

NATIONAL COUNCIL OF EEOC LOCALS, NO. 216
Survey For Employees: Interfacing With The Pearson National Call Center (NCC)
July 2007

Conclusions of the Survey

The conclusion of the survey is that the NCC should be eliminated. The intent of the NCC was to save EEOC employees the time of answering calls, which they could then reinvest in other substantive responsibilities. However, the NCC merely turns calls into intake questionnaires. The questionnaires do not save time, because without proper direction, customers do not provide information relevant to support their claim and often check off bases and provide information irrelevant to the claim. The NCC process actually takes longer for the public and investigators, because an initial counseling session with experienced EEOC staff could have either resolved the issue in one step or resulted in the drafting of a charge. Now the NCC adds an extra layer to the process, as the public must first call/interview with the NCC, the NCC must mail a questionnaire, the caller must complete and mail the questionnaire, and the field office must recontact the caller, who must then be reinterviewed by EEOC staff. These second interviews often take more time because EEOC investigators have to correctly explain the charge filing process to frustrated callers, who were given inaccurate information from the NCC that they had a good case or believed that they already filed a charge when they submitted their questionnaires. The funding expended on the call center would be better spent ensuring adequate EEOC staffing and returning the calls to the EEOC.

Survey Method

The survey was posted on the Council 216 public website. EEOC employees were informed of its presence. The results contained in this summary and accompanying report were collected from the posting of the survey on July 3, 2007 through July 12, 2007. During this period 100 employees responded from 26 different EEOC field offices and Headquarters.

Survey Respondents

Of the persons responding, 70% were Investigators. The remaining were mostly Investigative Support Assistants, Office Automation Assistants and Administrative Judges. Thus, a marked majority of participants were investigators, who are the bulk of EEOC's workforce. Investigators are also most likely to interact with private sector employees needing to file a charge of discrimination.

Summary of Results

Employees rated their experience interfacing with the Pearson National Call Center pilot (NCC) on a scale of 1 to 5, 5 being best and 1 being worst:

- 76% of employees rated the experience unsatisfactory (either a 1 or 2).
- 45% of employees gave the lowest rating of 1.
- 1% graded the experience as a 5.

These ratings were consistent with the comments received.

Employees rated the level of assistance the NCC provides them:

- 71% employees responded that the number of calls they need to return has either stayed the same or increased, since the implementation of the NCC.

- 79% employees responded that their intake mail, including intake questionnaires and EAS forms initiated from the NCC, has increased.
- 67% of employees responded that they have no additional time or even less time to focus on their substantive job responsibilities since the implementation of the NCC.
- 65% of employees report that calls that come through the NCC take the same amount of time *or* more time when they go through the call center.

Employees rated the level of customer service the NCC provides the public:

- 77% of employees responded that the NCC does not improve customer service.
- 87% of employees responded that the NCC does not make the charge filing process more efficient.
- 82% of employees responded that the NCC is not adequately explaining the charge filing process to callers.
- 68% of employees report that callers complain about repeating their claims after already speaking to the NCC.
- 93% of employees responded that the public should be able to contact their local EEOC office directly.

Employees rated their experience with the intake questionnaires the NCC sends to potential charging parties following screening:

- 79% of employees report that the NCC is not adequately explaining the intake questionnaires to callers.
- 76% of employees report that potential charging parties are not providing adequate information relevant to their claims.
- 75% of employees report that potential charging parties are checking bases not relevant to their claims.

Comments of Survey Respondents

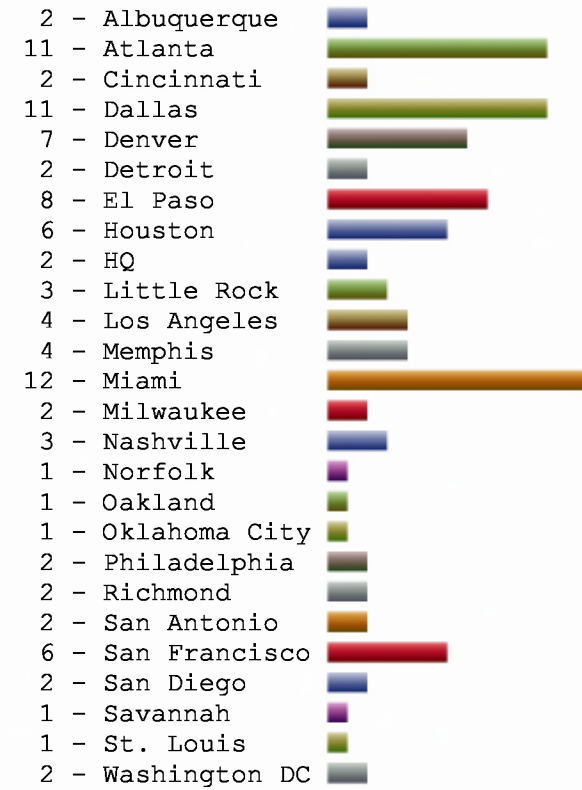
The most frequent comments to the survey can be summarized as:

- The NCC makes more work for EEOC employees.
- Calls have been turned into an overwhelming volume of intake questionnaires, which are of limited help, because CP's do not provide relevant information and have to be reinterviewed.
- The investigation of ongoing cases is backing up, because the NCC is creating so much unnecessary intake work for investigators and other staff.
- The NCC does not spend enough time with callers, provides inaccurate information, and sends out intake questionnaires even when the basis clearly is not covered by EEOC or Respondent has less than 15 employees.
- CP's have a false expectation/understanding after they have talked to the NCC and filled out a questionnaire that they have a good charge of discrimination. It takes time for the investigator to accurately explain the process and angers and frustrates the CP.
- The NCC adds an extra layer for the public.
- It would save time for the public and EEOC employees if callers could contact their local office.
- The call center should be eliminated and the funds invested in hiring adequate EEOC staff.

National Council of EEOC Locals, No. 216 Survey for Employees: Interfacing with the National Call Center (NCC)
July, 2007

1. Name:

2. Location:



3. I am an:



4. Grade:



5. Since the implementation of the NCC, has the number of calls you need to return, including following up on intake questionnaires and EAS forms:

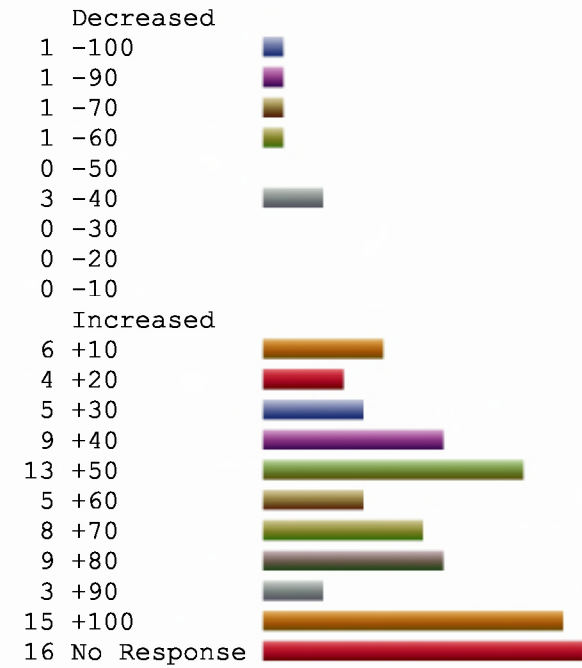




6. Since the implementation of the NCC, has your intake mail, including intake questionnaires and EAS forms:



7. Estimate the percentage:



8. Based on the intake questionnaires that you receive, do you believe that the NCC:

a. Is adequately explaining the intake questionnaires to callers?



b. Is adequately explaining basic filing requirements to callers?



c. Is adequately explaining the charge filing process?



9. Based on the intake questionnaires that you receive, overall, are potential charging parties:

a. Providing adequate information relevant to their claims?



b. Providing information not relevant to their claims?



- c. Checking bases not relevant to their claims?
 75 - Yes
 17 - No
 8 - No Response
10. If you have a problem or concern about the NCC/NCC Intake Questionnaires/EAS/Email from the call center, do you know who to contact?
 18 - Yes
 76 - No
 6 - No Response
11. When you speak to callers referred by the NCC or callers whose intake questionnaires were assigned to you, what has been the subject of the calls?
 (Check all that apply):
 38 - a. Caller was seeking general information regarding location, hours, or making an appointment.
 74 - b. Caller wanted to file a charge of discrimination.
 47 - c. Caller had a complex question that the NCC forwarded to EEOC for resolution.
 69 - d. Caller wanted to find out the status of a pending charge.
 46 - e. Caller wanted to resolve a problem with a pending charge.
 36 - f. Other
12. Does the NCC make the charge filing process more efficient?
 5 - Yes
 87 - No
 8 - No Response
13. Does the NCC improve customer service?
 15 - Yes
 77 - No
 8 - No Response
14. Describe any time savings that has resulted from callers initially contacting the NCC:
 9 - It saved me time that the caller initially contacted the NCC.
 17 - I don't know whether it saved me time that the caller initially contacted the NCC.
 26 - The call took the same amount of time that it would have taken if the caller had not initially called the call center.
 39 - The call took more time than it would have taken if the caller had not initially contacted the call center.
 1 - No Response
15. If callers have described the information they received from the NCC, how would you categorize the majority:
 8 - The caller was given information from the NCC that has proven to be accurate.
 50 - The caller was given information that I do not know yet whether it was accurate.
 31 - The caller was not given any useful information or assistance.
 11 - No Response
16. Describe the comments callers have related to you regarding their experience with the NCC and/or the NCC intake questionnaire:
 (Check all that apply):
 4 - a. Callers are pleased with the assistance/useful information they receive from the NCC.

- 27 - b. Callers complain about the assistance/lack of useful information they receive from NCC.
- 16 - c. Callers complain of length of time it takes to speak to a 'live' person at NCC.
- 19 - d. Callers complain of number of calls it takes to NCC to speak to a 'live person'.
- 68 - e. Callers complain about repeating their claims to you after already speaking to NCC.
- 19 - f. Callers complain about length, complexity, or time it took to complete questionnaire.
- 36 - g. Callers don't mention their experience with the NCC or the questionnaire.

17. Since the implementation of the NCC, how much more time, if any, do you have to focus on your substantive job responsibilities?

- 2 - I have much more additional time.
- 4 - I have a moderate amount of additional time.
- 9 - I have a little additional time.
- 25 - I have no additional time.
- 42 - I have less time.
- 11 - I have not noticed a difference in the time I have.
- 7 - No Response

18. Do you think that the public should be able to contact their local EEOC office directly?

- 93 - Yes
- 3 - No
- 4 - No Response

19. Comments/Details on your experience with the NCC and/or the NCC questionnaire:

20. On a scale of 1 to 5 please rate the performance of the NCC:

- Lowest
- 45 - 1
- 31 - 2
- 10 - 3
- 4 - 4
- 1 - 5
- Highest
- 9 - No Response

[Return To Homepage](#)

Appendix A
Summary of Survey Responses from Question 19:
Comments/Details on your experience with the NCC and/or the NCC Questionnaire
(Comments in courier font are direct quotes from survey respondents)

The NCC makes more work for EEOC employees.

The increase in mail inquiries is creating a workload that is not fair too our public.

NCC creates more work for limited EEOC staff and increases expectations of the callers.

We have seen an increase in additional work since the NCC was implemented. The PCP's are complaining more now than before the NCC.

I have to spend time responding to the call center that I spoke to a person they directed to call our office.

Since the NCC have implemented the questionnaire, it appears that no initial information has been given because our intake mail have increased 80 to 90 percent. The questionnaires submitted by the Charging Parties have to be reviewed again with them to determine if they have a charge or not. Sometimes the Charging Parties issues are timebarred and they get upset with the investigators stating the NCC said they have a case. It appears that the investigators are doing double work.

Contact Center creates more work and at times two and three individuals are working on the same problem or conserns of customer. Much time is being wasted.

NCC reduced the number of calls I usually received when I am on phone duty; however, it increased the volume of mail that I have to respond to.

Questionnaires rec'd are incomplete making eemployees have to contact the CP anyway to understand the problem, which causing more time handling the complaint.

Calls have decreased, but questionnaires have increased.

The NCC questionnaire is horribly inadequate and imprecise. The directions use far too much jargon to be understood by the average american and with the NCC providing no support over the phone (because the NCC staff is used not for their analytical skills, but for their ability to read a script), questionnaires mailed to the field offices are sadly incomplete. When a field office member calls or writes to request more information from a CP, we are met with complaints that we (the EEOC) should have asked for that the firsttime. The field office staff agree--the EEOC should provide/request the correct information the first time. The workload for staff in the field offices is increased (at least doubled) in either the intake process or investigative process because without the relevant information from a CP, there is often no way to **analyze the issues. The public is being done a disservice by the NCC.**

The NCC intake questionnaires are woefully inadequate. We inevitably have to ask questions which our pre-NCC questionnaires addressed. This is a time-waster.

The NCC has not helped the investigators at all. While call volume has not increased, the number of charge inquiries with lacking adequate information and/or bases and facts have DRAMATICALLY INCREASED. In my opinion, we are wasting whatever resources devoted to operating the NCC. Instead of reducing our workload, overall the NCC has only added to our burden.

This system has MOST DEFINITELY caused, on a consistent basis, more work and more stress for Investigators.

Typically, I have to re-contact each of the potential CP's as the information provided is either inaccurate or insufficient to draft a proper charge; resulting in addt'l time spent on charge processing.

I recently received a Questionnaire where it was clear on the face the Toledo, Ohio Respondent is within the jurisdiction of the Detroit office, not Cleveland. Since it was received in Cleveland, it was entered into IMS and given a Charge No., as instructed, even though it will eventually be transferred to Detroit. Extra work.

My experience probably so negative because we do not have ISA employee that takes care of mail-ins anymore. However, info calls directly to this office were less trouble (could weed out ones that did not have a basis) than dealing with a questionnaire for everyone that calls the NCC.

The NCC is just a duplication of efforts. When someone calls you wind up explaining the process and what they individual needs to file a charge. These are some of the basics the NCC should be able to handle, but are either not giving out correct information or very little information. Further, the amount of mail-ins has drastically increased, and the paperwork we are receiving are from individuals should have either been told to file with a different agency or should have been told they have no basis to file at all.

It sees as though any complaint employment related results in an intake questionnaire being sent out to the caller. Much more time is spent handling mail-ins because so many questionnaires are being sent to the office for processing a charge that, more times than not, is minimally sufficient when counseling could have resolved the issue.

Calls have been turned into an overwhelming volume of intake questionnaires, which are of limited help, because CP's do not provide relevant information and have to be reinterviewed:

Now in addition to intake I have 15-20 mails ins, mostly from the NCC per month. The majority of those mail ins do not have sufficient informaiton to draft a charge.

Since NCC has been implemented our office does not receive a high volume of calls. However, we receive now a volume of intake questionnaire.

The amount of mail has increased by the questionnaires being received.

The questionnaire is inadequate and the experience with the addition of the NCC has been frustrating.

THE QUESTIONNAIRE IS NOT EFFECTIVE. IN MOST INSTANCES PCP'S ARE NOT RESPONSIVE OR ELICITS EXCESSIVE AMOUNTS OF UNTIMELY OR IRRELEVANT INFORMATION THAT HAS TO BE ANALYZED BEFORE A CHARGE CAN BE PREPARED. IT INCREASES THE AMOUNT OF TIME SPENT ON INTAKE.

We frequently get 283's not filled out with relevant information.

One of the problems with the intake questionnaires received by the local offices, is that potential charging parties are submitting an overabundance of information that does not pertain to their charge. At times, an NCC questionnaire may have 25 pages attached and as few as three. By the time an Investigator reviews the bulky packets attached, the potential charging party may not even have a basis for a charge.

Information usually omits dates of allegation and the information provided usually is not in sequential order. Usually the comparators identified are not similarly situated.

The public does not know what kind of information we need, therefore when I get a questionnaire from the call center I have to start from the beginning. The only useful information provided by the questionnaire is the contact information for the customer. For the rest, I have to start from the beginning as I would with a direct call. Even have to verify the customer's address because they often don't realize we may have to mail information to them and provide an incomplete address.

The amount of mail has intensified to a point that is horrific.

Because most callers have a hard time distinguishing/understanding the difference btwn basis covered under the statute vs issue they want to address I still spend a lot of time during the preliminary interview. As a result, they check unnecessary boxes in this area resulting in more time spent w/them weeding through each basis/issue checked to determine the action they really want/need to address, if any. None of this can be determined w/i 10-15 min phone calls but requires a more in-depth interview w/someone trained to zero in on what is relevant and keeping that individual focused. We are, therefore, spared no time by NCC.

Both the NCC and the NCC intake questionnaire are highly ineffective and I believe are seriously diminishing customer service. Not one questionnaire came back that was filled out adequately - it seems as if the NCC is not even screening callers, just sending them questionnaires.

The investigation of ongoing cases is backing up, because the NCC is creating so much unnecessary intake work for investigators and other staff:

it has increased the number of mail-in charges we receive. The quality of those cases turns out to be very low and the volume is crippling my ability to actually investigate cases.

Additionally it is taking more time to process the intake mail and less time to process or work on the investigation of cases for closures. We are working with less people, no clericals and are expected to do more.

Because the NCC is so liberal in handing out questionnaires, we have been told to "just draft the charge" to avoid the time required to question the PCP about their allegations. Then we drown under the quantity of charges generated this way. The end result is longer processing time and a backlog.

we have more I.Q.'s than can reasonably be handled, have to take more charges, and have much less time to work on cases already in the system, resulting in an inventory that gets older and older. Intake supervisor is in a panic, assigning "extra" I.Q.'s to investigators and thus impacting investigators' ability to meet the goals they are evaluated on. We have not been given sufficient additional staff to handle the flood of I.Q.'s, in spite of our district director's promises.

The questionnaire are coming in the the dozens and I do not have time to complete my investigations. This is too much to be real. I am having a hard time in completing investigations and questionnaires/mail. This mail is being a set back. We are getting 50-70 pieces of mail while trying to return calls and receiving potential charging parties, while rotating in intake for two weeks. Its taking at least 4 or more weeks to complete the intake process.

The Atlanta office have received the most questionniare for the past several months and with a limited staff the work is being back up. Charging parties are upset because it is taking sometimes months to file a charge after mailing their questionnaire.

It has actually increased the amount of time an investigator spends on the intake process which in turn leads to less time an investigator has to spend on legitimate claims.

The NCC does not spend enough time with callers, provides inaccurate information, and sends out intake questionnaires even when the basis clearly is not covered by EEOC or Respondent has less than 15 employees:

The NCC is proud of handling a call in 5 minutes or less but this is not sufficient time to find out information from a CP. The caller is not ordering lunch. They have to be interviewed at length and some questions are not being asked. Many times I find that we do not have jurisdiction because the employer is a small employer.

Also, callers have been told what basis to file under, one caller has NCC confirm that his national origin was New York and another was allegedly told that his call to NCC stopped his tolling period.

The quarterly stat report we receive about the NCC activity, indicates that they take an average of 5 minutes per call. It is not possible to inform PCP about EEO statutes and requirements in 5 minutes. NCC seems to be proud of the low number of minutes it takes to handle each call.

Does not appear NCC staff adequately screens callers. Attempts are made to get callers off the phone as fast as possible. Mails questionnaires to callers when there is no jurisdiction nor bases under EEOC laws.

I haven't been assigned to the agency long enough to answer some of the survey questions. However, in my experience, quite a few call center customers do not provide information relevant to their claims. Some have expressed confusion about completing the questionnaire, a lack of knowledged

about the EEOC and our procedures, as well as a basic understanding of what constitutes discrimination.

Don't deeply screen basis, issues or jurisdiction to PCP. Take cases of workment comp, wage & hour issues, less than 15 employees respondents. Give PCP personal opinions and conflicting information about merit of cases, creating problems when we have to inform PCP that they have no merit to their charges.

I am not sure what type of screening the NCC is doing, but if it is doing any at all, the screening must have been grossly deficient. I end up having to answer questions that should have been answered from the beginning, spending time with potential charging parties who should have been screened out, and investigating charges that had hopeless fact patterns or no case at all. Had the NCC been doing its job, there should have been fewer of these poor cases, not many more!

the NCC does not adequately screen PCP's. ON A CONSISTENT AND REGULAR BASIS, the 283's indicate that there is no jurisdiction, due to having less than 15 employees (I've had some show as few as 5 employees at all locations), they are untimely (by months, not days), that the county and/or place of employment is in the jurisdiction of another EEOC office, or the PCP's have no basis under which to file. Nonetheless, we have to take additional time to contact these folks to counsel them (sometimes requiring several attempts and/or by correspondence), after they have been waiting for results from us, when they could have properly prescreened and directed to other help by NCC.

as an attorney, I have had only one experience w/ someone who called NCC and was told to contact ME. I have nothing to do with intake or investigation, but because the charge was categorized A-1 my name was in IMS; the CP was told by NCC that we were going to sue on his behalf- even tho the charge was only a week old - and he wanted to know how long it would be before the lawsuit was resolved.

Erroneous information is given to complaining parties by NCC personnel, i.e., incorrect time limits in filing complaints, complaining parties are directed to incorrect jurisdictional offices/locations, and Spanish questionnaires are sent to English speaking/understanding complaining parties, vice versa.

CP's have a false expectation/understanding after they have talked to the NCC and filled out a questionnaire that they have a good charge of discrimination. It takes time for the investigator to accurately explain the process and angers and frustrates the CP:

Then CP complains to me that the NCC did not tell them this and that they wasted their time and hope in filling out the questionnaire. Or they state that the NCC told them they had a case because why would they send them the questionnaire and now I am telling them they do not have a basis or it is not within our jurisdiction. It makes EEOC look bad in that we do not know what we are doing.

Having to explain information that is misleading becomes so challenging because the potential charging Party believe that the person (NCC) is our Headquarter office and they would know more so than the Field offices. A person who cannot articulate in writing thier harm, becomes upset when you require additional information and no longer want to hear what you have to say in regarding to how to file a charge of discrimination.

More time is spent explaining to the charging parties the process because the information they received from the NCC is not accurate and the cp's don't want to believe what you say. They automatically assume that they can file a charge and insists because they received a questionnaire. The NCC does not do a good enough job in explaining the laws and they often give out incorrect information. They need more training.

It appears that NCC provides misleading information to CPs, by telling they have a legitimate complaint of discrimination when in fact they don't, and by misinforming them about EEOC procedures.

callers sometimes complain because information given by the NCC differs from information given by an experienced investigator.

I personally have had people tell me that the EEOC person they talked to at the call center said they had a very good case, and to follow up on it.

The information provided by NCC is often inaccurate, yet the PCP believes what was said to them. Therefore, the PCP is angered when being interviewed by an investigator and given contradictory info.

Inaccurate information given to callers. PCP quote NCC employees and the majority of the time, they are incorrect. On occasion, the NCC tell PCPs they have a good charge. PCPs take NCC seriously and think they are investigators that know the law. Takes more time to explain what the call center and convince the PCPs they have been misinformed. NCC gives out entire too much false information (as relayed by the PCPs).

When interviewing clients who have contacted NCC either they don't understand what NCC is telling them or NCC is telling them wrong information, such as, telling pcp that they do have a complaint that is covered by the commission, when in fact they don't.

NNC personnel are telling PCP's "You have a good case", "This is definitely a violation" and other such inaccurate statements that make it more difficult when dealing with PCP's as "Washington" told them they had a "Great Case".

We are having too many walk ins through intake that believe because the call center send them a questionnaire they have already filed or have a basis to file a charge. Of course, you end up having to explain to them the reasons they do not have a basis to file an EEOC charge which I think upsets them because they were told something completely different by the call center.

my experience has been that everyone that contacts the NCC feels that they have valid charge under one or more of our laws, and they do not want to take "no" for an answer during their counseling sessions.

I'm not a call center representative but I would strongly suggest to anyone calling, that the information given does not mean a charge is filed, almost a 100% of the calls I received the customers believed they had filed a charge after speaking and receiving a questionnaire from the call center. This also made our job more difficult because we had to reiterate to the pcp's they had not filed an official charge.

The NCC only provides general information and sometimes conflicting information about our charge processing procedures. This only confuses and

upsets the Charging Parties MORE - which I have to hear because, I'm the Investigator.

I called the NCC once and did not find the information either accurate or helpful.

The NCC adds an extra layer for the public:

Often, I get mail ins from the NCC where the PCP lives within ten (10) miles of our office. When I speak with them and ask them if they wish to come into the office, they exclaim "I can come into the office directly? Why did I waste the last month with this mail in stuff?" I believe customer service has been deeply hurt by the NCC.

Sometimes adding an extra layer or step to a process can save everyone time and money and provide a good service, and sometimes the problems outweigh the benefits to the point where your extra step is no longer helping or doing anyone any good. The NCC needs to be phased out, closed down, or reworked because to many of us in the field, it is a waste of our time, the EEOC's money, and the public's patience.

I once called the call center and they indicated that I had to provide my name or they would not speak to me. I believe this practice can have a chilling effect on those who are already afraid to complain and I surmised by the tone of the person on the line that the intended and quite effective result was to get people to simply hang up the phone.

The NCC is neither efficiently knowledgeable or authorized to give anything other than basic information in the areas of EEOC's laws/regulations and caller is faced with having to wait for information even longer from a secondary callback from EEOC staff, which should have been the primary call. Calls are mis-routed from referrals from NCC to the appropriate district/field office.

For the most part, it appears the NCC just adds another layer of bureaucracy to EEOC.

The NCC makes it more difficult for an individual to file an EEOC charge. Many of our charging parties are low-wage workers who don't have the time or financial resources to make multiple calls. Forcing them to make one call to the NCC, only to have to go through another round of calls with their real EEOC office, makes it much harder for them to complete the process. This means it makes it much harder for them to assert their rights under the law.

IT JUST GIVES OUR CUSTOMERS (Rs, CPs, PCPs) ANOTHER HOOP TO JUMP THROUGH TO GET SERVICE. IT IS A TOTAL MISUSE OF THE COMMISSION'S LIMITED RESOURCES!

Most often after receiving an Intake Questionnaire, the Investigator has to conduct a detailed interview which could have been done without the NCC contact.

Incorrect information given to callers, Investigators have to duplicate the entire process, callers are angry that they have to go through the process twice, callers have been given the false impression that they somehow have a "good case" when perhaps they do not even have a basis to file with the EEOC.

While initially, this effort was designed to help the public. It has in my opinion, added an additional level of frustration to the public. There should be a trained investigator, knowledgeable about the laws we enforce, at the Intake Stage,,, not a boiler room attendant, inept about the laws we enforce.

PCP's have to be reinterviewed and this makes them angry. One the angry PCP gets their charge in the system, they become angry CP's and the entire charge processing become more difficult.

The call center extends the time it takes for a person to file a charge or get answers to simple questions.

An unnecessary detour and long delay for callers to reach the appropriate EEOC employee. My experience is they're more a "glorified answering service".

Much to much duplication and much more timely.

Now, instead of being merely an expensive answering service, with the NCC's use of questionnaires, it seems that people are being deterred or deciding it's too much trouble to file a charge.

Calls to cp take longer because it is unclear what and why the NCC person told them what they did. I feel that I have to start at square one because I can be sure what context info was given, therefore, I have to spend time explaining and then clarifying what they were told by the NCC. If I spoke to them direct that whole exchange would be eliminated.

The NCC is a duplication of services and a waste of precious EEOC money and resources that can be used to serve the public in a much better way. CAN THE PROGRAM - NOW!!!

If customer service is truly an EEOC goal, then the NCC detracts from that objective by making callers feel that they must go through another level of perceived bureaucracy without speaking to someone who can help them. The public's fears of filing a charge of discrimination are increased because they must speak with a person and non-government organization that they do not know, trust or appears qualified to assist them.

It would save time for the public and EEOC employees if callers could contact their local office:

I feel the NCC is the biggest waste of money in a long time. I believe that potential charging party's are better served by face to face contact in intake than calling the NCC.

I'd like to add that it is critical that the public be able to contact their local office. Our office handles the entire state of Arkansas. We all live in Arkansas and are familiar with Arkansas. We can answer questions more quickly and more efficiently and provide better service because we have this familiarity.

It looks like the NCC is getting paid to send out questionnaires and to deflect potential charging parties for a while until they finally get routed to the District that covers their concerns.

If NCC employees only need to read from scripts, it seems more cost-effective to have the scripted material they read from tape-recorded for each district/field/area/local office's main telephone number. Then they (caller) can have the option of speaking to live EEOC person if need be.

Questionnaires are being sent to local CPs who should come into the local office.

The NCC is sending questionnaires to PCPs who are in the city limits of the office and should be told to walk-in instead of mailing questionnaire to office.

It is beyond belief that the taxpaying public is not allowed to directly call our offices for intake counseling, charge filing, referral and customer service. It is outrageous that this inherently governmental process and something so crucial to our mission of erradicating employment discrimination(intake and initial public phone contact) is viewed as something that can be contracted out and handled via a script. The NCC must be discontinued and the public must be allowed direct telephone access to the EEOC offices.

A direct call to the offices should enable the caller to find the employee or dial in to reach their correct phone extension. NCC callers express frustration in being unable to reach a live person on a "now" basis. The expense is not worth the return--a website or local numbers to access or mail out C/P Questionnaires is all we really need & all they seem to do, albeit on a delayed basis.

Local callers are still inconvenienced when they can just come in and be seen in person rather than go through the paper process for us to receive just to be told to come into the office when they could have easily had their charge filed, or not, during that time.

If the calls were coming to the local office some of the public would not have to complete a questionnaire based on their situation which is good for the public and the commission.

Intake has become a disaster with hundreds of intake questionnaires from the call center, when 99.99% of them are not EEOC violations. An info call to our office would have resolved most of them.

The call center should be eliminated and the funds invested in hiring adequate EEOC staff:

I would rather have the other 30 to 40 calls and that the agency allocate the money spent on NCC to our offices which are plagued with a shortage of clerical help, investigators and managers.

We do not need for Cp's to contact NCC. We need more clerical staff to assist local offices.

The funding for the NCC should be used to hire staff to handle calls locally.

Should use the money to hire and train staff in each office.

The funds that are being spent on this NCC could be used

in a more practical need by hiring additional staff especially OAA's, ISA's and Investigators.

Instead of the NCC the money should be focused on hiring more bilingual employees in Miami District Office.

As long as staffing is inadequate, even a better call center would be of limited usefulness in providing good customer service to charging parties or potential charging parties.

The NCC is a waste of time and money. The money spent on the NCC should be routed to the District Offices for additional employees that are truly needed. The extra money to the Districts can also help with supplies that are desperately needed as well.

The contact center and questionnaire are useless and should be eliminated.

The funds that are being spent on this NCC could be used in a more practical need by hiring additional staff especially OAA's, ISA's and Investigators.

Calls from the public need to be answered by trained EEOC staff. The NCC currently only confuses the public and increases public disdain for bureaucracy in government. When callers speak to people at the NCC who are unable to provide information not included on their horribly rote scripts, the public perceives that the EEOC is staffed by people who do not understand their jobs. The NCC significantly lowers public confidence in our agency. Callers do not know that the NCC is staffed by contractors, callers hear the info they receive from the NCC and end up believing that their tax money is going to waste supporting an agency staffed by dolts.

There should be a team of people hired for each EEOC office that performs the intake function.

Money that is currently being spent on the NCC should be spent to hire and train new staff who are dedicated to intake. Whether they are placed in individual field offices or centralized, this staff should be able to answer the gamut of questions about the EEOC charge process, explain the nuance of EEOC laws and compare them to applicable state laws, and advise callers about how to best present their case. Success in intake depends on a case-by-case handling of each caller. Although the processes and forms are standard, each case is different and it is inappropriate to expect an analytical process to be successfully carried out in a standardized, assembly-line fashion. Please close the NCC--we have so little money to start with, it would be a tragedy if it continued to be squandered on this obviously failing model.

The resources taken up by the NCC can and should be better spent on hiring new investigators, ISAs, or other support staff in whom we have the confidence to handle intake. If each office has 1 or more person DEDICATED to doing intake, that would certainly help tremendously, both in providing better customer service to the public and actually reducing our workload.

The NCC is a waste of time, the customer service rep. are not knowledgeable of EEOC laws.

The NCC is TOTALLY unnecessary and a TOTAL WASTE OF MONEY.

Money to NCC can be a pay increase for EECO staff. Our support staff provide that very same customer service and are more knowledgeable of the inner workings of the agency. Knowing callers are well informed of their rights and assessing their situation expeditiously during the preliminary stage is what good customer svc is about not how fast one gets them to the correct agency location just to start the interview process all over again.

The NCC is an expensive answering service and can be easily replaced by a GS-5 OAA in each office at a substantial savings to the tax payer.

The contact center is a disgrace - if it was truly Headquarters aim to increase the efficiency of the Commission, they would have reached out to the Field and gathered as much information from the people most responsible for interacting with the public.

NCC staff are not knowledgeable enough to perform the job. NCC should be staffed with ISA's.

I HAVE ALWAYS FELT THAT THE NCC WAS AN OVERPAID PROJECT. IT APPEARED TO ME THAT EEOC COULD HIRE TWO OR THREE GS 7 EMPLOYEES WITH BENEFITS AND IT WOULD NOT COST EEOC IN THE MILLIONS.

Spend the money where it will do more good. Hire more enforcement personnel and quit outsourcing and funding a wasteful entity.

Positive Comments Regarding the NCC:

I feel as if the NCC is doing a great job in screening calls for us.

I'm very happy with the call center and it needs to stay. The elimination of the call center will mean more work for me!