



OFFICE OF INSPECTOR GENERAL | UNITED STATES POSTAL SERVICE

Diversity, Equity, and Inclusion Report Card for Fiscal Year 2021



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A Message From Our Chief Diversity Officer

These last two years have been a historic period for our nation that has challenged us all in ways we never imagined. Last year, as we were faced with the pandemic and the increased attention brought to long-existing social inequalities, we committed to listening, learning, and acting to make the OIG an inclusive workplace, where all are seen, heard, and valued. For our impact to match our ambition, we must challenge ourselves to reimagine our approach to our work and workforce.

As the first Chief Diversity Officer here at the OIG, I am determined to do what it takes to enhance diversity, equity, and inclusion (DEI) in all facets of the OIG. We will focus on recruiting and hiring diverse talent, ensuring equitable opportunities in training and promotions for all, instituting DEI policies, increasing awareness around social justice issues, cultivating a workforce that reflects the communities we serve, and building an inclusive culture at the OIG. Over the coming years, we expect to be held accountable not just for our words but also for our actions and results.

This first annual report summarizes what we've accomplished this year and serves as a blueprint for how we will continue to improve upon our DEI efforts in the future. Fostering a culture that supports diversity, equity, and inclusion within an organization does not come with a playbook. Finding the right formula for success takes a real commitment from every person here at the OIG. Our journey has taught us an invaluable lesson: DEI is in everyone's interest, and therefore everyone can make a difference.

I am pleased to provide the OIG staff with our first annual Diversity, Equity, and Inclusion Report Card. I would like to thank the IDEA Council for driving our impactful DEI efforts over this past year, many of which are highlighted in this report.

Diversity and inclusion is not a destination — it is a journey. And I'm excited for you all to join me. I am encouraged and inspired by your support and engagement in this space so far. There is work to be done.



Lisa Martin

General Counsel & Chief Diversity Officer
OGC-Office of General Counsel

Introduction

In June 2020, Inspector General Whitcomb, on behalf of herself and the executive leadership team (ELT), committed to listening, learning, and acting to ensure an inclusive workplace. The OIG named 11 employees from the OIG's seven components, representing a diverse spectrum of functional areas, to a Council that became known as the Inclusion, Diversity, Equity, and Awareness Council (IDEA Council).

Beginning in early FY 2021, the OIG embarked on a journey to increase focus on diversity and inclusion across the organization. Building upon existing foundations, we worked with the Raben Group — a national public affairs and strategic communications firm that specializes in workplace diversity, equity, and inclusion. We tasked the Raben Group with systematically reviewing the current state of the agency, providing an assessment of the OIG's Diversity, Equity and Inclusion (DEI) efforts, identifying opportunities, and providing suggestions relating to DEI.

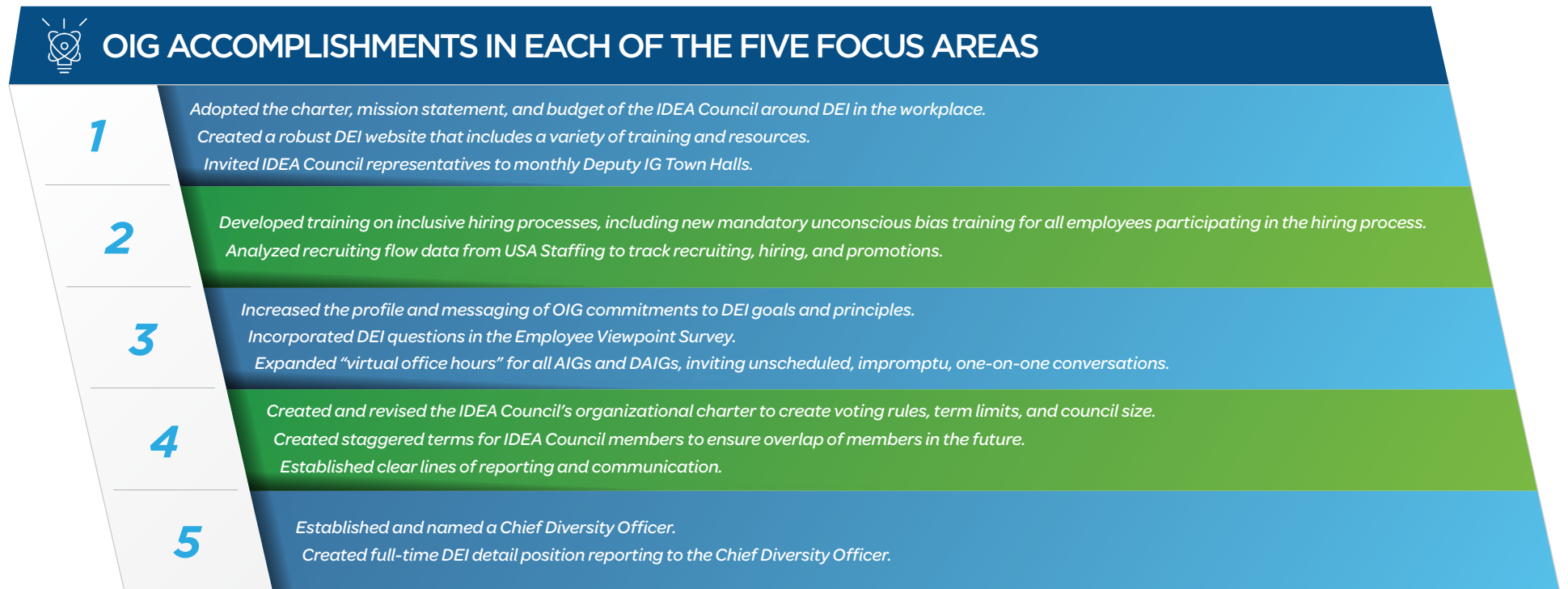
The executive leadership team, committed to listening, learning, and acting to ensure an inclusive workplace.

The Raben Group's suggestions resulting from their three-month assessment fell into the following five focus areas:

- 1. Developing and Operationalizing an Overarching Mission, Vision, and Values Around DEI and Culture at OIG*
- 2. Improving Hiring, Promotions, and Internal Advancement*
- 3. Improving Perceptions Around How Senior Leaders Live Values of Internal Communication, Trust, and Transparency*
- 4. Expanding IDEA Council's Structure and Function*
- 5. Creating and Implementing a Diversity, Equity, Inclusion Staff Position at the OIG*

During this last year, the ELT and the IDEA Council reflected on the Raben Group's findings, explored opportunities, and took steps to address their suggestions. In the chart below, we highlight some of our accomplishments in each of the five focus areas.

We recognize that there are still some areas in need of improvement and are working with the appropriate components and teams to address these areas.



Other DEI Accomplishments

In addition to addressing the Raben's Group suggestions, we also want to share some of our other work in the DEI space that may not necessarily fall into one of the five focus areas. These initiatives listed below are key in our DEI journey.



Formation of the IDEA Council

Increased diversity awareness across the OIG through events and activities.

- *Sponsored 11 DEI related events through September 2021.*
- *Held e3 coffee shop DEI discussions.*
- *Shared OIGNEWSLINK awareness articles, quizzes, and resources monthly.*
- *Conducted component visits (OI, OA, RISC, OGC, and MS).*
- *Participated in OIG townhalls to talk about DEI.*
- *Celebrated first IDEA Week, the anniversary of the creation of the IDEA Council, with daily "lunch and learn" events.*

Contribute to the CIGIE DEI working group; assisting the OIG community with DEI and engagement efforts.

Create an OIG language repository, creating a source to find multi-lingual staff capabilities.

Create Affinity Groups.

By the Numbers: Workforce Diversity

Sharing our DEI data for the first time is a significant milestone in our journey. Our demographic data spans four dimensions of diversity, including race, ethnicity, gender, and disability status. The data helps us tackle problems and identify opportunities across the OIG, including how we support our people. We are committed to holding ourselves accountable as we set goals for improvement and track our progress over time.

Our Workforce

The first step in our journey is to be transparent about where we stand in our workforce and our progress. The information in this section provides a snapshot of our demographics, including race, ethnicity, gender, and disability status. Our goal is to ensure our workforce reflects the society in which it lives. We're headed in the right direction, but there's more work to do.

Understanding Race and Ethnicity

Before we share our demographic snapshot, we thought it would be important to explain the difference between [race](#) and [ethnicity](#). In this report, we use the U.S. Census Bureau's definitions of race and ethnicity to provide clarity between the two.

We separated race and ethnicity to better represent our staff's identities and to acknowledge that race and ethnicity are independent of each other. We continue to broaden our understanding of race and ethnicity and are looking for ways to provide a more accurate depiction of our staff's racial and ethnic identities.

2020 Census Findings on Race and Ethnicity

The U.S. Census Bureau released its 2020 data on August 12, 2021. As you may already be aware, for the first time, the U.S. Census Bureau used two separate questions (one for Hispanic or Latino origin and one for race) to collect the race and ethnicities of the U.S. population in the 2020 Census. We are currently reviewing the data and recognize the importance of this information, and how it will provide us with a better understanding of the racial and ethnic composition of the U.S. population.

In the last decade our country grew into a more diverse and multiracial population than ever before. We will make necessary adjustments in next year's report to provide a thorough and accurate depiction of individuals' self-identification.

Learn more about the data from the 2020 Census [here](#).

Note: The 2020 Census counted every person living in the United States and the five U.S. territories. It marked the 24th Census in U.S. history and the first time that households were invited to respond to the census online¹.

¹ The 2020 Census counted every person living in the United States and the five U.S. territories. It marked the 24th Census in U.S. history and the first time that households were invited to respond to the census online. [2020 Census](#)

Our goal is to ensure our workforce reflects the society in which it lives.

Workforce Comparison

A review of our demographic data for the OIG workforce, which is made up of more than a thousand employees, provides a starting point to identify what's working well and where we can do better. Looking at data on a nationwide basis is just a starting point, as our goal is to ensure that each component and office is a reflection of our increasingly diverse country.

**This section is based on voluntary employee self-identification. Percentages may not sum to 100 due to rounding and some staff have declined to disclose their information. It includes regular, full-time employees who were active or on leave as of the effective date. Leadership includes deputies and above.*

Comparing Workforces

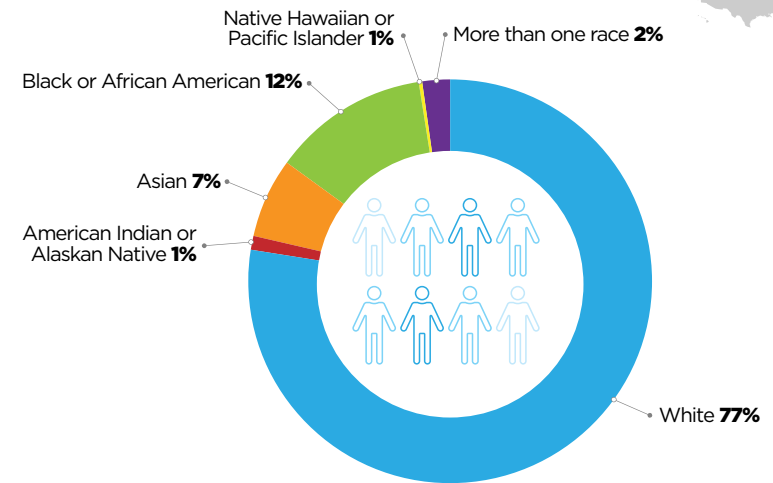
We compared the OIG workforce to the National Civilian Labor Workforce (CLF) demographics from the U.S. Bureau of Labor Statistics' (BLS) 2019 Labor Force Report,² to show how we compare nationally. To the right is a snapshot of that comparison of people 16 years of age and older that make up the labor force. Please note that we intentionally used a 2019 data report to show a more authentic representation of the labor force before the COVID-19 pandemic.

By race, whites made up the majority of the CLF (77 percent). Black or African Americans and Asians constituted an additional 13 percent and 6 percent, respectively. American Indian and Alaska Natives made up 1 percent of the labor force, while Native Hawaiians and Other Pacific Islanders accounted for less than 1 percent. People of Two or More Races made up 2 percent of the CLF.

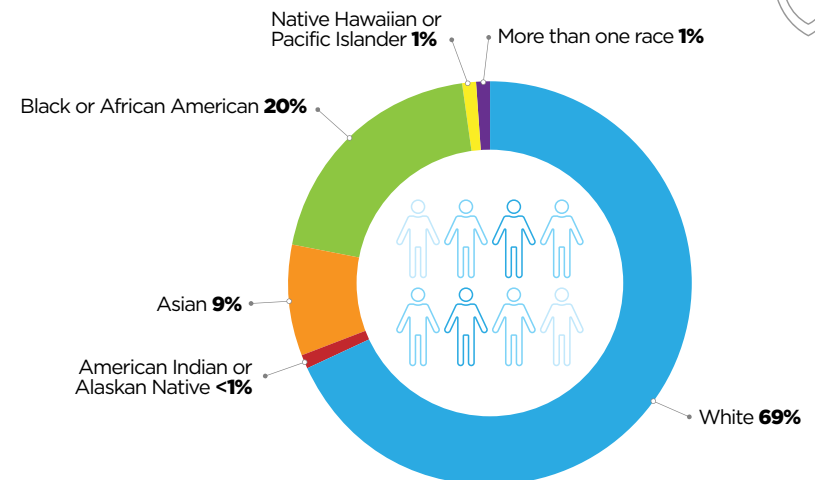
When we compare ourselves to the CLF data, the OIG exceeds the CLF in Black or African American, and Native Hawaiian/Pacific Islander groups.

In the OIG, people of Hispanic or Latino ethnicity currently make up almost 11 percent of the OIG workforce. In the civilian workforce, as of FY 2019, this population made up 18 percent of the labor force.

National Civilian Labor Workforce (2019)



OIG Workforce



² Labor force characteristics by race and ethnicity, 2019 : BLS Reports: U.S. Bureau of Labor Statistics

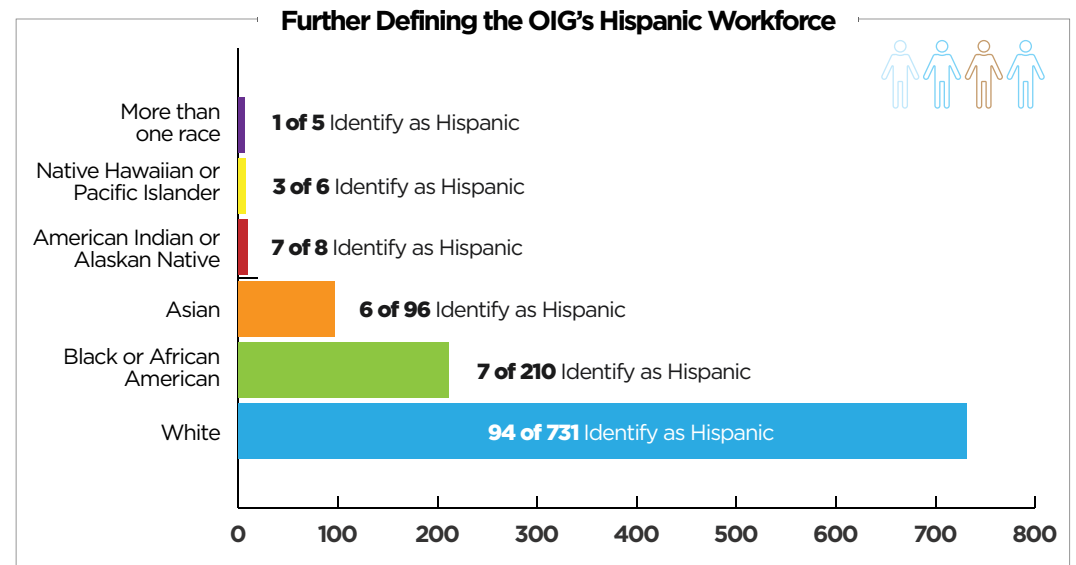
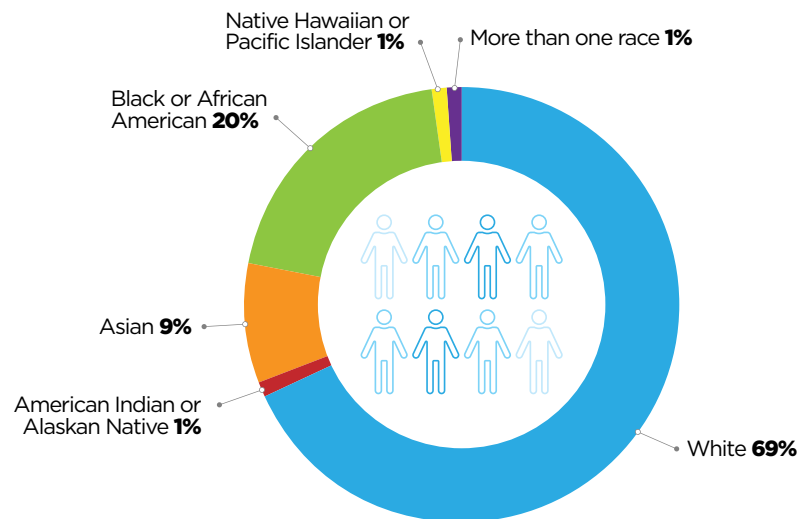
OIG Workforce

When analyzing the entire OIG workforce, there has not been any significant changes in composition for race or ethnicity over the past year, so we are only showing data for 2021.

Please note that for each category, a subset identifies as Hispanic. Currently, our workforce composition is almost 70 percent White, which includes those

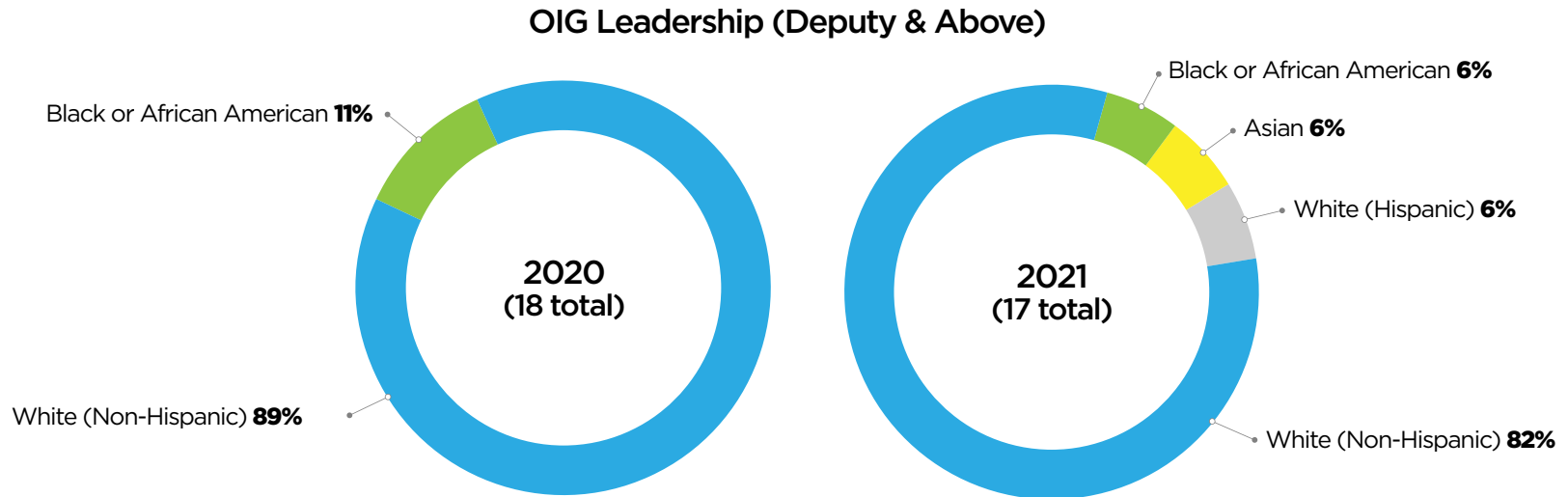
individuals that identify as White-Hispanic, almost 20 percent Black or African American, including those individuals that identify as Black-Hispanic, 9 percent Asian, and less than 1 percent American Indian/Alaska Native, Native American or Other Pacific Islander, and more than one race.

When analyzing the entire OIG workforce, there has not been any significant changes in composition for race or ethnicity over the past year.



OIG Leadership (Deputies and Above)

Over the past year, we have increased the diversity of our leadership, though White – non-Hispanic representation in senior leadership continues to exceed the national civilian labor force.



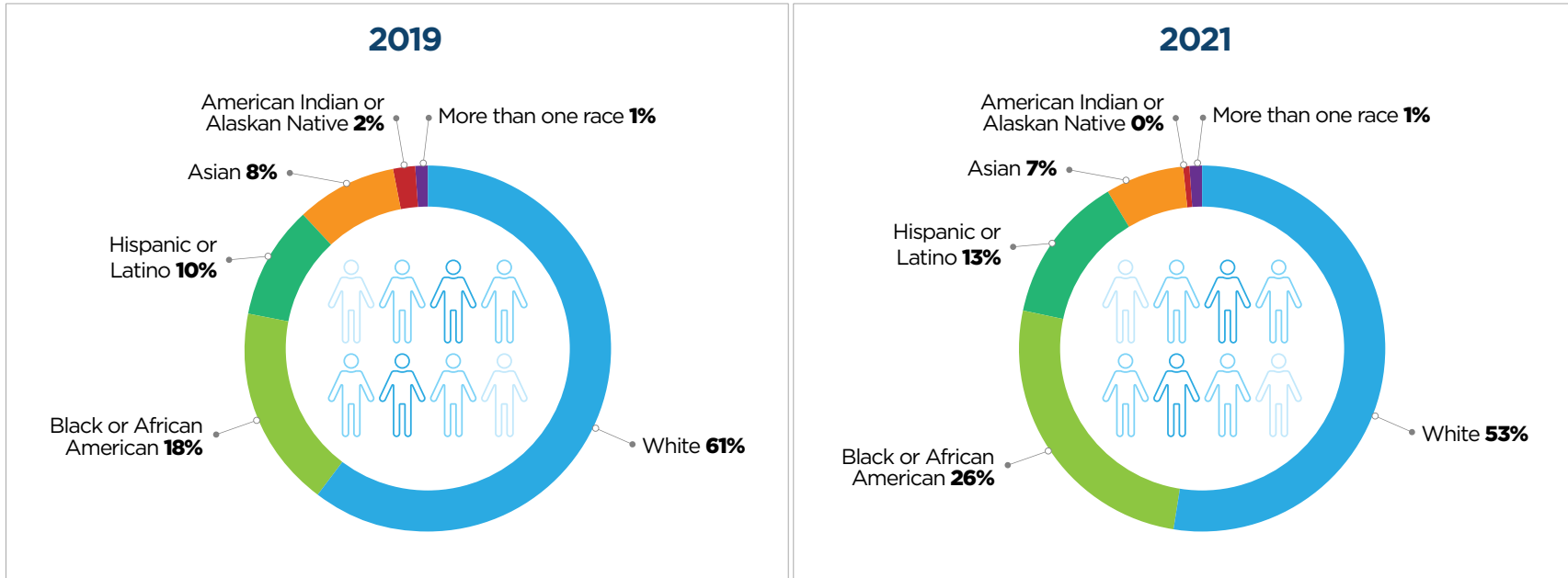
Recruiting

Building on our past efforts, we are committed to increasing the diversity of new hires year-over-year. To help accomplish our goal, recruitment and retention efforts will be a primary focus. We plan to continue to expand our efforts in participating in recruitment outreach events at historically black colleges and universities and other minority servicing institutions, disability conferences, and veterans' events. Until the applicant pool for open positions looks more like the communities we serve, we need to meet applicants from diverse backgrounds where they are.

We are committed to increasing the diversity of new hires year-over-year.

So far in 2021, around 47 percent of new hires were people from minority groups, including Black or African American, Asian, American Indian or Alaska Native, those who identified as two or more races, and those who identify as Hispanic or Latino. This is an 8 percent increase from 2019 when minorities represented only around 38 percent of our workforce.

Diversity of New OIG Hires Has Increased

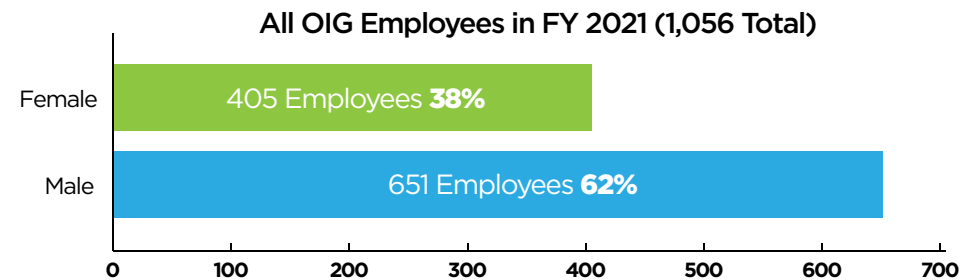


Note: Unlike the rest of this report, this graphic shows Hispanic or Latino broken out separately because that is how the data is reported.

Gender

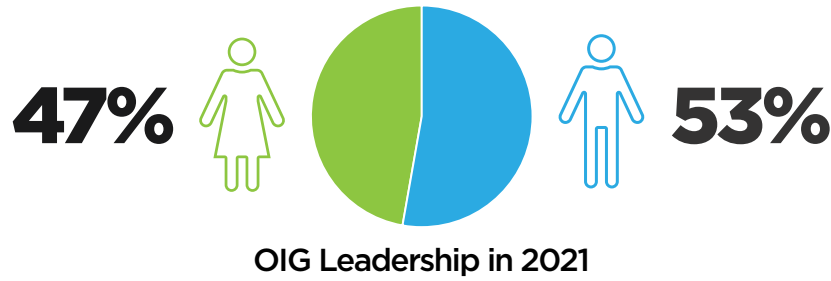
OIG Workforce

Gender is another area where there has not been significant change in composition over the past year when looking at the entire OIG workforce. In FY 2020, females accounted for 38 percent of our organization. This is below the CLF composition of 47 percent women.



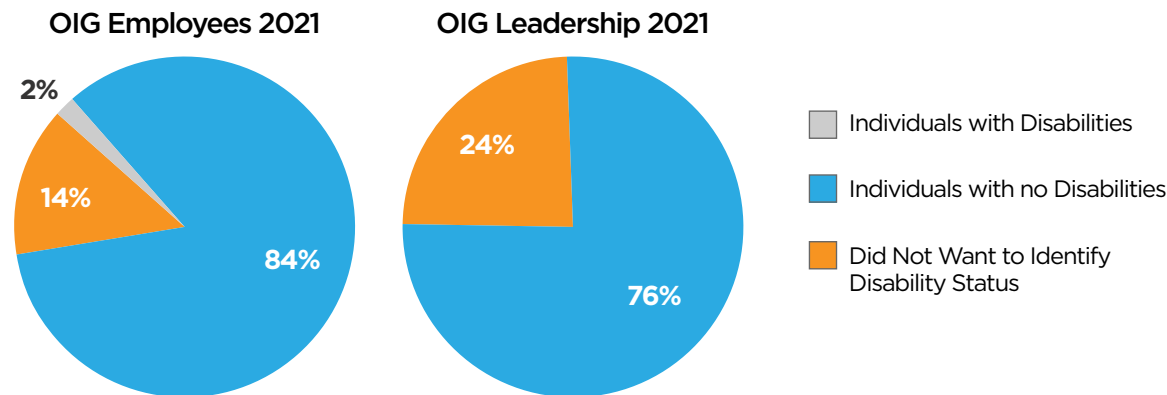
OIG Leadership (Deputies and Above)

Almost half of the OIG leadership is female. This is higher than the overall workforce composition of 38 percent and is in line with the CLF.



People with Disabilities

About two percent of employees, including OIG leadership, report having a disability. These include mobility issues, cognitive impairments, and vision and hearing impairments.




Where's the Data for Other Groups in the OIG?


We know the metrics provided in this report are incomplete. Everyone brings their own diversity to the OIG. This report provides visibility to the reliable data we have based on employees' voluntary self-identification, but it doesn't reflect the full diversity of our workforce. We aim to continue to gather even more credible data to eventually share additional metrics, such as LGBTQ+ and gender identity, in future reports.


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Step by Step: Our DEI Journey


Because our journey is ongoing, we’re working on addressing our representation gaps to continue to build an inclusive culture. Starting with FY2022, we have established DEI strategic goals we strive to achieve within the next three years. These goals include:

- 

Goal 1
Grow Leadership Engagement in Diversity, Equity, and Inclusion
- 

Goal 2
Cultivate and Support an Inclusive Culture
- 

Goal 3
Attract and Develop a Diverse Workforce



We have already started taking steps towards meeting these goals. Below you will see some of our ongoing work and tasks we plan to accomplish in this fiscal year.

Goal 1	Goal 2	Goal 3
<ul style="list-style-type: none"> ✓ Deputy IG and other leadership to host virtual office hours to provide one-on-one opportunities to discuss employee issues including DEI. ✓ Deputy IG to meet with the IDEA Council monthly; IG quarterly. 🔄 Survey leadership on the qualities they consider in promotions and share this information with all employees. 🔄 Host open, balanced, and non-defensive discussions (townhalls, roundtables, and small group discussions) on issues related to DEI. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> ✓ refers to ongoing work 🔄 refers to completed tasks </div>	<ul style="list-style-type: none"> ✓ Incorporated DEI into OIG’s core value of “Respect.” 🔄 Provide ongoing individual DEI training for IDEA Council members. 🔄 Complete and deploy a mentoring program. 🔄 Develop and catalog DEI recommended trainings for OIG staff. 	<ul style="list-style-type: none"> 🔄 Conduct and present results of analysis of applicant data, with focus on diversity, PES performance, and subsequent promotion rates. 🔄 Update and present diversity and on-boarding dashboards. 🔄 Conduct benchmarking across OIGs and federal agencies regarding DEI best practices. 🔄 Provide career development training for OIG staff. 🔄 Strive to post job announcements, including specialist and management positions, internally — and if appropriate, externally — to promote diversity and encourage open and fair competition. 🔄 Strategically recruit from all segments of society to draw a diverse candidate pool including those who are underrepresented. 🔄 Engage in initiatives to support inclusion and retention efforts within the OIG. 🔄 Participate in recruitment outreach events at historically black colleges and universities and other minority servicing institutions, disability conferences, and veterans’ events.

The Road Ahead

Remember, creating a diverse and inclusive workplace is a journey — not a project we can mark as complete. As our society continues to evolve, so will our workplace.



Looking back to where we started, the executive leadership team is proud of all the work we have accomplished so far. We will continue to work to create an inclusive culture at the OIG, ensuring that diversity and equity are embedded into our everyday work, lives, and mission.

Thank you for your continued support and engagement and I am excited to see the progress we will make together. We won't stop until each of us at the OIG feels as though they are heard, seen, included, treated equitably, and respected. We **all** belong.

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