

PRIORITY RECOMMENDATIONS

As of November 18, 2022

BACKGROUND

Oversight.gov now has an updated feature for assigning priority recommendation status which is separate from significant recommendations. The Council of Inspectors General for Integrity and Efficiency asked OIGs to identify 3 recommendations as their priority recommendations.

MISSION CRITICAL REPORTS WITH CORRESPONDING RECOMMENDATIONS

The core mission of the U.S. Equal Employment Opportunity Commission (EEOC or the Commission) is to prevent and remedy discrimination in America's workplaces and advance equal employment opportunity for all. The following are EEOC-OIG's priority recommendations:

Office of Information Technology and Office of Field Programs

[Evaluation of EEOC's Management of Private Sector Customer Service | EEOC Office of Inspector General](#)

- **EEOC should develop a customer service plan to include establishing goals and objectives, developing performance metrics that target the goals, and measuring performance against the goals. This plan must include goals and metrics for the IIG.**

Office of Communications and Legislative Affairs

[EVALUATION OF THE EEOC'S SOCIAL MEDIA PROGRAM | EEOC Office of Inspector General](#)

- **Implement a consistent content approval process run by OCLA program.**

Office of General Counsel

[EEOC Federal Hearings and Appeals Processes | EEOC Office of Inspector General](#)

- **Assign a target amount of days for intake so that management can determine if changes implemented impact the efficiency of the process.**