation</b>	<a href="mailto:Ryan.bridget@dhrm.virginia.gov">Ryan.bridget@dhrm.virginia.gov</a> 804-356-4802	<b>12<sup>th</sup> Floor</b>
<b>Diversity, Equity and Inclusion Learning Strategist</b>	<b>Marta Squadrito, PhD</b>	<b>Learning Strategy Consultation</b> <b>Training Development</b> <b>Employee Resource Group Development</b>	<a href="mailto:Marta.squadrito@dhrm.virginia.gov">Marta.squadrito@dhrm.virginia.gov</a> 804-225-2174	<b>12<sup>th</sup> Floor</b>



A select and key set of the Office of Workforce Engagement functions and their corresponding metrics for the **2022-2024 Customer Service Agreement** follow:

<b>Business Function: Employee Engagement &amp; Strategy</b>				
<b>Action</b>	<b>Average Processing Time (Work Days)</b>	<b>Responsibility</b>		
		<b>Operations</b>	<b>Program/Staff Office Other</b>	<b>Shared</b>
<b>Complete: Consultation recommendation report.</b>	3 business day	Servicing O.W.E Team	Agency HR offices & O.W.E Staff	X

<b>Business Function: Financial Support</b>				
<b>Action</b>	<b>Average Processing Time (Work Days)</b>	<b>Responsibility</b>		
		<b>Operations</b>	<b>Program/Staff Office Other</b>	<b>Shared</b>
<b>Loan approval</b>	5 business days	Servicing O.W.E Team	VACU staff and O.W.E Staff	X
<b>Grant approval</b>	14 business days	Servicing O.W.E Team	CVC Advisory Council and O.W.E Staff	X

Business Function: Health and Wellness				
Action	Average Processing Time (Work Days)	Responsibility		
		Operations	Program/Staff Office Other	Shared
<b>Fitwell Center Registration: Necessary information and required forms are provided to the requestor</b>	2 business days following initial contact	Servicing O.W.E Team	State Employees	
<b>Wellness workshops or trainings scheduling</b>	2 business days following initial contact	Servicing O.W.E. Team	Agency Coordinators Supervisor/Managers	X

Business Function: Workplace Giving (CVC)				
Action	Average Processing Time (Work Days)	Responsibility		
		ADMINISTRATION	Program/Staff Office Other	Shared
<b>Consultation appointment scheduled with the requestor</b>	2 business days	Servicing O.W.E Team	Agency Coordinators Agency HR Offices	

Business Function: Equal Employment Opportunity (EEO)				
Action	Average Processing Time (Work Days)	Responsibility		
		ADMINISTRATION	Program/Staff Office Other	Shared
<b>EEO Counseling</b>	1 business day from the point of initial contact	Servicing O.W.E. Team	State Employees	
<b>EEO Training</b>	Proposal within 5 business days from the point of initial contact	Servicing O.W.E. Team	EEO Manager Supervisor/Managers	X

Business Function: Diversity, Equity and Inclusion (DEI)				
Action	Average Processing Time (Work Days)	Responsibility		
		ADMINISTRATION	Program/Staff Office Other	Shared
<b>DEI Consultation Scheduled with the Requestor</b>	2 business days	Servicing O.W.E Team	Agency's Chief Diversity Officers Agency HR Offices Supervisors/Managers	X
<b>DEI Training</b>	Proposal within 5 business days from the point of initial contact	Servicing O.W.E. Team	Agency's Chief Diversity Officers Agency HR Offices	

Business Function: Diversity, Equity and Inclusion (DEI) Continuation				
Action	Average Processing Time (Work Days)	Responsibility		
		ADMINISTRATION	Program/Staff Office Other	Shared
<p><b>Notify participants of course admission (via email)</b></p> <p>(notification, at a minimum, includes a course: welcome, information and instructions)</p>	2 business days, following supervisory approval, as documented in AgLearn	Servicing O.W.E Team	Supervisors/Managers	X
<p><b>Reminder notices to approved participants</b></p>	No later than 2 business days preceding the start date of the course	Servicing O.W.E. Team		
<p><b>Close course registrations</b></p> <p>(intent is to fill any gaps resulting in unanticipated cancelation needs, maximizing training opportunities for “wait listed” participants)</p>	3 business days prior to the start date of the course	Servicing O.W.E. Team		
<p><b>Course Prep – Material advance</b></p> <p>(purpose is to provide new or reinforce previously shared information about the upcoming course)</p>	2 business days prior to the start date of the course	Servicing O.W.E. Team		