



Case Study

Equal Employment Opportunity Commission (EEOC)

The Organization

The U.S. Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information. EEOC has the authority to investigate charges of discrimination against employers who are covered by the law.

Challenge

EEOC used a phone hotline and an internal tracking system to track incoming calls related to discrimination charges. The lack of evaluation criteria to determine whether a complaint should result in a discrimination charge was hindering communication and process oversight at EEOC. In order to more effectively meet its mission to investigate discrimination charges, EEOC sought a modern way to automate, track, and report on citizen charges.

Solution

EEOC had already successfully deployed AINS' FOIAXpress® to support Freedom of Information Act (FOIA) request processing and recognized the value of leveraging their technology investment in support of other agency initiatives. EEOC's leadership recognized the cost-effectiveness and efficiency of FOIAXpress, and based on these advantages, EEOC selected AINS to develop a Discrimination Charging System and Public Portal.

AINS implemented the eCase® Platform and its personalized portal to support the Charge Status System. This system allows citizens to take a questionnaire which evaluates whether or not he/she has a complaint that is considered a discrimination charge under EEOC law.

eCase tracks the progress of discrimination reports from the moment EEOC receives the complaint to final decision of the charging party's right to sue. Working with EEOC, AINS developed a gateway for the public to submit and track discrimination complaints, easily access information about their discrimination cases, and perform quick and efficient self-screenings for discrimination coverage. By implementing case management automation, AINS helped EEOC more effectively meet its mission.



Results:

- Replaced method of filing charges from a call-in hotline to an online portal
- Instituted an automated questionnaire for EEOC and citizens to determine the applicability of the charge under EEOC law
- Allowed Federal employees to request hearings or appeals from EEOC
- Replaced manual method of submitting and tracking charge files
- eCase was recognized for the EEOC Chair Award



EEOC's Director of the Enterprise Applications and Innovation Division was awarded the 2016 Excellence in Partnership Award for Government Savings from the Coalition for Government Procurement for her work with AINS on the EEOC Charge Status Portal.

