

Focus Group Questions Session 2 September 10, 2019

Introductions

1. Please introduce yourself by giving your agency name, title, role that you play in conflict case processing, and telling us approximately how many conflict cases your agency handles each year.

Processing Conflict Cases

2. Does your office have designated employees who process conflict cases?
3. What struggles do you have in processing conflict cases?
4. What mistakes have you made, or seen made, in processing these cases?
5. What would you like to see from EEOC in our Report?
6. How does your office track conflict cases?
7. Who do you think should have access to conflict cases?
8. If a complainant claims to have a conflict case that is not truly a conflict (ex. they accuse your office of being biased), have you ever processed it as if it were a conflict case? Why or why not?
9. If you have an Agency policy, administrative order, or an SOP, can you please email a copy to us at the conflict survey e-mail box, conflict.survey@eoc.gov if you have not already done so?
10. Are there any additional comments you would like to make before we end this call?
11. Thank you for your time and participation! It is greatly appreciated especially at this busy time of year.