

January 20, 2023

Tina T. Williams,
Director, Division of Policy and Program Development
Office of Federal Contract Compliance Programs
U.S. Department of Labor
200 Constitution Avenue NW, Room C-3325
Washington, DC 20210

Submitted via regulations.gov

**Re: Comments on Supply and Service Program; Proposed Approval
of Information Collection Requirements; FR Doc. 2022–25311**

Dear Ms. Williams:

Communications Workers of America, AFL-CIO (CWA or the Union) appreciates the opportunity to comment on the Office of Federal Contract Compliance Programs' (OFCCP) request for reauthorization of its compliance review scheduling letter.¹ We wholeheartedly support the proposal that the scheduling letter collect more detailed and complete information at the outset of a compliance review. This change is essential for OFCCP to conduct more efficient, consistent, and effective reviews of federal contractors' compliance with nondiscrimination and equal employment opportunity requirements. As Director Yang has concluded, enhancing the effectiveness of these compliance reviews will "positively impact more workers" through increased contractor compliance.²

A significant portion of American workers stand to benefit from enhanced contractor compliance. OFCCP has jurisdiction over approximately 120,000 contractor establishments and 25,000 firms, which employ approximately 20% of the American workforce. And with the new historic federal investments for infrastructure and economic recovery, many more businesses will become federal contractors subject to OFCCP oversight. Enhancing OFCCP's ability to make good jobs free from discrimination available to all is especially critical.

CWA is a union of hundreds of thousands of public and private sector workers in communities across the United States—including Puerto Rico, the U.S. Virgin Islands, and other U.S. Territories—and Canada. Our members work in telecommunications and tech, the airline industry, manufacturing, news media, broadcast and cable television, education, health care, public service, and other

¹ OMB Control Number 1250-0003.

² Office of Federal Contract Compliance Programs, Directive 2022-02, Effective Compliance Evaluations and Enforcement, <https://www.dol.gov/agencies/ofccp/directives/2022-02>.

fields. CWA's central purpose is protecting the rights of workers through collective bargaining and public advocacy.

Despite longstanding protections under the law, working people across the United States continue to experience employment discrimination that robs them of employment opportunities, economic security, and dignity on the job.³ The cost of discrimination for people of color, women, LGBTQ+ people, people with disabilities, veterans, and other marginalized and multi-marginalized groups is significant. Workplace discrimination can prevent access to a job or a promotion, cause a hostile working environment, or lower pay—all because of who you are. These unlawful practices inhibit economic security and opportunity and help to perpetuate disparities in health outcomes, housing, education, and more.

CWA members reflect an impressive diversity of skills, interests, work experiences, and talents, making them a rich pool of potential candidates for job opportunities. Over 150,000 CWA members work at companies that hold federal contracts and that were audited by OFCCP between FY 2016 and FY 2020, according to DOL enforcement data. CWA is committed as a matter of principle and policy to oppose all forms of discrimination, for whatever reason, until all vestiges of discrimination are eliminated from society.⁴ Part of the Union's mission is to ensure that employers do not unlawfully discriminate against employees, including Union members, on account of race, color, gender, religion, age, marital/parental status, political beliefs, sexual orientation, gender identity or expression, national origin, disability, or because a person is a military veteran. *Id.* OFCCP's proposed changes would advance these goals by enhancing its enforcement of antidiscrimination laws, including with respect to race- and gender-based workplace discrimination at federal contractors.

CWA has ongoing union organizing campaigns at companies with federal contracts. For example, federally-contracted call center workers employed by MAXIMUS, Inc., a Virginia-based company, are uniting for family-supporting wages and a union with CWA. These MAXIMUS employees perform services helping millions of Americans access health care under a federal contract with the Centers for Medicare and Medicaid Services. Many MAXIMUS employees are organizing with CWA because, despite the critical and complex work they perform, they cannot make ends meet or access all the medical care they need due to their

³ See, e.g., U.S. Equal Employment Opportunity Commission, *Enforcement and Litigation Statistics*, <https://www.eeoc.gov/data/enforcement-and-litigation-statistics-0>; Office of Federal Contract Compliance Programs, *OFCCP By the Numbers*, available at <https://www.dol.gov/agencies/ofccp/about/data/accomplishments>.

⁴ See CWA Constitution, CWA Policy on Mutual Respect, <https://cwa-union.org/for-locals/cwa-constitution#discrimination> (last visited Jan. 20, 2023).

low wages and high-cost health coverage—a reality that has drawn scrutiny of the company’s business practices from Congress, federal agencies, and the media.⁵ MAXIMUS is subject to the jurisdiction of OFCCP.

When companies have the privilege of contracting with the federal government, they not only must refrain from employment discrimination, but also must agree to take affirmative steps to promote employment opportunities for individuals who are members of certain underrepresented groups.⁶ These affirmative steps include proactively monitoring workplace equal employment opportunity and pay equity, making a meaningful effort to recruit qualified applicants from groups who are underrepresented in their workplaces, and breaking down barriers to equal opportunity for veterans and individuals with disabilities. Federal contractors subject to these requirements have better records when it comes to equal employment opportunity than employers who are not federal contractors.⁷ OFCCP oversees and enforces compliance with these nondiscrimination and affirmative action requirements.

OFCCP is unique in being able to conduct systemic compliance reviews as part of its enforcement authority. Through compliance reviews, OFCCP can proactively identify, investigate, and remedy patterns of discrimination, even in the absence of an individual complaint, and can evaluate contractors’ compliance with affirmative action obligations. The scheduling letter, which OFCCP now proposes to revise, is the document OFCCP uses to notify contractors that they have been selected to undergo a compliance review and identifies the initial information those contractors must provide.

⁵ See Homepage, Call Center Workers United, <https://www.callcenterworkersunited.org> (last visited Jan. 20, 2023).

⁶ OFCCP enforces Executive Order 11246, which prohibits federal contractors from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin; Section 503 of the Rehabilitation Act of 1973, which prohibits employment discrimination against people with disabilities; and the Vietnam Era Veterans Readjustment Assistance Act (VEVRAA), which protects veterans. These authorities also impose certain affirmative action obligations on federal contractors to ensure equal employment opportunities.

⁷ Conrad Miller, *The Persistent Effect of Temporary Affirmative Action*, 9 Am. Econ. J.: Applied Econ., 152 (2017), <https://www.aeaweb.org/articles?id=10.1257/app.20160121>, (affirmative action requirements of EO 1126 significantly increases an establishment’s black share of employees, with the share continuing to increase over time); Fidan Kurtulus, *Affirmative Action and the Occupational Advancement of Minorities and Women During 1973–2003*, 51 Indus. Rels.: J. of Econ. and Soc’y 213, (2012), <https://doi.org/10.1111/j.1468-232X.2012.00675.x>, (more women and minorities in higher skill jobs at federal contractors compared with non-contractors between 1973 and 2003).

OFCCP proposes that its scheduling letter request more detailed and specific information from contractors at the outset of compliance reviews. Updating the scheduling letter to obtain critical information at the beginning of the compliance review will support OFCCP's goal of strengthening the effectiveness of its compliance evaluations, promoting greater contractor compliance, and ultimately benefiting more workers. It will also encourage employers to self audit the employment systems referenced in OFCCP's updated requests (e.g., technology-based employment systems) to identify potential EEO issues *before* they are selected for a compliance review by the OFCCP. The new information would include:

- Existing employment policies concerning equal opportunity, including anti-harassment policies, EEO complaint procedures, and employment agreements, such as arbitration agreements, that impact employees' equal opportunity rights and complaint processes. Having this information at the outset is essential for OFCCP to understand the contractors' systems and proceed with an informed and targeted review.
- More details about the number of qualified people of color and women available for employment in each job group, enhancing OFCCP's ability to evaluate contractors' affirmative action programs.
- A list of any programs the contractor developed to respond to problem areas identified in the contractor's required analyses of their employment process, enabling OFCCP to better tailor its review process.
- More complete information on compensation practices, including documentation of contractors' compensation analyses and two years of compensation data, rather than one.
- Additional information about the contractor's outreach and recruitment efforts to individuals with disabilities and veterans. This level of detail will require more than the current cursory summaries from the contractors, making OFCCP analysis more informed.
- More detailed information about promotions and terminations, including information necessary to make the review meaningful, such as whether the promotions were competitive and the reason for termination.
- New information on the contractor's use of technology-based employment selection procedures, including artificial intelligence, algorithms, and

automated systems, made essential given the documented potential for bias in such systems.⁸

- For post-secondary institutions and contractors with “campus-like settings” (e.g. hospitals or information technology companies), the relevant information for all AAPs for the campus as a whole. This clarification ensures that OFCCP will have complete and holistic information regarding the campus and enhances the efficiency of the review.

If authorized as proposed, these changes will speed the pace of reviews, conserve scarce agency resources, provide additional clarity for employers as to their obligations, and enable OFCCP to more quickly and accurately identify both potential problem areas and successes.

OFCCP has tailored the proposed changes to the scheduling letter to minimize the additional burden on contractors. As the agency explains, the new scheduling letter would reduce contractor uncertainty over what documentation is sufficient for the review and enhance review efficiency for both the contractor and OFCCP. And it would have minimal impact on small businesses, given limited recordkeeping and reporting requirements for contractors with relatively few employees.

Accordingly, we enthusiastically support OFCCP’s requested authorization of the enhanced compliance review scheduling letter and encourage the agency to finalize it without change. We expect that OFCCP’s compliance reviews will be strengthened with this change, to the benefit of all workers, including xyz group.

Respectfully submitted,
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⁸ Manish Raghavan & Solon Barocas, *Challenges for mitigating bias in algorithmic hiring*, Brookings (Dec. 6, 2019), <https://www.brookings.edu/research/challenges-for-mitigating-bias-in-algorithmic-hiring/> (“Left unchecked, algorithms can perpetuate the same biases and discrimination present in existing hiring practices.”); Miranda Bogen, *All the Ways Hiring Algorithms Can Introduce Bias*, Harvard Business Review (May 6, 2019), <https://hbr.org/2019/05/all-the-ways-hiring-algorithms-can-introduce-bias>.