



DIRECTOR

DEPARTMENT OF THE TREASURY
BUREAU OF ENGRAVING AND PRINTING
WASHINGTON, D.C. 20228

January 30, 2003

MEMORANDUM FOR ALL EMPLOYEES

FROM: Thomas A. Ferguson
Director

SUBJECT: New Equal Employment Opportunity (EEO) Help Line

Treasury's Office of Equal Opportunity Program (OEOP) is pleased to announce the development of a new Help Line. It is one of many mechanisms the Department and Bureaus are utilizing to assist in dispute prevention and to decrease workplace conflicts Department wide. This tool is designed to provide expert advice and guidance to Treasury employees and applicants for employment in an effort to quickly deal with workplace issues and address concerns.

The Help Line is designed to:

- Put callers in touch with persons who can resolve the issue;
- Provide answers to questions about policies and procedures;
- Help callers cut through the "red tape",
- Support Treasury's commitment of treating all employees with dignity and respect.

The Office of Equal Opportunity Program has assigned a **cadre of highly skilled** expert to:

- Be good listeners;
- Provide accurate answers to questions concerning workplace issues;
- Ensure that your call remains confidential, if requested;
- Direct you to the proper forum to resolve the issues or concerns raised;
- Implement the Treasury Department's dispute prevention strategy.

If you would like to use this new service, you may call "1-877-336-4577 (voice), or 1-877-336-5518 (TTY).

If you have any questions concerning this initiative, feel free to contact John Hanberry at (202) 022-0323 or by email at John.Hanberry@do.treas.gov.