



*The Department of Commerce*

# OFFICE OF CIVIL RIGHTS

Service Catalog

FY25 - FY26



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# MISSION & VISION

## Mission

The Office of Civil Rights (OCR) leads the Department's efforts to promote equal employment opportunity, equity, diversity, inclusion, and accessibility in its workforce and in all programs and services.

## Vision

To be an OCR that provides outstanding service to our customers through open communication, transparency, collaboration, and optimum use of our talents in order to ensure diversity, equity, inclusion, accessibility and the civil rights of all people.

# VALUES

## RESPECT

We are professional, cooperative, and collaborative.

## INTEGRITY

We are honest, open, and accountable.

## CUSTOMER SERVICE EXCELLENCE

We are competent and knowledgeable professionals delivering high quality work products and services.

## DIVERSITY & INCLUSION

We respect people's differences while seeking understanding to create an environment where everyone feels valued and engaged.

# OVERVIEW OF OCR



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# DIVISION-SPECIFIC SERVICES AND POCS

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# Office of the Director

Program Area (Function)	Specific Service	Point of Contact
Invitational Speaking	Event Speaking on Overarching Department-related Topics	Larry (Jerry) Beat, OCR Director, <a href="mailto:LBeat@doc.gov">LBeat@doc.gov</a>
OCR Organizational Data Calls	Information Request Processing	Jerry Beat, <a href="mailto:LBeat@doc.gov">LBeat@doc.gov</a> ; Edith McCloud, <a href="mailto:EMccloud1@doc.gov">EMccloud1@doc.gov</a>
External Complaints	Civil Rights and Discrimination Complaint Acknowledgment	Jerry Beat, <a href="mailto:LBeat@doc.gov">LBeat@doc.gov</a>

# Office of the Director

Program Area (Function)	Specific Service	Point of Contact
Executive Administration	Management of OCR's Director's Meetings	Cassie Doyle, CDoyle2@doc.gov
Gender Transitions in the Workplace	Gender transition support in the workplace for DOC employees in the HCHB bureaus	Cassie Doyle, CDoyle2@doc.gov

# Administration & Special Projects Division (ASPD)

**Director:** Vacant

Program Area (Function)	Specific Service	Point of Contact
Finance	Budget Formulation, Execution, and Monitoring	Robin Mack, <a href="mailto:RMack@doc.gov">RMack@doc.gov</a>
Administration	Travel Guidance; Transit Services; IT Support; Facilities Management; COOP; Safety and Security Services; Property Management	Leon Harris, <a href="mailto:LHarris@doc.gov">LHarris@doc.gov</a>
Human Resources	Talent Acquisition; Workforce Development; Succession Planning; Employee Engagement	Robin Mack, <a href="mailto:RMack@doc.gov">RMack@doc.gov</a>

# Administration & Special Projects Division (ASPD)

**Director:** Vacant



# Client Services & Resolution Division (CSRD)

Acting Director: Laura Soria, [LSoria@doc.gov](mailto:LSoria@doc.gov)

Program Area (Function)	Specific Service	Point of Contact
Client Consultations	Workplace Conflict Resolution Technical Assistance	Laura Soria, <a href="mailto:LSoria@doc.gov">LSoria@doc.gov</a> ; Barbara Toy, <a href="mailto:BToy@doc.gov">BToy@doc.gov</a>
Pre-complaint Processing	<u>EEO Counseling;</u> <u>Alternative Dispute Resolution (ADR)</u>	Barbara Toy, <a href="mailto:BToy@doc.gov">BToy@doc.gov</a>
<u>Training Management</u>	Implementation of Department-wide Training, including No FEAR and Inclusive Leadership Training	Stephan Grandison, <a href="mailto:SGrandison@doc.gov">SGrandison@doc.gov</a> ; Dee Dee Mendez, <a href="mailto:DMendez1@doc.gov">DMendez1@doc.gov</a>

# Policy & Evaluation Division (PED)

Director: Stacy Carter, [SCarter@doc.gov](mailto:SCarter@doc.gov)

Program Area (Function)	Specific Service	Point of Contact
Affirmative Employment Program (AEP)	Commerce <u>Management Directive</u> <u>715 Annual Report</u> Development; Bureau Consultations on AEPs	Laura Soria, <a href="mailto:LSoria@doc.gov">LSoria@doc.gov</a>
<u>DOC Disability Employment Program</u>	DOC Policy Guidance; RA Automated Tracking System Administration; Disability Training; Bureau Consultation on Disability Program and Accessibility Issues	Monique Dismuke, <a href="mailto:MDismuke@doc.gov">MDismuke@doc.gov</a>
<u>Reasonable Accommodations (RA)</u>	RA Request Processing for OS and Serviced Bureaus; RA Training	Emily Showard, <a href="mailto:EShoward@doc.gov">EShoward@doc.gov</a>

# Policy & Evaluation Division (PED)

Director: Stacy Carter, [SCarter@doc.gov](mailto:SCarter@doc.gov)

Program Area (Function)	Specific Service	Point of Contact
American Sign Language (ASL)	ASL Services, Interpretation, Guidance, and Training	Francisco Roman, <a href="mailto:FRoman@doc.gov">FRoman@doc.gov</a>
Workforce Demographic/EEO Data Analyses	Provision of Data, Analyses, Recommendations, and AEP Consultations	Laura Soria, <a href="mailto:LSoria@doc.gov">LSoria@doc.gov</a> ; Felicia Harris, <a href="mailto:FHarris1@doc.gov">FHarris1@doc.gov</a> ; Monique Dismuke, <a href="mailto:MDismuke@doc.gov">MDismuke@doc.gov</a> (Disability-related)
Data-related Projects	Dashboard Support and Statistics Management for the AEP; Data Discrepancy Issues and Other Project Operations	Felicia Harris, <a href="mailto:FHarris1@doc.gov">FHarris1@doc.gov</a>

# Policy & Evaluation Division (PED)

Director: Stacy Carter, [SCarter@doc.gov](mailto:SCarter@doc.gov)

Program Area (Function)	Specific Service	Point of Contact
Barrier Identification	Identification of Barriers to Equitable Treatment within the Employment Cycle (e.g., Awards, Mission Critical Occupations, etc.)	Felicia Harris, <a href="mailto:FHarris1@doc.gov">FHarris1@doc.gov</a> ; Laura Soria, <a href="mailto:LSoria@doc.gov">LSoria@doc.gov</a> ; Monique Dismuke, <a href="mailto:MDismuke@doc.gov">MDismuke@doc.gov</a> (Disability-related)
<u>Special Emphasis Programs (SEPs)</u> Management	Planning, Coordination, and Execution of SEP Events; SEP Administration/Guidance	Laura Soria, <a href="mailto:LSoria@doc.gov">LSoria@doc.gov</a> ; Monique Dismuke, <a href="mailto:MDismuke@doc.gov">MDismuke@doc.gov</a> (Disability and Black Employment Programs)
<u>Training</u>	Civil Treatment (CT) and True Colors (TC) Training Coordination/Workshops	Stacy Carter, <a href="mailto:SCarter@doc.gov">SCarter@doc.gov</a> (CT); Monique Dismuke, <a href="mailto:MDismuke@doc.gov">MDismuke@doc.gov</a> (TC)

# Policy & Evaluation Division (PED)

Director: Stacy Carter, [SCarter@doc.gov](mailto:SCarter@doc.gov)

Program Area (Function)	Specific Service	Point of Contact
<u>Equity Council Staff Support</u>	Briefing Documentation for Deputy Secretary's Office; Infrastructure Workstream Support	Ericka Brownlee-Keller, <a href="mailto:EBrownlee-keller@doc.gov">EBrownlee-keller@doc.gov</a>
<u>DEIA Strategic Plan</u>	DEIA Implementation Tracking; FY 25-27 Drafting	Ericka Brownlee-Keller, <a href="mailto:EBrownlee-keller@doc.gov">EBrownlee-keller@doc.gov</a>
Consultation and Management Services	Internal DEIA Consultations and Assessments; Federal Equal Opportunity Recruitment Program (FEORP) Planning	Junish Arora, <a href="mailto:JArora@doc.gov">JArora@doc.gov</a> ; Ericka Brownlee-Keller, <a href="mailto:EBrownlee-keller@doc.gov">EBrownlee-keller@doc.gov</a>

# Policy & Evaluation Division (PED)

Director: Stacy Carter, [SCarter@doc.gov](mailto:SCarter@doc.gov)

Program Area (Function)	Specific Service	Point of Contact
Communications	Newsletters, Blogs, Briefings, Invitational Speaking on Department-related DEIA Topics	Junish Arora, <a href="mailto:JArora@doc.gov">JArora@doc.gov</a>
<u>Voluntary Employee Organization (VEO) Management</u>	The Department's VEOs (Employee Resource Groups (ERGs), Business Resource Groups (BRGs) and Affinity Groups) Governance and Management Assistance	Ericka Brownlee-Keller, <a href="mailto:EBrownlee-keller@doc.gov">EBrownlee-keller@doc.gov</a> ; Junish Arora, <a href="mailto:JArora@doc.gov">JArora@doc.gov</a>
Data Analysis and Management	DEIA Dashboard Development, Management, and Analyses	Junish Arora, <a href="mailto:JArora@doc.gov">JArora@doc.gov</a>

# Policy & Evaluation Division (PED)



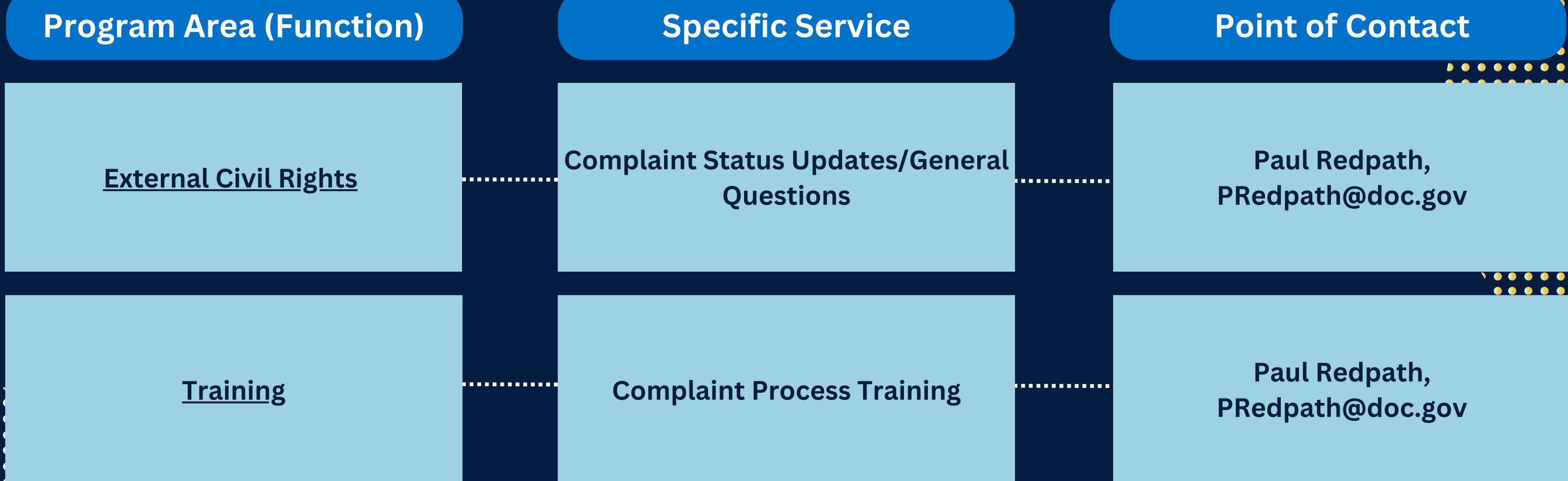
# Program Implementation Division (PID)

Director: Paul Redpath, [PRedpath@doc.gov](mailto:PRedpath@doc.gov)

Program Area (Function)	Specific Service	Point of Contact
EEO Complaint Processing	Formal Complaint Status/Updates, General Complaint Process Questions	Paul Redpath, <a href="mailto:PRedpath@doc.gov">PRedpath@doc.gov</a> ; Sandra Zanelotti, <a href="mailto:SZanelot@doc.gov">SZanelot@doc.gov</a>
Data and Analyses	EEO Complaint Data Trend Analyses	Paul Redpath, <a href="mailto:PRedpath@doc.gov">PRedpath@doc.gov</a> ; Sandra Zanelotti, <a href="mailto:SZanelot@doc.gov">SZanelot@doc.gov</a>
EEO Investigation	EEO Complaint Assistance	Sandra Zanelotti, <a href="mailto:SZanelot@doc.gov">SZanelot@doc.gov</a>

# Program Implementation Division (PID)

Director: Paul Redpath, [PRedpath@doc.gov](mailto:PRedpath@doc.gov)



# RESOURCES

## OCR:

- [OCR Staff Contacts](#)
- [Training Opportunities](#)



## DEIA Resources:

- [DOC Strategic Plan](#)
- [Equity \(DEIA\) Council](#)
- [Voluntary Employee Organizations \(VEOs\)](#)