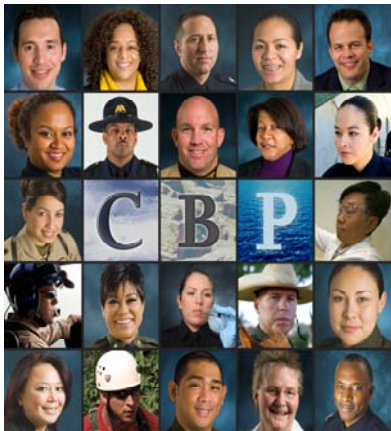


DCR News

Office of Diversity and Civil Rights (DCR) Quarterly e-Newsletter

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Cultural Competency through Language Access

U.S. Customs and Border Protection (CBP) personnel must interact with approximately a million lawful travelers from countries around the world each day, and thousands of individual apprehended attempting to enter the country illegally. Therefore, skill s in cultural competency is essential to the success of our mission.

What is cultural competence? The word culture is used to imply the integrated pattern of human behaviors that includes thoughts, communications, actions, customs, beliefs, values and institutions of a racial, ethnic, religious or social group. The word competence is used to imply having the capacity to function effectively in a given community.

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Here is one example of an interaction with a traveler from Europe. Just as her shift began Officer Smith, a CBP Officer encounters an elderly woman in a wheelchair, from the country of Kazakhstan, who speaks no English. The woman is accompanied by two young boys, who appear to need to use the restroom, while they are in line waiting to be processed into the United States. The children, eight and ten years of age; run up to Office Smith trying to explain that they need to go to the bathroom. However, the boys do not speak English and, unfortunately for the boys, Officer Smith does not speak or understand Kazakh, the native language of Kazakhstan. Officer Smith notices their body language and so she shows them a picture of a bathroom commode and both nod simultaneously. Officer Smith asked a male officer to escort the boys to the restroom. Meanwhile, the elderly woman is obviously anxious about a stranger communicating with the young boys and taking them away.

During the course of a day, CBP personnel encounter similar circumstances throughout the country while communicating with persons of limited English proficiency or no English skills at all. To the credit of CBP's personnel, considering the massive number of travelers to the United States each day, and the nature of CBP's mission, the percentage of negative encounters is relatively small. Much of CBP's success can be attributed to CBP personnel's knowledge, experience and

understanding of the diverse cultures found around the world. Developing cultural competence is a key component to our success in balancing our interactions with our customers and it is also critical in our relationships with our co-workers. However, with a workforce of 60,000 employees, we must continually assess our current capabilities to ensure cultural competency, quality of language translation and interpretation to the limited English proficient population. We are striving to do better and, with everyone's participation, we will have a program to respond to the ever-changing cultural environments.

Community Leadership Award

Eugene Schied, Office of Administration (OA) Assistant Commissioner was honored on February 16, 2012, with a Community Leadership Award from the Olivet Missionary Baptist Church in Indianapolis, Indiana, during the celebration of National Black History Month for his role in U.S. Customs and Border Protection's (CBP) sponsorship of community outreach programs in Indianapolis, particularly for the youth.

Dr. Rev. Wayne L. Moore, Senior Pastor of the Olivet Church, recognized Mr. Schied's support of over six years of contributing to a National Black History Month program held at the church that reaches out to Indianapolis students exposing them to notable African American speakers. The impact of this program has reached over 9,000 area students, some of whom have gone on to college and have expressed how much of an impact this program had on their future career plan.

Through Mr. Schied's leadership, CBP has sponsored keynote speakers such as Chef Jeff Henderson, award-winning Executive Chef, motivational speaker, *New York Times* best-selling author and Food Network television personality, CNN's Roland Martin, and TV's Judge Glenda Hatchet among others.



From left to right: Michelle Smith, Olivet Youth Leader, Assistant Commissioner Schied, Belinda Jernigan, Olivet Youth Leader, and Rev. Dr. Wayne L. Moore, Senior Pastor, Olivet Missionary Baptist

Mr. Schied has made his mark in the Indianapolis Community for his continuous efforts, dedication and presence. This impression not only will leave

an impact nationwide, but will influence the future of young people who will grow to make great contributions to our homeland.



Spotlight on the Tucson Field Office Diversity and Inclusion Committee

The Tucson Field Office Diversity and Inclusion Program Committee (DIPC) is spotlighted for its diligence in improving diversity awareness and inclusion within the CBP workforce. The DIPC organized twenty-one diversity and inclusion observances to include: Hispanic Heritage Month, Disability Employment Awareness Month, American Indian Heritage Month, Black History Month, Women's History Month, Bring Your Child to Work Day, Asian Pacific American Month, LGBT Pride Month, Women's Equality Day, Caribbean American Heritage Month, Irish American Heritage Month, Jewish American Heritage Month, and Family Heritage Day.



From left to right: Port Director, Mike Humphries; CBP Officer, Clarissa Velasco-Whicker; unidentified; KVOA television, Lorraine Rivera; Supervisory CBP Officer, Elias Villarreal.

Clarissa Velasco-Whicker, CBP Officer, stationed at the Douglas Port of Entry, has worked with the DIPC for over four years. She credits her involvement as Chairman of the Pirtleville, Arizona Volunteer Fire Department in preparing her to lead the DIPC committee at her Port. She notes that the challenges of being a female CBP Officer in a traditionally male field have inspired her to champion diversity in the workplace and demonstrate to management that even

a small group can provide educational programs to the workforce.

Philadelphia CBP Family Celebrates Hispanic Heritage Month

Philadelphia CBP celebrated Hispanic Heritage Month on September 22, 2011 at the Custom House, and September 28, 2011 at the Philadelphia International Airport Air Passenger Processing Terminal. Members of CBP’s Office of DIPC for the Port of Philadelphia: Supervisory CBP Officer, Claude Madison; CBP Officer, David Guzman; Import Specialist, Barbara Terry; and Entry Specialist, Claudia Palko helped organize and facilitate the event celebrations.



The sweet sounds of salsa and merengue music filled the air while tasty traditional dishes and desserts filled bellies. Some of the delectable dishes included pastelillos (a turnover pastry filled with beef, chicken, or cheese), alcapurrias (fritters made of ground beef, taro root and green bananas), arroz con gandules (Spanish rice with pigeon peas), pernil, (roast pork), and delicious custard Flan. Special guest speakers at these events included local television news personality Diego Castellanos and Army National Guard Sergeant Ramon Lora. Baltimore Field DCR Officer, Chyrdonna White and Washington DC Headquarters DCR, Special Programs Manager Christopher Rodriguez also attended and spoke at the events.

Diego Castellanos hosts the talk show Puerto Rican Panorama, reportedly the world’s longest running television program exclusively addressing Hispanic issues and Latin culture. Mr. Castellanos also co-anchors the annual Puerto Rican Parade in Philadelphia and previously served as a lieutenant in the New Jersey National Guard. As a special guest speaker, he shared a little history on Spanish settlers landing in Puerto Rico and St. Augustine, FL and the political climate in Puerto Rico. He also touched on border security agency issues.

More than 50 individuals attended the Custom House event, including employees from U.S. Immigration and Customs Enforcement, U.S. Department of Agriculture and the U.S. National Park Service. About 60 individuals attended the airport event; the majority of the individuals were from CBP.

Reaching Out to Our Affinity Partners...

Affinity groups play an integral role in the support of CBP’s mission and its commitment to Diversity and Inclusion. Affinity groups are based on a common ideology or concern for a given issue, in which all members work together towards a goal in a larger action. Some of the most common affinity groups are racial, ethnic-background and gender-based organizations.

DCR focuses on participating with these various organizations is to create an interest in CBP as an employer of choice. This is conducted by promoting name recognition to targeted audiences regionally and nationally, and also by investing time through our educational, cultural and recruitment initiatives. DCR will be involved with the following affinity groups this upcoming spring and summer 2012. DCR will be working with various CBP offices to encourage



Executive Director, Franklin C. Jones, leading a workshop on “Diversity and Inclusion Principles” at the Women in Federal Law Enforcement (WIFLE) Annual Leadership Training Conference June 2011 in Long Beach, California.

participation and attendance of employees working in the same locations in which the conferences are being held. This will promote CBP employee engagement and raise awareness of the various aspects of Customs and Border Protection careers!

Logging into Diversity

Coming to a computer near you, the new *Diversity and Inclusion Awareness* Virtual Learning Center (VLC) training is rolling out to all U.S Customs and Border Protection employees. While managers and supervisors will be required to complete the course, all employees are encouraged to take the module that is now available.

The new course ties into the recent CBPnet launch of the *Diversity at CBP* that offers an introspective look from CBP’s top leaders on what diversity means to them and how a diverse workforce will continue to propel this agency forward.

CBP's workforce – from Air and Marine interdiction agents, Border Patrol agents, Customs and Border Protection officers, and mission support staff – interacts with diverse populations each and every day. Diversity encompasses individuals of all backgrounds and we are incorporating diversity concepts into all aspects of CBP operations—including training. Logon to VLC and check out *Diversity and Inclusion Awareness* today!



Tribute to Loretta Jones: 31 Years of Federal Service

On January 14, 2012, Loretta Jones officially separated from CBP after 31 years of Federal service. Her federal career began in December 1973 with the Department of Defense in Indianapolis, IN. Loretta enjoyed working in various roles, beginning as a GS-2 File Clerk. She concluded her career as a GS-13 Diversity and Civil Rights Officer.

While Loretta has long been drawn to the area of social work, she joined the U.S. Customs Service as an Accounting Technician in 1987. Success alone was not satisfying enough, and she yearned to use her talents in the area of Human Resources (HR). After listening to an impressive speech in 1991, by then newly-appointed EEO Manager, Darlene Sedwick, Loretta knew for certain that the field of EEO was beckoning her. When the opportunity presented itself, Loretta returned to school and earned a degree in HR. Her subject matter expertise in HR paved a way for her to initially serve as both a collateral duty EEO Counselor and the Disabilities Program Manager in Indianapolis before joining the Office of Equal Opportunity full-time in April 2003.



She has thoroughly enjoyed her EEO career. Her list of most memorable moments was lengthy. However, with delight, she recalled the time when she transitioned into a full-time position as an EEO Specialist and her enjoyment in being an instrument in the formative mentoring of DCR Team members Tisha Hammond, Geraldine Hickman and Courtney Moore. Loretta also found great satisfaction in the time she invested into diversity and recruitment programs geared toward youth and federal employment opportunities.

Loretta’s peaceful nature added value to her role in DCR. Likewise, she believed the resiliency; wisdom and teamwork of others added value to her career. She learned that DCR professionals cannot take everything personally; particularly when you do the best job possible counseling a complainant and still become part of that complaint. Instead, she reminded us to keep everything in perspective. Loretta Jones left a remarkable legacy behind, one which will remain with DCR and its customers for years.

Diversity Calendar

April 26, 2012

Bring Your Child to Work Day

May-2012

Asian Pacific American Heritage Month

Jewish American Heritage Month

June-2012

Lesbian, Gay, Bisexual, and Transgender Pride Month

National Caribbean American Heritage Month

For suggestions, ideas and questions about the e-Newsletter please send a message to EEOSuggestionBox@cbp.dhs.gov.