Develops the overall SSA affirmative employment program plan.

11. Develops guidelines and procedures for effective affirmative employment program planning and monitoring throughout SSA. Develops recommendations on affirmative employment policy and operations for the Director, OCREO.

12. Reviews non-SSA equal opportunity and civil rights issuances, EEOC and court decisions for applicability to SSA policy statements. Develops instructions and guidelines to transmit or implement equal opportunity and civil rights policy decisions in SSA.

13. Conducts and coordinates studies or analyses of SSA's human resources and operating policies and procedures to assess their equal opportunity and civil rights impact.

14. Directs the development and maintenance of minority disabled persons employment information system(s) for SSA employees and applicants for employment.

15. Develops and tracks SSA's major initiatives that relate to civil rights and equal opportunity and oversees their implementation.

16. Plans, directs and implements special programs for minority, female, Hispanic and disabled employees of SSA.

17. Directs the SSA-wide program of processing civil rights complaints, which involves developing complaint policy, procedures and guidelines for applying standards under the civil rights statutes. Develops SSA standards, consistent with government-wide standards, for delivering services to members of the public and meeting other SSA service and outreach commitments under civil rights statutes.

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

19. Develops, monitors and evaluates SSA compliance program(s) under civil rights statutes.

Subchapter S7G—Office of Training

S7G.00 Mission S7G.10 Organization S7G.20 Functions

Section S7G.00 The Office of Training—(Mission): The Office of Training (OT) directs a nationwide program designed to assure that all levels of SSA employees receive the training necessary to provide effective and efficient service to the public.

Section S7G.10 The Office of Training—(Organization): The Office of Training under the leadership of the Director, Office of Training, includes:

- A. The Director, Office of Training (S7G).
- B. The Immediate Office of the Director, Office of Training (S7G).
- C. The Administrative Staff (S7GC). D. The Human Resources Planning Staff (S7GE).
- E. The Center for Technology and Employee Development (S7GG).
- F. The Center for Program Initiatives and Management Education (S7GH).
- G. The Čenter for Educational Research and Evaluation (S7GJ). Section S7G.20 The Office of

Training—(Functions):

A. The Director, 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 components of OT.

B. The Immediate Office of the Director, Office of Training (S7G) provides the Director with staff assistance on the full range of his/her

responsibilities.

D. The Administrative Staff (S7GC) plans, directs, coordinates and administers the activities relative to developing and executing budget activities; acts as OT liaison with Personnel on such personnel matters as classification, position management, staffing and recruitment; plans, formulates and implements SSA training policies; and provides overall support and coordination to the training function. Coordinates travel, training and conference attendance for office staff.

E. The Human Resources Planning Staff (S7GE) is responsible for the development, implementation and updating of SSA's Human Resources Plan. This plan provides for the development of an SSA staffing and recruitment plan, for training employees once they enter on duty, for providing the means for employee development beyond training for the initial position for which the employee was recruited and for retaining Agency employees.

F. The Center for Technology and Employee Development (S7GG).

1. Directs the design, development, implementation and evaluation of Title II disability related program/technical training for SSA components, including entry-level and advanced program, systems-user and computer technology training and other technical training to meet the needs of SSA components Agencywide.

2. Develops guidelines and procedures to determine technical training needs for disability related training programs, and reviews and evaluates technical training Agencywide.

3. Initiates independent studies and analyses to anticipate and identify new or changing training and development needs in a dynamic organizational environment.

G. The Center for Program Initiatives and Management Education (S7GH).

1. Directs the design, development, implementation and evaluation of Title II Retirement Survivor Insurance-related program/technical training for SSA components, including entry-level and advanced program, systems-user and computer technology training and other technical training to meet the needs of SSA components Agencywide.

2. Directs, designs, develops, implements, conducts and evaluates all SSA supervisory, managerial and executive level training development

activities.

3. Develops guidelines and procedures to determine technical training needs for Retirement, Survivor Insurance-related training programs, and reviews and evaluates technical training Agencywide.

4. Has Agencywide responsibility for common needs and general skills training, including related developmental activities for nonsupervisory personnel.

H. The Center for Educational Research and Evaluation (S7GJ).

1. Directs the design, development, implementation and evaluation of Title XVI program/technical training for SSA components, including entry-level and advanced program, systems-user and computer technology training and other technical training to meet the needs of SSA components Agencywide.

2. Develops guidelines and procedures to determine technical training needs, and reviews and evaluates technical training

Agencywide.

- 3. Engages in applied research and development efforts associated with training and development programs administered by the center. Provides ongoing consultative assistance and support to SSA components, including training needs identification and program design. Monitors and evaluates Agency training and developmental activities to ensure desired results and effects of non-technical training provided to the Agency's employees. Fosters and maintains effective communications with appropriate internal and external organizations to ensure positive results relative to Agency objectives, policy directives, new initiatives, inservice training needs,
- 4. Develops guidelines and procedures to determine technical training needs for Title XVI training