



OFFICE OF INSPECTOR GENERAL | UNITED STATES POSTAL SERVICE

Diversity, Equity, and Inclusion Annual Report Fiscal Year 2022



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A Message From Our Chief Diversity Officer

When I became the Chief Diversity Officer for the Postal Service Office of Inspector General, I knew we had work to do, but I also knew it was important work that needed to be done. Taking steps to ensure diversity, equity and inclusion is important for the success of the agency, as well as the happiness and engagement of our employees. And I'm so proud of how our organization is working to meet the challenge.

Last year, we laid out three main goals for our DE&I efforts — grow leadership commitment to diversity, equity, and inclusion; cultivate and support an inclusive culture — and last but certainly not least — attract and develop a diverse workforce. As we release our second annual DE&I Scorecard, I'm happy to announce that we have made great progress on each of these three goals.

- We have successfully launched internal programs designed to promote DE&I principles across the organization.
- We have offered, encouraged, and required our employees to choose from a wide variety of DE&I training options, as well as hosted around 30 events designed to remove organizational silos.
- We have implemented numerous policies to ensure everyone in our organization is aware of career opportunities, as well as taken steps to ensure complete transparency when hiring decisions are made.
- We have also taken measures to ensure we attract and recruit from a diverse field of candidates.

I hope you will take time to read about these and more of our DE&I successes, in our FY 2022 DE&I Scorecard. I would like to take a moment to thank our entire agency for everything they have done to encourage and promote a diverse, equitable, and inclusive environment.

While I am so proud of the progress we have made, I also need to acknowledge that our DE&I efforts will never fully be done. As I have said before, DE&I is a journey, not a destination. Our DE&I goals and strategy will need to continue to evolve over time. Our agency is committed to this long journey, and I look forward to seeing our progress over time.



Lisa Martin

Chief Diversity Officer & Deputy
Inspector General

Introduction

In June 2020, Inspector General Tammy Whitcomb Hull, on behalf of herself and the executive leadership team (ELT), committed to listening, learning, and acting to ensure an inclusive workplace. Since then, we have worked to develop and implement a strategic vision for the OIG, where DE&I informs and infuses all our work and personal interactions.

In FY 2022, we focused our efforts on education and training of our employees on DE&I topics, with an emphasis on creating and maintaining an inclusive workplace culture. While we are so proud of the progress we have made, our DE&I efforts will never fully be done.

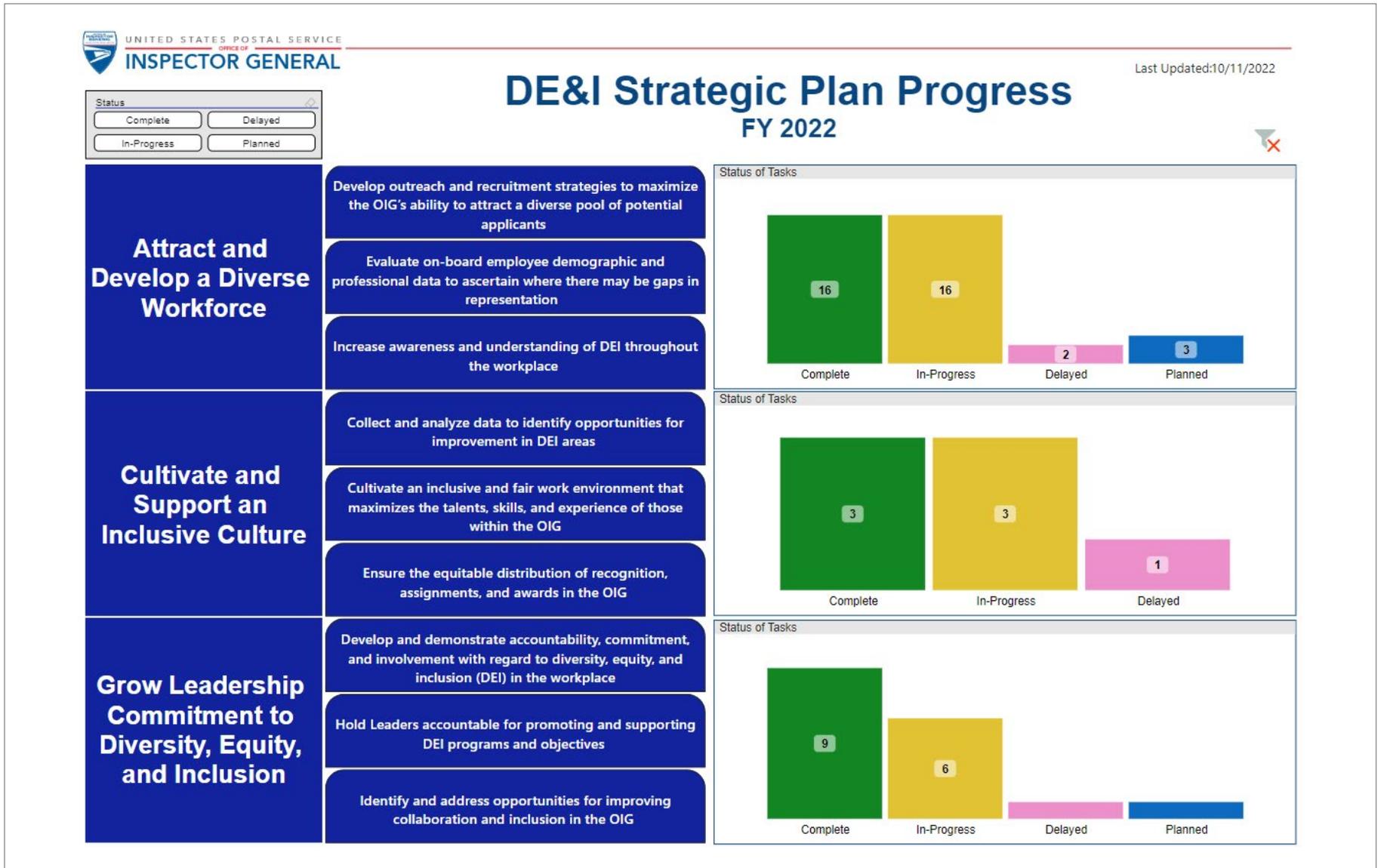
Our DE&I goals and strategy will continue to evolve. Our agency is committed to this long journey, and we look forward to seeing our progress over time.

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



DE&I Accomplishments

Last year, we published our 3-year strategic plan and launched a Strategic Plan Dashboard to help us all track our progress towards those goals. We'll summarize our progress here, but you can keep up to date on progress using the dashboard.



 ACCOMPLISHED

Goal: Attract and Develop a Diverse Workforce

- We are offering more town halls and encouraging more round table discussions/small group discussions to interact with employees and learn from each other's diverse backgrounds
- We have doubled down on increasing participation in career fairs and recruitment events at our colleges and universities to attract diverse entry level candidates and we are seeing the results of this in our statistics for new hires where we have increased the diversity of our new hires
- We have surveyed leadership on the qualities they consider in promotions and shared this information with employees.
- We hosted open balanced, and non-defensive discussions (townhalls, roundtables, and small group discussions) on issues related to DE&I.

Goal: Cultivate and Support an Inclusive Culture

- We have improved communications and opportunities for advancement of their careers through TOPS job announcements, NLDP, and hiring/promotional boards by convening hiring panels from various components to review and interview applicants with transparency in communicating when people are selected for our coveted positions.
- We are providing leaders and employees with more DE&I data and tools to be able to effectively monitor and recognize achievements of the agency and places we need to focus more on ultimately leading to a more inclusive environment
- We are collecting and analyzing OPM EVS results as well as internal surveys of our employees such as retention and job satisfaction all in efforts to understand our employees and create positive change
- We have engaged our leadership teams to promote and execute DE&I trainings and are 90% complete as an agency so get those trainings completed and let's achieve 100%!!!
- We have provided and will continue to provide individual and group DE&I training to our IDEA Council members.
- We have successfully launched a mentoring program, with more than 100 active participants.
- We have developed and cataloged DE&I recommended trainings for OIG staff to ensure we can continue to deliver valuable, usable content for the inclusive growth of our organization.

Goal: Grow Leadership Commitment to Diversity, Equity, and Inclusion

- We launched the mentorship application with DE&I principles and skills listed as a professional quality with 118 employees who have built their profiles and 35 active mentor/mentee matches
- We have reduced some of our organizational siloes that lead to exclusive cultures with more than 17 DE&I presentations, 9 events hosted by our IDEA Council, and with 3 book clubs
- We have made available, and continue to analyze, applicant data, with a focus on diversity, PES performance, and subsequent promotion rates.
- We have made available career development training for all OIG staff, and continue to work to enhance all aspects of our training and talent development.
- We posted job announcements, including specialist and management positions, internally – and appropriate, externally – to promote diversity, and encourage open and fair competition.
- We continue to promote cross-component and all OIG initiatives promoting inclusion, retention, equity and wellness.

Training

In FY 2022, we created a DE&I training goal, requiring all OIG employees to take at least 1 hour of DE&I Training. Managers and Directors had a 4-hour goal, and Executives had an 8-hour goal. I'm pleased to say that we were 99.95% successful on this goal, with only a very few people unable to complete the training. The goal put DE&I on everyone's radar, infusing so much of our work with DE&I principles. Not everyone is in the same place on DE&I, but we are starting, and in many cases continuing, an important dialogue. We will continue this commitment to training, and infusing the principles of diversity, equity, and inclusion into all our work, as we incorporate the training goal into our FY 2023 OIG-wide performance measures. Look at some of our other accomplishments below.

Employee Viewpoint Survey Inclusion Quotient

As an organization-wide goal, we adopted the achievement of an 85% positive rating on the Federal Employee Viewpoint Survey (EVS) Inclusion Quotient (IQ). The Inclusion Quotient contains 20 questions, used annually by OPM, in this government-wide survey. The IQ tracks employee sentiment around their level of inclusion and engagement in the workplace. Every year, we ask the entire workforce to participate in the survey and focus on the results. In Our FY 2021 survey, we had an IQ score of 83%. The FY 2022 survey, taken well before the end of FY 2022, showed a decline to 77%. Though disappointed with the direction of that score, we do anticipate an improvement next year. We will continue our focus on creating the diverse, equitable and inclusive organization we all deserve.

Here are some comments we received from our OIG employees on the EVS ...

"Our agency continues to communicate regularly with staff regarding topics of concern. The agency promotes diversity, fitness, mental health, and recognizes employees through various methods for good work, all while allowing a very strong flexible work life balance approach."

"The town halls, brown bags, and other events sponsored by the IDEA Council have been informative, helpful, and fun."

"The OIG has implemented an open-door policy that allows subordinates access to higher level management to express concerns which would not otherwise be available. It gives upper management to hear directly from the boots on the ground."

As we examined these comments, to include these excerpts from EVS results, we also launched an NLDP group project to assist our agency to identify retention and recruitment strategies for attracting and retaining our diverse and talented workforce.

By the Numbers: Workforce Diversity

Sharing our DE&I data 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.

One of our accomplishments this past year has been the creation of a DE&I Snapshot, available to all, with data updated each pay period. The Snapshot shows, at a high level, the demographics of our organization currently, and over time. This site is just a snapshot, but it can help to inform our current state, and the progress we are making to ensure a workforce that is a reflection of our nation.

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](#)¹ and [ethnicity](#).² 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.

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

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 online.

- ¹ The U.S. Census and Bureau collects race data in accordance with guidelines provided by OMB, and these data are based on self-identification. The racial categories included in the census questionnaire generally reflect a social definition of race recognized in this country and not an attempt to define race biologically, anthropologically, or genetically. In addition, it is recognized that the categories of the race item include racial and national origin or sociocultural groups. People may choose to report more than one race to indicate their racial mixture. People who identify their origin as Hispanic, Latino, or Spanish may be of any race.
- ² The U.S. Census Bureau adheres to the OMB definition of ethnicity. There are two minimum categories for ethnicity: Hispanic or Latino and Non-Hispanic or Latino. OMB considers race and Hispanic origin to be separate and distinct concepts. People who identify as Hispanic, Latino, or Spanish may be any race.

Workforce Comparison

A review of our demographic data for the OIG workforce,³ 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 reflects our increasingly diverse country.

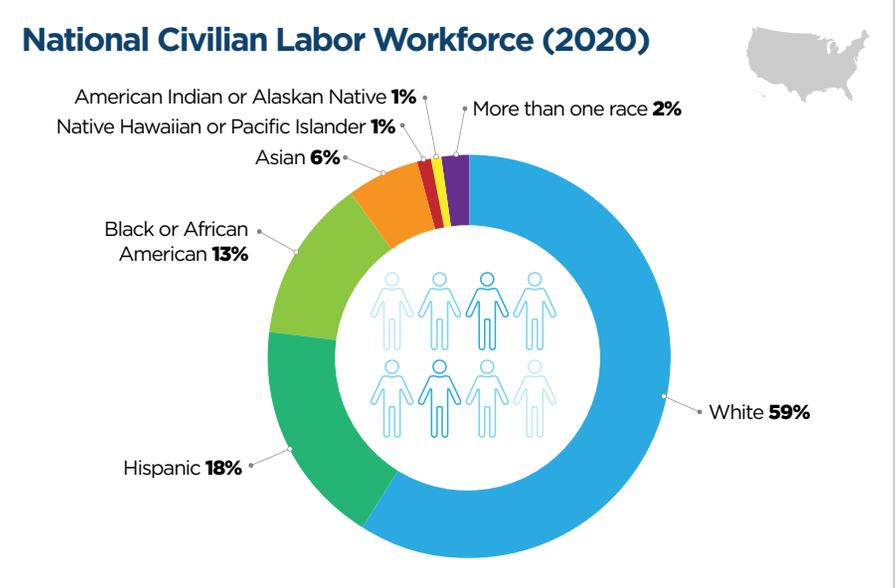
Comparing Workforces

We compared the OIG workforce to the National Civilian Labor Workforce (CLF) demographics from the U.S. Bureau of Labor Statistics' (BLS) 2020 Labor Force Report,⁴ to show how we compare nationally. Below is a snapshot of that comparison of people 16 years of age and older that make up the labor force.

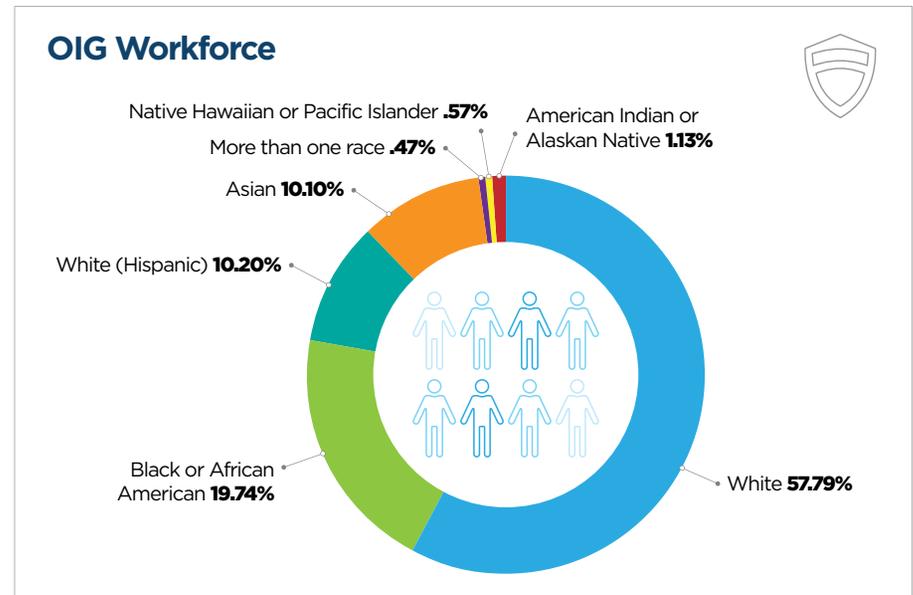
By race and ethnicity, non-Hispanic whites made up most of the CLF (59 percent). Black or African Americans and Asians constituted an additional 13 percent and 6 percent, respectively. American Indian and Alaska Natives made up 1 percent of the labor force, while Native Hawaiians and Other Pacific Islanders 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 Asian groups.

In the OIG, people of Hispanic or Latino ethnicity currently make up about 10 percent of the OIG workforce. In the civilian workforce, as of FY 2020, this population made up 18 percent of the labor force.



Source: 2020 U.S. Bureau of Labor Statistics



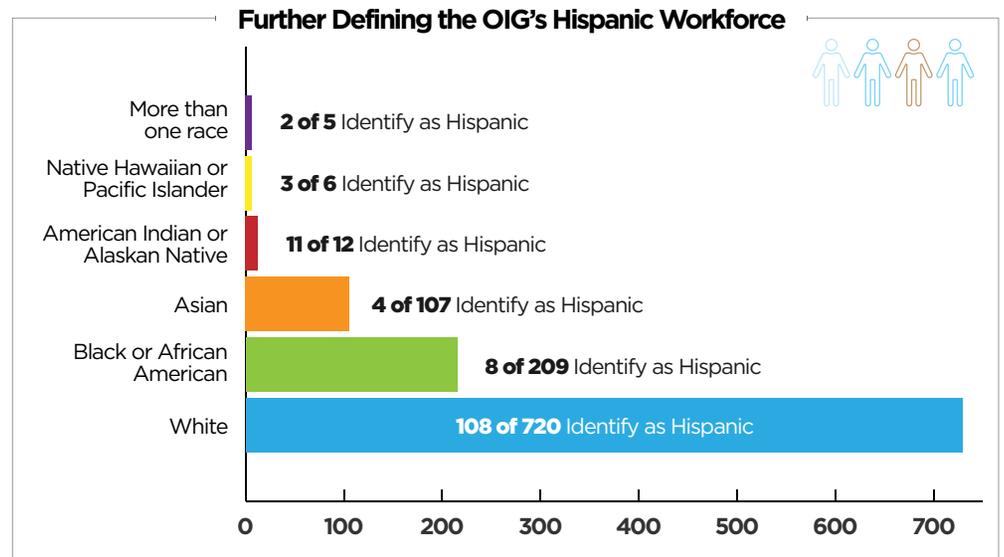
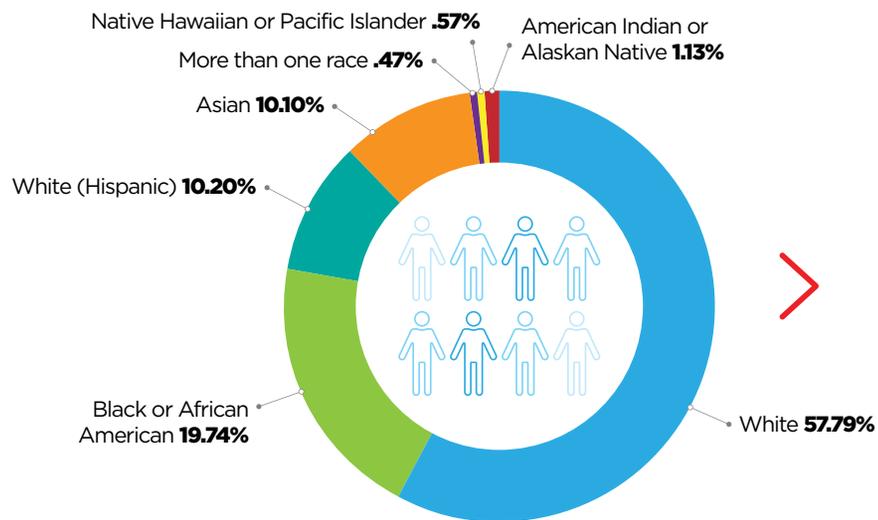
³ This section is based on voluntary employee self-identification. Percentages may not sum to 100 due to rounding and some staff have declined to disclose their information. It includes regular, full-time employees who were active or on leave as of the effective date. Leadership includes deputies and above.

⁴ Labor force characteristics by race and ethnicity, 2020 : BLS Reports: U.S. Bureau of Labor Statistics.

We analyzed the demographic data of the entire OIG workforce to compare the years FY 2020 - FY 2022 to show the changes that have occurred over the past years.

OIG Workforce Overall

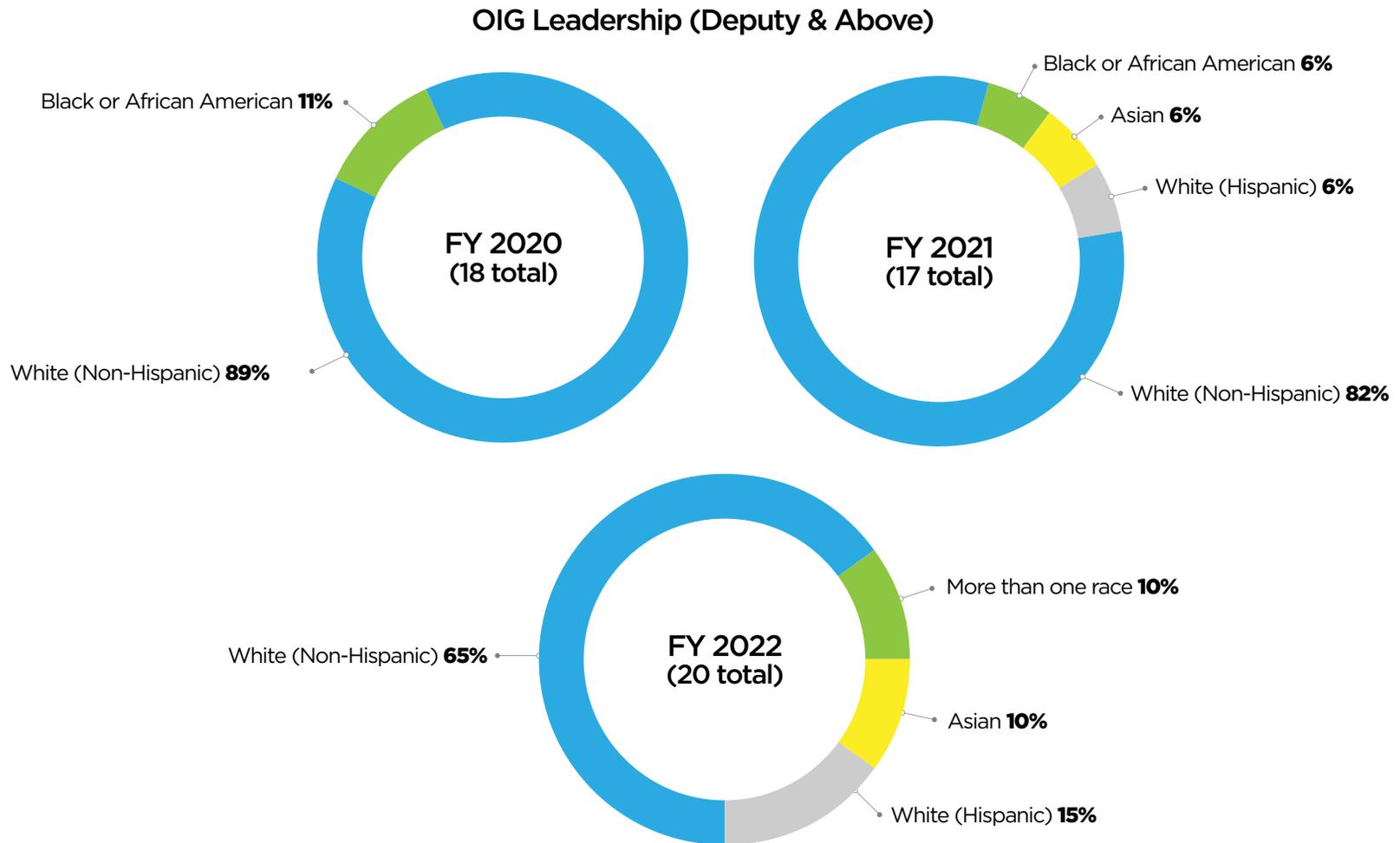
Race



Please note that for each category above, 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.

OIG Leadership (deputies and above)

Over the past year, we have increased the diversity of our leadership, going from 18% in FY21 to 35% people of color in FY22. However, White (Non-Hispanic) representation in senior leadership, at 65%, continues to exceed the national civilian labor force, where 41% are people of color.

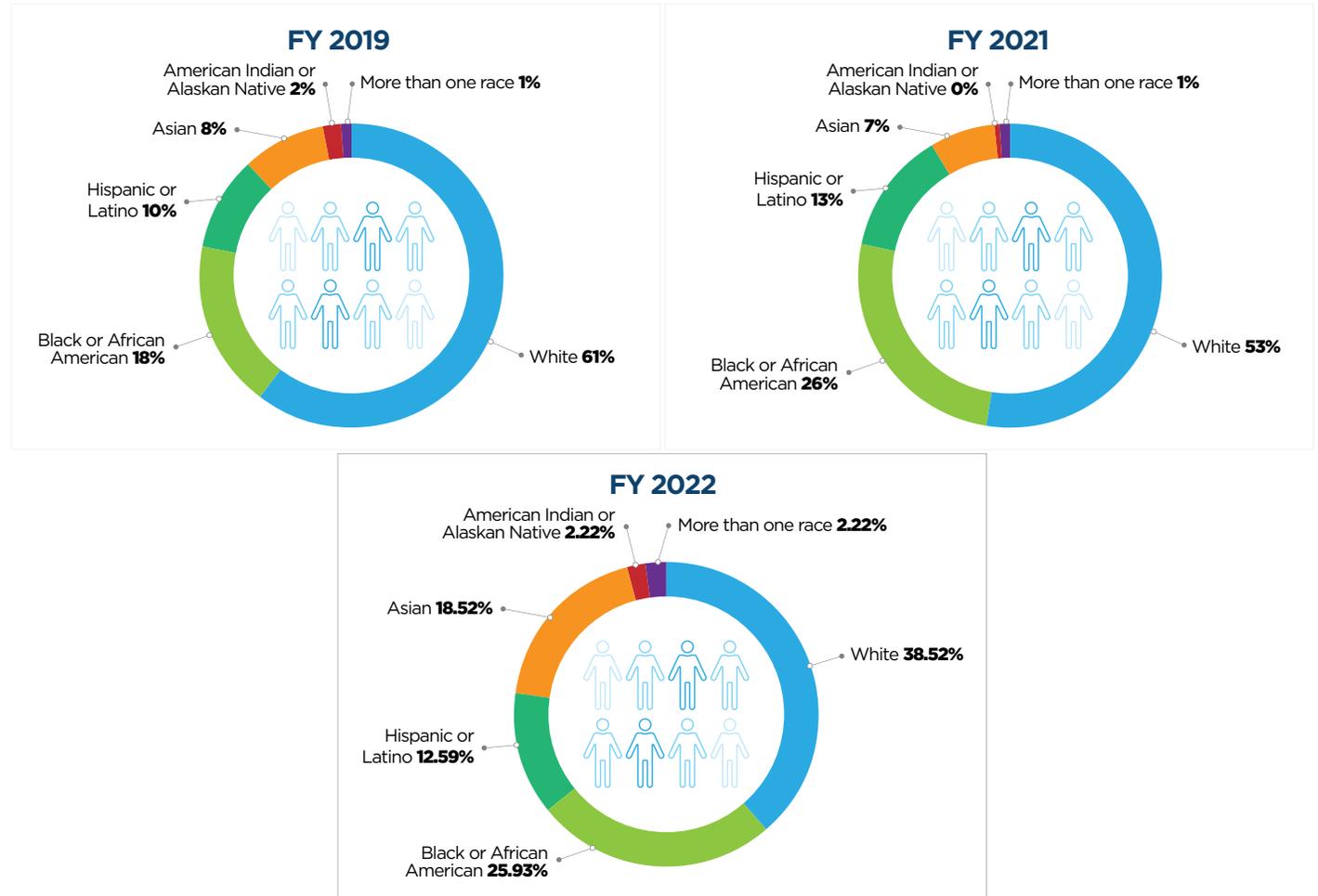


Recruiting

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. To work towards an applicant pool for open positions that looks like the communities we serve, we need to meet applicants from diverse backgrounds where they are.

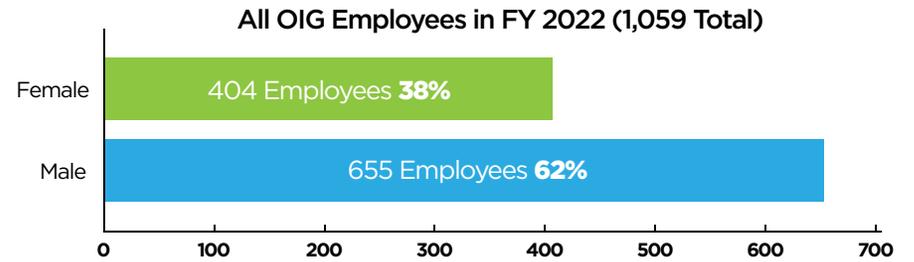
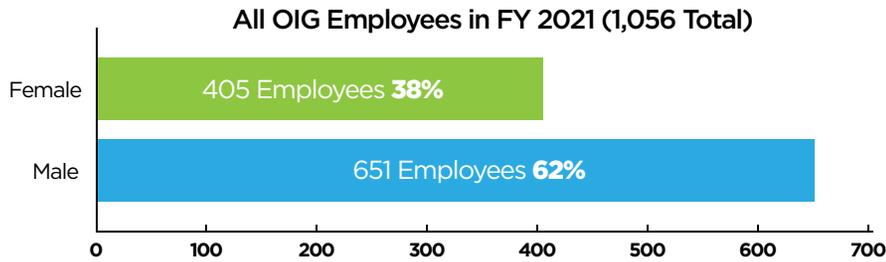
So far in 2022, around 61 percent of new hires were people from minority groups, including Black or African American, Asian, American Indian, or Alaska Native, those who identified as two or more races, and those who identify as Hispanic or Latino. This is a 14-percentage point increase from 2021, when minorities represented around 48 percent of our new hires.

Diversity of New OIG Hires Has Increased



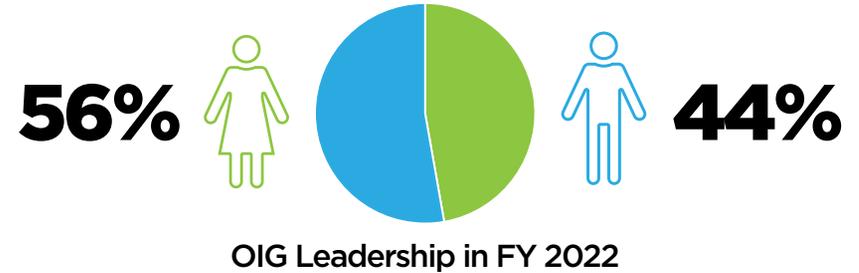
Note: Unlike the rest of this report, this graphic shows Hispanic or Latino broken out separately because that is how the data is reported.

Gender



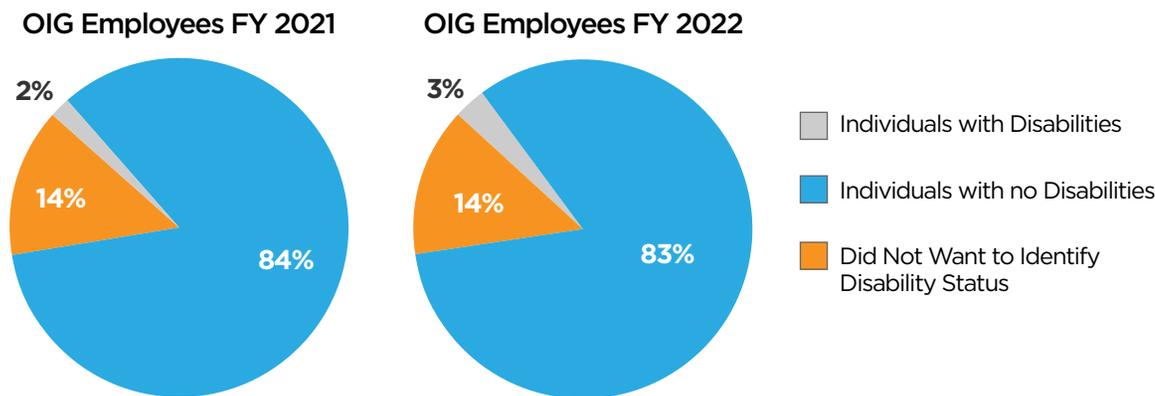
Gender is an area where there has not been significant change in composition over the past year when looking at the entire OIG workforce. Females represent 38% of our workforce, taking all levels into account, while the CLF reports 47% females. Looking deeper into the data, a significantly higher percentage of males in the Office of Investigations accounts for much of this disparity.

Gender and 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 DE&I Journey

Because our journey is ongoing, we're working on addressing our representation gaps to continue to build an inclusive culture. Beginning in FY 2021 and continuing the work in FY 2022, we have established DE&I 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"> ■ Update diversity dashboards to uniform platform and presentation. ■ Create, announce, and annually present OIG DE&I award(s) at the OIG Awards Ceremony. ■ Create a roadmap of courses/trainings w/ electives (Identify a required, uniform DE&I training program for employees, leaders and executives for FY 2023) 	<ul style="list-style-type: none"> ■ Engage with and collect input from employees on DE&I issues and sponsor working groups to identify opportunities for improvement. ■ Continuously evaluate programs and processes to identify barriers that reduce inclusivity, participation, and employee development. ■ Expand access to internal and external leadership development training. 	<ul style="list-style-type: none"> ■ Update and present diversity and on-boarding dashboards. ■ Conduct benchmarking across OIGs and federal agencies regarding DE&I best practices. ■ Strategically recruit from all segments of society to draw a diverse candidate pool including those who are underrepresented. ■ 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.



FY 2022 has continued to be a challenging year in many ways, but we are beginning to see some of the fruits of our DE&I commitment. We look forward to continued progress as we incorporate DE&I principles into our work, making for a better workplace producing better results.

Looking back to where we started, the executive leadership team is proud of all the work we accomplished thus far. We will continue 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 the progress we will make together. We won't stop until we **all** belong.

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