July 5 2019

Steve Lee
Office of Diversity & Inclusion
Affirmative Action 255 Capitol Street, NE, Suite 126
Salem, OR 97310

The 2019-2021 Biennium policies of the Appraiser Certification and Licensure Board (Board) provide that there will be no discrimination or harassment on the grounds of race, color, sex, marital status, sexual orientation, religion, national origin, age, mental or physical disability, or any reason prohibited by state or federal law. The Board fully supports affirmative action and equal opportunity and is committed to the right of all persons to work and advance on the basis of merit, ability, and potential.

To achieve our goals, the Board works to:

- Hold all employees accountable for a work environment that is respectful and professional
- Ensure that the manager and the Board members hold staff accountable for promoting a work environment that is professional, which includes treating all staff with dignity and respect
- Market open positions to ensure that underrepresented groups are aware of the Board’s job opportunities

The Board is dedicated to finding new ways to foster staff and board members diversity and promote a culturally aware, professional and respectful work environment.

Sincerely,

[Signature]
Gae Lynne Cooper
Administrator
State of Oregon-Appraiser Certification and Licensure Board
B. AFFIRMATIVE ACTION POLICY STATEMENT

Introduction
The Affirmative Action Policy Statement and Equal Employment Opportunity Plan was first adopted by the Oregon Appraiser Certification and Licensure Board (Board) on January 2007. The purpose of this plan is to update the policy that applies to all employees, Board members, and contractors of the Oregon Appraiser Certification and Licensure Board (Board). This policy applies to all matters relating to hiring, firing, promotion, benefits, compensation, and other terms and conditions of employment, as well as delivery of Board services.

B. Agency Affirmative Action Policy Statement

Policy Statement
The Appraiser Certification and Licensure Board (Board) remains fully committed to providing individuals with fair and equal employment opportunity and affirmative action objectives through the recruitment, employment and advancement of a diverse workforce. The Board enforces a zero-tolerance policy against any form of discrimination or harassment and has adopted an Affirmative Action Plan as one method of helping to eliminate discrimination on the basis of race, color, religion, sex, national origin, physical or mental disability, age, marital status, sexual orientation, gender identity trans-gender status, or political belief. Nor shall the Board do business with any vendor/provider for the state of Oregon who discriminates or harasses in the above-described manner.

The Board is committed to a policy and practice in keeping with the directive of the Governor, state and federal laws and regulations, executive orders of the President of the United States of America concerning affirmative action, Equal Employment Opportunity, i.e., a policy of discrimination/non-discrimination guidelines appropriate under the Civil Rights Acts, and the Americans and Disabilities Act on all levels and in all aspects of the Board’s operations.

The work environment is an important part in maintaining a diverse workforce. Each employee and board member is expected to promote a work climate reflecting respect, care and concern for each individual and to maintain a harassment-free environment. The Administrator and Board members will monitor work environments to ensure that they are free from harassing types of behaviors. All employees and Board members shall administer and adhere to the Affirmative Action Policy and Plan in all licensing actions and disciplinary actions concerning licensees.

In matters of recruitment, hiring, and promotion, the Board will reach out to the broadest possible labor market. Applications will be judged solely on the basis of job-related characteristics. Job requirements and tests will be job-related and will not have adverse impact upon protected classes. During an interview, only job-related questions will be asked and job-related characteristics will be used to rate a candidate for a job.

A copy of the Affirmative Action Plan is: posted on the Board’s website; located in the employee lunchroom; and is given to each employee and board member. Failure to meet the Affirmative Action standards will be subject to disciplinary actions.
C. **Agency Diversity & Inclusion Statement**

Board members and the Administrator of the Board strive to ensure that the agency has created and maintained a diverse and inclusive environment and organizational culture with values that foster civility and inclusion.

We work both inside and outside of state government with everyone from a variety of stakeholders, federal agencies, industry organizations, licensees and the general public. In addition to our public safety mission, we strive to provide fair, equitable and inclusive business processes when implementing policies, rules and regulations related to the practice of appraising in Oregon.

The Board takes proactive steps to provide fair and equal opportunities in our business processes that affect the following:

1. Filling vacancies within the Board.
2. Resolving employee issues including performance.
3. The use of outside vendors.
4. Working with stakeholders.
5. Licensing qualified individuals to appraise in the State of Oregon.
6. Registering appraisal management companies to conduct business in the State of Oregon.
7. Investigating complaints against licensees and appraisal management companies to ensure public safety.
8. Approve and audit Oregon appraisal education programs to meet federal standards.

All employees and board members with concerns of any kind related to affirmative action shall be encouraged to bring them to the attention of the Administrator. All complaints will be investigated by the Administrator and corrective action will be taken when appropriate. An individual with a complaint against the Administrator may file a complaint with the Board’s Chair Person.

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**Gae Lynne Cooper, Administrator**

[Signature]
D. AFFIRMATIVE ACTION AGENCY STATEMENT

a. The Board Governor's Policy Advisor is:
   Elana Pirtle-Guiney, Policy Advisor
   State Capitol Bldg.
   900 Court St NE Suite 254
   Salem, OR 97301

b. The Board’s Affirmative Action Representative is:
   Gae Lynne Cooper, Administrator
   200 Hawthorne Ave. SE, Suite C-302
   Salem, OR 97301
   (503)485-2555

c. The Board’s Organizational Chart is located in Appendix A.

d. The Board has contracted with the Department of Administrative Services for human resource services:

   Department of Administrative Services
   Chief Human Resources Office
   155 Cottage Street NE U130
   Salem, OR 97301

e. Diversity Training/Professional Development

   Staff Meetings
   Staff meet on a regular basis. Being such a small office, regular employee meetings are a core principle of the Board’s culture for open and honest communication and teamwork. Staff meetings are used for staff to voice improve processes to get the job done. Each staff member reports on their current project and communicates on possible struggles or needs. Management and staff together work on a solution.

   Cross Job Training
   Being such a small office, each individual staff member is cross trained to be competent to fill in for other jobs. When job openings appear, the Board tries to promote within the office. The employee already understands the position and has completed the training.
Training Opportunities
Currently, employees are given a 15 hour course in the Uniform Standards of Professional Appraisal Practice. A 7 hour refresher course is provided to employees every two years. The Board also encourages the staff and new Board members to complete various training courses offered by the Appraisal Foundation and the Appraisal Subcommittee, a federal government agency. These courses include; Investigator 1, 2, and 3 courses; New Board Members and Executive Directors and Administrators job function.

Affirmative Action 2017-2019 Objectives

1. Utilize the Department of Administrative Services Human Resource for employee team building training.

At this time the agency has not had the time or staff to complete this goal. Still on your objective to meet in the future.

2. Send our newest employee and another Board member to the Appraisal Foundation Investigator courses.

Every year, the Appraisal Foundation and the Association of Appraiser Regulatory Officials, with funding from the Appraisal Subcommittee, combine a partnership to offer training to state investigators and board members. The goal of the training is to promote greater consistency in the evaluation and investigation of complaints received about appraisers nationwide. The courses are two and half days and is offered at no cost to the state. Transportation, meals and lodging is reimbursed by the Foundation. This year both of our Compliance Specialist 2 attended all three Investigator classes.

Affirmative Action 2019-2021 Objectives
In the 2019-2021 biennium, the ACLB wants to achieve the following goals:

1. Hold all employees accountable for a work environment that is respectful and professional

2. Ensure that the manager and the Board members hold staff accountable for promoting a work environment that is professional, which includes treating all staff with dignity and respect

3. Market open positions to ensure that underrepresented groups are aware of the Board’s job opportunities