

## Focus Group Questions Session 1 September 6, 2019

### Introductions

1. Please introduce yourself by giving your agency name, title, role that you play in conflict case processing, and telling us approximately how many conflict cases your agency handles each year.

### Definition of Conflict Cases

2. We saw from our survey responses that you all work with different definitions of a conflict case; does your Agency have a written definition of a conflict EEO case?
3. Who makes the ultimate determination that there is a conflict of interest?
4. If a complainant claims to have a conflict case that is not truly a conflict (ex. they accuse your office of being biased), have you ever processed it as if it were a conflict case? Why or why not?

### Processing Conflict Cases

5. Does your office have designated employees who process conflict cases?
6. How does your office track conflict cases?
7. Who do you think should have access to conflict cases?
8. We know that many of you don't have many conflict cases, but in thinking about your agency's conflict cases, can you say how often the Complainant names as an RMO someone within the EEO office, versus a manager who is in the chain of the EEO director?
9. What struggles do you have in processing conflict cases?
10. What mistakes have you made, or seen made, in processing these cases?

### Wrap Up

11. What would you like to see from EEOC in our Report?
12. Are there any additional comments you would like to make before we end this call?

13. Thank you for your time and participation! It is greatly appreciated especially at this busy time of year.