



Civil Rights Plan

2008 through 2012

The University of New Hampshire Cooperative Extension is a public institution with a long standing commitment to equal opportunity for all. It is the policy of UNHCE to abide by all United States and New Hampshire state laws and University System of New Hampshire and University of New Hampshire policies applicable to discrimination and harassment. It does not discriminate on the basis of race, color, religion, sex, national origin, age, veteran's status, gender identity or expression, sexual orientation, marital status, or disability in admission or access to, or treatment or employment in, its programs, services, or activities.

This plan is located on the UNH Cooperative Extension web site at extension.unh.edu.

If you need this or other materials from UNH Cooperative Extension in an alternative format, please contact:

Paul M. Bonaparte-Krogh

Assistant Director

UNH Cooperative Extension

Taylor Hall, 59 College Road

Durham, NH 03824-3587

Phone: 603-862-4544

Fax: 603-862-1585

Email: paul.bk@unh.edu

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University of New Hampshire Cooperative Extension 2008 – 2012 Civil Rights Plan

UNH Cooperative Extension Civil Rights Mission

UNH Cooperative Extension will at all times be in compliance with regulations, rules and accepted practices regarding civil rights, diversity and inclusion. All staff will be knowledgeable about their Civil Rights responsibilities and actively support the spirit of diversity and inclusion in the work they do on behalf of UNH Cooperative Extension.

UNH Cooperative Extension (UNHCE) is strongly committed to and values diversity within its staff and volunteers, and for New Hampshire residents. UNH Cooperative Extension is committed to providing educational benefits to a diverse audience in New Hampshire on a non-discriminatory basis. This organization intends to maintain compliance with equal opportunity laws and regulations.

Civil Rights is the responsibility of each UNH Cooperative Extension employee as a part of his or her employment with UNH Cooperative Extension. It is a critical part of each employee's job, no matter what position the person holds in this organization.

UNH Cooperative Extension Staff Guide

The Civil Rights Guide for UNH Cooperative Extension Staff, Second Edition, May, 2008, is a component of the UNH Cooperative Extension 2008 – 2012 Civil Rights Plan.

The *Guide* was written to make every employee's rights and responsibilities readily available in a practical handbook format. It provides the plan details for each employee.

Responsible Parties and Timeline

Specific responsibilities found in this Civil Rights Plan are spelled out for each position in the ***Civil Rights Guide for UNH Cooperative Extension Staff***. The Civil Rights Plan connects individual positions with specific plan components. The plan also specifies implementation requirements in a collective effort.

The timeline for all components of the 2008 – 2012 plan are either ongoing practices, already in place or are practices to be effective immediately.

UNH Cooperative Extension has had a Civil Rights Plan since the year 2000 and continues to address every component of the plan. Civil Rights actions beyond the 2000 plan are incorporated in UNH Cooperative Extension policies and practices as needed. No components of the 2008 – 2012 Civil Rights Plan are being postponed.

Purpose for Civil Rights Plan

This plan is essential to ensure that all people who represent the University of New Hampshire Cooperative Extension act individually and collectively in a coordinated manner to meet specific standards with a common goal of attaining a high level of excellence and leadership in Civil Rights for all individuals and groups it is intended to serve.

This plan provides:

- Common standards – known, supported and communicated by all UNH Cooperative Extension representatives.
- Specific expectations for all UNH Cooperative Extension employees and others who represent UNH Cooperative Extension.
- Specific expectations for those who use UNH Cooperative Extension programs, seek employment, volunteer or are employed by UNH Cooperative Extension.
- Specific expectations for UNH Cooperative Extension’s partners in the area of Civil Rights.
- An educational tool for UNH Cooperative Extension staff and others.
- Provides the foundation for evaluation and accountability.

Term of this plan

This plan shall be in effect from its adoption in federal fiscal year 2008 through to the end of federal fiscal year 2012. It may be amended during this period.

Our Civil Rights Commitment

It’s the law

UNH Cooperative Extension *employees and all people representing UNH Cooperative Extension* as employees, volunteers, contractors and co-sponsors are to be in compliance with federal law.

UNH Cooperative Extension is a component of the University of New Hampshire and is an employer in the state of New Hampshire. As such, we are bound by the laws and regulations of the state and the policies of the University developed in accordance with state law.

The law not only says what Extension employees should be doing to protect the rights of others, it also works to protect UNH Cooperative Extension employees.

Civil Rights laws are there to protect each of us as well as those we serve.

It's Our Spirit

At UNH Cooperative Extension, our commitment to excellence in Civil Rights, Affirmative Action and Diversity goes well beyond the letter of the law.

UNH Cooperative Extension reaches out to all people who can use our education, information and services. We are committed to providing our educational outreach to people in need, when they need it and in a form they can use. We help them make informed decisions to improve their life.

Just being open to all people is not enough. As a public organization committed to serving all persons in the state, Extension must find ways to identify under-served people and be genuinely welcoming to everyone. We need to remove real or perceived barriers to potential program participants, volunteers and those who may wish to be employed by UNH Cooperative Extension.

We must make awareness of Extension's programs widespread, into communities of people who would be missed without our targeted effort to reach them. We must make ourselves readily available and comfortable for all people to approach us. It's more than just being there. UNH Cooperative Extension is a welcoming organization.

"Civil Rights" means more to UNH Cooperative Extension than minimal compliance with a law. It's who we are as individuals and who we are as a Cooperative Extension educational outreach organization.

UNH Cooperative Extension Affirmative Action Statement: *Legal obligation and organizational commitment*

The University of New Hampshire Cooperative Extension is a public institution with a longstanding commitment to equal opportunity for all. It is the policy of UNHCE to abide by all United States and New Hampshire state laws and University System of New Hampshire and University of New Hampshire policies applicable to discrimination and harassment. It does not discriminate on the basis of race, color, religion, sex, national origin, age, veteran's status, gender identity or expression, sexual orientation, marital status, or disability in admission or access to, or treatment or employment in, its programs, services, or activities.

Use the UNH Cooperative Extension *Affirmative Action Statement* on all publications, our web site, meeting notices, employment notices, volunteer information, public reports and other outreach vehicles in which the public will come in contact.

The UNH Cooperative Extension *Affirmative Action Statement* is to guide policies and practices that UNH Cooperative Extension is engaged, including program development, program delivery, employment, volunteer recruitment and management, partnerships and all interaction with the public.

All UNH Cooperative Extension employees and representatives should know the UNH Cooperative Extension *Affirmative Action Statement* and it should be readily visible and accessible to the public and volunteers.

UNH Cooperative Extension is to periodically review with USDA *Affirmative Action Statement* and make appropriate changes. This organization has a policy of including all of the components of the UNH *Affirmative Action Statement* (which also is in compliance with the state of New Hampshire) along with all the components of the USDA *Affirmative Action Statement*.

Informing the Public *Inviting diverse audiences*

Commitment to Diversity

Diversity is a community value at the University of New Hampshire. UNH is committed to supporting and sustaining an educational community that is inclusive, diverse and equitable. As a component of UNH, Cooperative Extension's values of diversity, inclusion and equity are inextricably linked to the University's mission of outreach, teaching and research excellence. We embrace these values as being critical to development, learning and success. We expect nothing less than an accessible, multicultural community in which civility and respect are fostered, and discrimination and harassment are not tolerated.

The Public Must Know Extension's Commitment to Affirmative Action

UNH Cooperative Extension accepts the responsibility of reaching out to diverse audiences and welcoming them to participate in our educational offerings.

We will ensure that under-represented groups and those who experience systemic inequity will have equal opportunities and feel welcome in our programs. "Equal opportunities" include being informed about Extension offerings to the largest extent possible.

Use the UNH Cooperative Extension *Affirmative Action Statement* on all publications, our web site, meeting notices, employment notices, volunteer information, reports for the public, reports to funders and other outreach vehicles in which the public will come in contact.

The UNH Cooperative Extension *Affirmative Action Statement* is to guide policies and practices in which UNH Cooperative Extension is engaged, including program development, program delivery, employment, volunteer recruitment and management, partnerships and all interaction with the public.

All UNH Cooperative Extension employees and representatives should know the UNH Cooperative Extension *Affirmative Action Statement* and it should be readily visible and accessible to the public and volunteers.

The Educational Marketing and Information Coordinator will provide every UNH Cooperative Extension employee with the current *Affirmative Action Statement* and with appropriate wording for notices about accommodations for persons with disabilities or limited resources. This person will ensure these statements are appropriately included in publications and notices. This person will consider Civil Rights goals when marketing UNH Cooperative Extension and when providing information and educational materials to the public. This person will serve as a resource for county staff and others in meeting communication needs to better serve people from targeted groups.

All event notices are to include statements offering accommodations for those with disabilities and those who may have an inability to pay, with contact information and a time frame for participants to respond.

The UNH Cooperative Extension web site is to have a readily accessible section available to employees and the public regarding Civil Rights. It will include information regarding:

- How to access UNH Cooperative Extension Programs.
- They can view events and programs by clicking on the *Events* tab on the front page of the UNHCE website.
- They are welcome to participate.
- That Extension will provide reasonable accommodations and where to express their need for accommodations.
- They need to know their rights, what they are and how to express complaints and grievances.

The Information Technology and Distance Learning (ITDE) unit of UNH Cooperative Extension has the responsibility to serve staff who need information technology assistance in making programs accessible because of disability, location, financial situation, age or other needs.

Extension publications, notices, web-based information and other communications are to be available in appropriate alternative formats on request. The UNH Affirmative Action Office is available for assistance to UNH Cooperative Extension staff when unusual or difficult circumstances are encountered.

Methods and Tools to Achieve Diversity

Extension staff must become familiar with potential audiences using a variety of methods and tools. A partial list includes:

- Using the Cooperative Extension network around the nation, Extension staff will learn of potential communities who have an interest or need for Extension educational assistance in the program areas we provide.
- Using demographic information from census data, surveys, studies and local knowledge, UNH Cooperative Extension will become aware of the diverse communities that are a part of its potential audience.
- Extension will consider that communities of people are diverse, such as ethnic groups, limited resource individuals, inner-city neighborhoods, underserved rural communities, women, communities of interest (such as single parents) and the many other people with similar characteristics, organized as groups or as individuals in need of assistance.
- Extension staff must become familiar with methods for reaching into communities to capture the attention of those with needs that Extension can address. Extension

staff are to gain an understanding of targeted audiences so methods staff use match the ability of people to receive and understand Extension's awareness messages and the open invitation for them to participate.

- UNH Cooperative Extension's Professional Development offerings are to include training in Civil Rights, including bringing diverse audiences into Extension programs.

Implementation of Practices

UNH Cooperative Extension is to incorporate practices that engage persons from potentially underserved audiences, including those noted in the Affirmative Action statement, so these individuals may:

- **Be included in needs assessments.** Getting input from the target audience is a basic technique in Extension work. Underserved and/or Affirmative Action targeted groups can easily be left out of this critical first step unless it is Extension's policy and practice to incorporate this technique into needs assessments. UNH Cooperative Extension's Professional Development offerings will include needs assessment training to provide techniques and stress the importance of including diverse audiences into the process.
- **Participate in the development of programs or events offered by UNH Cooperative Extension. Examples include:**
 - Inviting people with disabilities into the planning committee of a variety of programs. The Parents Information Center, for instance, engages people with disabilities and those who care for people with disabilities. Contacting this group provides new perspectives when program-planning.
 - Encouraging people from limited income groups to participate. Civil Rights training and the experiences of others in Extension who have dealt with this can be of benefit. Language and cultural barriers can often be overcome by including leaders, or even youth, from the target community in program idea planning.
- **Participate in programs and events offered by UNH Cooperative Extension. Develop techniques such as** event notices, capitalize on word of mouth networks, work on drawing media attention to attract and invite people to participate in Extension offerings. Design these methods to be especially welcoming to those who may be otherwise feel uncomfortable in engaging in new settings. Awareness needs to reach the targeted people where they are located.
- **Be a part of the evaluation of the effectiveness of Extension's programs, including accessing Extension's ability to attract appropriate diverse audiences.**

Engaging Lay Committees

UNH Cooperative Extension relies on lay committees to:

- Monitor and advise county operations, through the County Extension Advisory Councils.
- Participate in needs assessments, through program area groups, focus groups, County Extension Advisory Councils and the State Extension Advisory Council.
- Identify program priorities through program area groups, focus groups, County Extension Advisory Councils, the State Extension Advisory Council and special initiatives such as plan of work input and the statewide strategic plan.
- Participate in program implementation.
- Provide input for evaluations of programs and staff.

County Extension Advisory Councils

Each county has an Extension Advisory Council made up of people from the community. The UNH Cooperative Extension County Advisory Council is the vital link between UNH Cooperative Extension, the county and its communities. It functions most effectively when its members freely exchange and solicit ideas, identify major community needs, help implement programs that best meet local needs and otherwise help people put knowledge and research to work.

Councils are to include members who:

- Are committed to the educational mission of UNH Cooperative Extension, including its Civil Rights mission,
- Understand the educational objectives and methods of Extension,
- Are interested in addressing the diverse issues and needs of the county,
- Are broadly representative of the geographic, social and cultural aspects of the county, and
- Agree to adhere to Affirmative Action standards in compliance with the law and in the spirit subscribed to by UNH Cooperative Extension.

Diversity in Advisory Council Representation

Cooperative Extension staff, County Extension Advisory Councils and the State Extension Advisory Council should seek, solicit and encourage potential advisory council representatives who will bring the diversity needed to adequately represent the public.

Diversity characteristics to include are:

- Gender diversity. In addition to being a consideration for soliciting members-at-large, gender diversity is a consideration when soliciting those who have come into Extension from a particular program area, such as 4-H, agriculture or forestry. For example, encouraging male participation in 4-H programs and women in traditionally male-oriented agriculture and natural resource programs may be needed in some counties.

- The racial and ethnic diversity in the county population is expected to be reflected on Extension councils. This in no way is to be construed as a limiting measure for minority participation.
- Geographic diversity. As much as practical, all areas of the county should be represented. This may mean moving Extension advisory council meetings to different locations throughout the year so as to not discriminate against people who have difficult travel situation to get to meetings. Some counties have urban, inner-city and rural areas. The diverse mix of representation is required to ensure full representation of constituents.
- Identifying individuals in some of the USDA and University Affirmative Action protected categories should not be difficult and every effort should be made to be inclusive and welcoming to everyone with the goal of having diverse participation, representation, input and monitoring.
- Youth participation, which has been added in recent years to some UNH Cooperative Extension Advisory Councils is encouraged.

Training for Advisory Council Members

Training of all Extension Advisory Council members is required. Council members participate in the hiring, management, needs assessments and evaluations of programs and individuals. As such, they must be fully aware of their Affirmative Action responsibilities. They shall be knowledgeable enough to adequately protect the rights of Extension constituents and Extension employees. New council members will receive training and materials regarding Civil Rights. County Extension Advisory Councils are to receive periodic training as a group. Additional education, information and training are to be provided for those participating in hiring at the time the hiring process takes place.

Other Lay Committees

Extension staff have traditionally used lay individuals and groups to do needs assessments and program development. Sometimes these people participate in program implementation and evaluation. It is the policy of UNH Cooperative Extension that needs assessments and program development include people from the potential audience. The committee makeup should reflect the diversity of the community. UNH Cooperative Extension staff are to seek, encourage and welcome people who will enhance the diversity of such committees.

The diversity principles described for Extension Advisory Councils in this plan also apply to other lay committees which influence Extension programming.

Working with Other Organizations

When UNH Cooperative Extension conducts a joint event or program with other organizations, the joint partnership is to comply with federal and University Civil Rights standards.

For joint programs or co-sponsorships, the event or program notice is to carry the UNHCE *Affirmative Action Statement*. Other standard statements are to be included as appropriate, such as “accommodation will be provided for people with disabilities” and “accommodations for those who may not have the ability to pay.” Extension may be the one who may have to cover the cost, depending on the agreement with a partner. All partners must adhere to these statements, regardless of who covers the cost.

It is a good practice to obtain and retain a copy of the Affirmative Action statements used by regular Extension partners. Many public and private organizations have such statements and are quick to provide them to Extension. In this way, all parties know the standards and both are committed to compliance.

In some cases, Extension is the organization that brings the standards to other organizations. This may require some education about Extension’s requirement to comply and that this requirement sets the standard for joint offerings to the public. The Statement of Non-Discrimination is available for use with other organizations as needed. (See <http://extension.unh.edu/Intranet/documents/NonDiscr.pdf>.)

There are organizations that limit participation to people who subscribe to a specific belief, creed, race, religion, ethnicity or gender. UNH Cooperative Extension can not present programs limited to membership in such a group.

It is not permitted for UNH Cooperative Extension to partner with these organizations if participation in the program is to be limited to their members. No one shall be precluded from participation in UNH Cooperative Extension programs because the person does not subscribe to a particular belief, religion, political party or creed or faces other similar limitations.

An example that confronts UNH Extension around the country is the question, “Can we partner with an organization who restricts membership based on sexual orientation?” UNH Cooperative Extension is precluded from offering programs and events exclusively for this organization. However, Extension may present a program or event which includes members of this organization as long as the event is open to the public at large.

If a UNH Cooperative Extension staff member has a question about partnering with another organization and needs clarification about that group and our ability to do joint programs, the UNH Affirmative Action Office is available to help.

Civil Rights Training

Civil Rights training is required for

- All UNH Cooperative Extension status and non-status employees
- All county-employed employees based in UNH Cooperative Extension county offices and representing Extension, such as support staff
- UNH Cooperative Extension Advisory Council Members
- Volunteers
- Contractors who represent UNH Cooperative Extension
- Partners that regularly co-sponsor programs or events with UNH Cooperative Extension

Training requirements are more intensive for UNH Cooperative Extension employees and the county-employed staff in Extension offices than for the others who represent the organization. Training requirements and components include the following:

Employee training (UNH employees and county employees in Extension offices)

- Training is required for new employees at time of hire, and continues through supervision and mentoring.
- New employees receive the *Civil Rights Guide for UNH Cooperative Extension Staff* on the first day on the job.
- Periodic Civil Rights training, as provided by UNH Cooperative Extension.
- Civil Rights is included in the new employee's professional development plan.
- Required familiarity with the Civil Rights federal web site and other resources (See the Civil Rights Guide for web sites.)
- Annual message from the Dean and Director reinforces UNH Cooperative Extension's Civil Rights commitment and everyone's responsibilities and rights.

Extension Advisory Council Members

- New council members at time of entry
- Periodic training for the council as a group

Volunteers

- New volunteers – understanding of obligations before signing on and training thereafter
- Practices in the *Volunteer Management Manual* are to be used by volunteer managers
- Materials and resources available to volunteers
- Staff oversight and management

Contractors

- Terms in contract include Civil Rights obligations
- Relevant materials and resources are to be made available to contractors
- Contractor monitoring and management

Partners and co-sponsors

- MOUs, partnership agreements and other documents are to include the UNH Cooperative Extension *Affirmative Action Statement* and relevant Civil Rights expectations.
- On-going awareness of Civil Rights standards and practices are to be encouraged by UNH Cooperative Extension staff.
- Copies of partners' and co-sponsors' Civil Rights or Affirmative Action policies should be obtained and retained when possible.

Organizational Professional Development Plan

The Extension Specialist, Program Development and Evaluation, has the current responsibility to ensure that UNH Cooperative Extension has inservice offerings each year to enhance the organization's ability to meet its Civil Rights responsibilities. Civil Rights/Affirmative Action/Diversity topics are to be incorporated into the UNH Cooperative Extension organizational professional development plan.

UNH Cooperative Extension professional development efforts are to include the information (such as demographic data), experience of others, techniques, tools and support for Extension staff to successfully meet diversity goals.

While this specialist is not expected to present all of the programs, this person is charged with monitoring the in-service offerings, seeking Civil Rights educational opportunities for Extension staff, marketing Civil Rights training to staff and evaluating the programs offered.

Hiring

All hiring of benefits-eligible employees is done in conjunction with the University of New Hampshire Human Resources Office, without exception.

University policies are well defined. They include the affirmative action process that ensures that UNH Cooperative Extension is compliant with state and federal standards.

The UNH Human Resources Office provides close monitoring, direction and help in hiring.

Hiring administrators, such as Program Leaders, will be fully aware of UNH hiring policies for benefits-eligible positions. Additional areas where Civil Rights compliance is required include:

- When we involve other staff, lay people such as partners or volunteers in the hiring process. They too are responsible for following the UNH and federal standards. This means training for search committee members, Extension Advisory Council members and anyone else brought into the process. The hiring

supervisor and the Assistant Director are to ensure that all are compliant with the law.

- When we hire support staff employed by a county. We must follow the County Human Resources Department or County Personnel Department policies and rules. We must continue to stay within the UNH standards at the time of hiring and when he/she is on the job. The protection that the University Human Resources provide is excellent. Without it, we must exercise extra caution and good judgment to keep within standards.
- When we hire people for a non-benefits position. UNH Cooperative Extension sometimes hires employees on a temporary, to do short term work. Again, we may not always have the benefit of the rigorous scrutiny of the UNH Human Resources Office. We must comply with state, university and federal rules.

For times when UNH Cooperative Extension staff are without direct involvement of the UNH Human Resources Office in a hiring situation, the Assistant Director or someone else from the UNHCE Leadership Team will be available to ensure that staff are within acceptable Affirmative Action standards.

Welcoming New Employees

A welcoming package will greet new employees on their first day of work. Extension educators, specialists and administrators will find a portfolio containing their business card, a name badge, keys, a listing of their contact information, an orientation handbook, the *Civil Rights Guide for UNH Cooperative Extension Staff* and a welcoming letter from the Dean and Director of UNH Cooperative Extension. Fellow employees are encouraged to be part of the welcoming process.

Each new Extension Educator is assigned a mentor, who will help welcome the new employee, usually starting before they arrive on the job and for at least the first year. Civil Rights is to be a part of the mentoring topics.

The employee's supervisor is a key person in welcoming a new employee and one who also brings Civil Rights awareness and direction from the start of employment.

Civil Rights Employee Complaints and Grievances

(a) FAIR- a process for UNH employees

Among the links on the UNH Cooperative web site, an employee can readily learn about the *Fast and Impartial Resolution (FAIR) Complaint and Grievance Process*.

The University offers a Complaint and Grievance policy and a process for pursuing either or both via the FAIR process. FAIR provides a method for the fair and equitable resolution of complaints, misunderstandings, and grievances for University employees.

Employees may have concerns about work situations which they consider to be unfair or they may feel University policies and procedures are being inequitably applied to them. Ideally, employees are able to discuss and resolve these concerns with their supervisors. However, if concerns remain unresolved, employees are encouraged to utilize FAIR as a formal approach to problem resolution. By working cooperatively to resolve issues as they arise, employees and other involved parties can improve and enhance the work environment within the University community.

There are two components to FAIR:

1. The COMPLAINT Process provides the opportunity for employees to have work-related problems heard and considered in a non-adversarial manner; and
2. The GRIEVANCE PROCESS provides the opportunity for employees to resolve alleged violations of University, University System, and/or Board of Trustees policies.

These are two distinct but related processes established for the purpose of resolving work-related problems and/or misunderstandings. Eligible faculty and staff may use either procedure solely and separately, or may use the complaint procedure as the first step of the grievance procedure. FAIR helps faculty and staff in resolving problems to the mutual satisfaction of all involved in a neutral environment.

Plans of Work

Extension staff who are required to prepare a plan of work are to include Civil Rights in that plan. The *Civil Rights Guide for UNH Cooperative Extension Staff* provides some of the material needed in the plan of work. The *UNH Cooperative Extension Civil Rights Plan* provides program related topics to be addressed, such as engaging target audience into program planning.

UNHCE Staff Recognition for Civil Rights

Employee performance evaluations

Performance evaluations are conducted annually. Program staff evaluations are to include diversity as one of the areas. Civil Rights is to be evaluated together among the other components of the employee's work. Performance evaluations are to be used in an objective approach to setting merit pay and salary increases.

Diversity and Pluralism Award

UNH Cooperative Extension Staff Recognition is a result of an effort to enhance employee awareness and action regarding Civil Rights. The purpose is to recognize the outstanding efforts and accomplishments of staff to achieve and sustain diversity and pluralism within our organization, and/or programs that addresses the needs and concerns of under-represented audiences.

For this award, diversity is defined as differences among people with respect to age, class, ethnicity, gender, physical and mental ability, race, sexual orientation, spiritual practice, and other human differences.

Pluralism is defined as an organizational culture that incorporates mutual respect, acceptance, teamwork, and productivity among people who are diverse in the dimensions of human differences listed above as diversity, as well as other dimensions related to culture, views, and positions held within the organization.

All UNH Cooperative Extension staff, including Cooperative Extension support staff employed by a New Hampshire county are eligible to be receive the award. Any UNH Cooperative Extension staff member, including Cooperative Extension support staff employed by a New Hampshire county, can submit nominations for this award. Up to four award recipients may be selected by the Recognition Committee. Presentation of awards will occur at the annual Extension conference.

Internal Civil Rights Reviews

An internal review is one conducted in-house by UNH Cooperative Extension. Internal reviews provide a non-threatening way for staff and administrators to ensure that the organization is fully compliant. The internal reviews will identify areas that need improvement, as well as noting the good work of Extension staff in the area of Civil Rights.

Each year, beginning in calendar year 2009, UNH Cooperative Extension will conduct an internal audit of two counties. A Civil Rights internal audit covering statewide Extension operations will be conducted once every six years. Over a six-year period, every county and the state administrative office will have experienced an internal audit. The Civil Rights Review, as performed by USDA, will serve as the process for the internal audit.

Internal audits will be conducted under the direction of the Assistant Director.

Internal audits will replicate the reviews performed by USDA. Standards will include:

1. USDA *Affirmative Action Statement* in place at the time of the audit.
2. UNH Cooperative Extension's Affirmative Action statement, which includes the standards set by UNH and the state of New Hampshire, at the time of the audit.
3. The process described in the USDA *Civil Rights Compliance Review Guide*.
4. The current UNH Cooperative Extension Plan.

Purposes for the internal reviews are:

- To ensure UNH Cooperative Extension is living up to its Civil Rights commitments at the federal and local level.
- To provide an Affirmative Action learning tool for all staff.
- To ensure all UNH Cooperative Extension employees have hands-on experience assessing their level of compliance with Civil Rights standards.
- To ensure UNHCE is in compliance regarding employment practices and programming.

Participants in the audit will include:

- All staff from the county being audited
- Specialists
- Leadership Team
- Other individuals that the Assistant Director may consider relevant to having a quality review. Such individuals may include volunteers, Advisory Council members, contractors or partners.

Anticipated time commitment for county staff:

- Preparation time for most components should largely be incorporated in the compilation of notes and materials as programs are developed, implemented and evaluated.

responsible for ensuring that the repository is complete, up-to-date, filed in good order and readily accessible. The Assistant Director is to ensure that documents are collected in a timely manner.

A list of required documentation should be maintained and reviewed periodically to ensure that the file is kept complete and up-to-date. A partial list of the documentation includes:

1. Past reviews, along with the UNH Cooperative Extension response.
2. Internal Civil Rights reviews.
3. Diversity Key Theme and other Civil Rights-related CSREES reports.
4. Sections from the UNH Cooperative Extension state plans of work relating to Civil Rights for as far back as is practical and including the current plan.
5. Any Civil Rights plans for which we have documentation.
6. The UNH Cooperative Extension Diversity and Pluralism Award recipients and information about the award-winning programs.
7. The Dean and Director's annual Civil Rights messages provided every January.
8. Record of trainings for staff, Extension Advisory Council members, volunteers and others.
9. Professional Development provided in-house and those attended by Extension staff outside of Extension.
10. Documented relationship with the UNH Affirmative Action Office.
11. Affirmative Action Statements provided by Extension partners and co-sponsors.
12. Documentation of any civil rights events, situations, notices, directives, etc., that would be asked for in a statewide Civil Rights review.

Retention of documents

UNH Cooperative Extension retains documents for use as a base line if needed to demonstrate a long standing commitment of Civil Rights efforts in UNH Cooperative Extension and to demonstrate significant changes and accomplishments. Long term records should include summary data, as opposed to retaining individual records for each participant, sign-off sheets or other detailed documents.

At a minimum, Civil Rights records should be retained going back to the last USDA CSREES review.

Counties

Some counties hold the Civil Rights documentation in a single repository, maintained by the administrative staff. This is a good method, as it makes for easy access by the COA, the Assistant Director or other UNH personnel responsible for Civil Rights compliance.

The above is supplemented with the individual file required of all staff. Saving information which can be used as triggers, date sources and information about numbers and details in this form is fast yet extremely helpful as documentation.

The Family, Home and Garden Education Center (FHGEC) repository should be held at the center, with a reference in the Hillsborough County Extension Civil Rights repository that the FHGEC Civil Rights file is available at the center.

The Assistant Director is to ensure that the Civil Rights repositories are functioning as planned.

Civil Rights Committee

UNH Cooperative Extension will have a Civil Rights Committee (recommended to include, but not limited to, three members), including at least one person from Extension Administration and one county-based person. This committee will act as an Advisory Committee to the Assistant Director, who leads the Civil Rights effort in UNH Cooperative Extension. This group will meet to review the UNH Cooperative resources, such as the internal and external web pages, professional development offerings and training sessions for staff, Council members and volunteers.

The group will review this *Civil Rights Plan* and the *Civil Rights Guide for UNH Cooperative Extension Staff* and recommend any changes. The committee will review meeting and event notices using a selection method of their choice for sampling.

The committee will ensure that Extension employees and constituents have readily accessible and effective avenues to learn about their rights and how to take action if they have a complaint or grievance.

They may advise on any other Civil Rights, Affirmative Action or Diversity issue.

It is recommended that this committee meet in January, Civil Rights month, of each year.

Civil Rights Plan Revisions

This plan may be modified at anytime during the term of this plan by the Leadership Team of UNH Cooperative Extension. Such revisions will be posted on the UNH Cooperative Extension web pages where appropriate.

Prior to the end of the term of this plan, a new plan is to be developed and approved by the Leadership Team.