FY 2022

SI Civil Program
Annual Report on Harassment and Workplace Culture at the Smithsonian Institution

Prepared by:
SI Civil Branch
Office of Human Resources
Smithsonian Institution

December 2022

Where we are

The Smithsonian Institution (SI) is committed to maintaining a work environment that is free from harassment and workplace violence. The purpose of this report is to highlight the Smithsonian's harassment and workplace violence prevention efforts in Fiscal Year 2022 and how SI responds to reports of concerning behaviors.

In FY 2022, the Smithsonian expanded and enhanced SI Civil, the anti-harassment and workplace violence prevention program in the Office of Human Resources. This year SI Civil focused on 4 broad areas: expanded capacity, new reporting system, outreach and training, and accountability.

The recently expanded SI Civil Team also developed values that stress how important honesty, integrity, and trust are when handling matters related to harassment and other sensitive workplace issues. These values echo the Smithsonian community's overall commitment to ensuring individuals feel respected and welcomed in the workplace.

The information and data contained in this report focus on reports compiled by SI Civil for FY 2022. It does not include data related to EEO complaints, which is administered by the Office of Equal Employment and Supplier Diversity (OEESD).
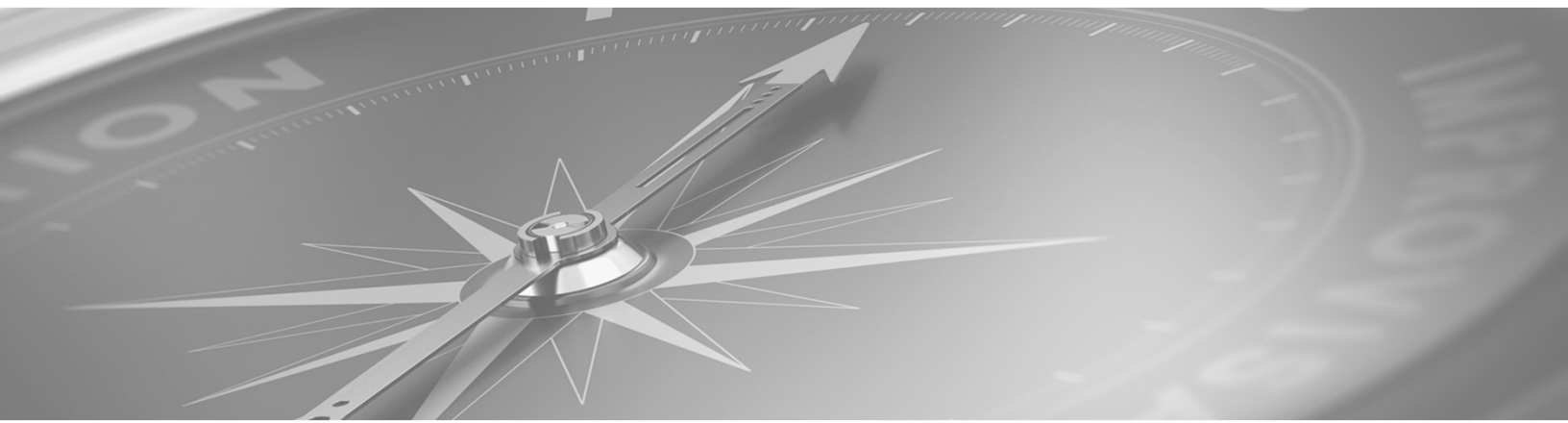
Executive Summary

SI Civil Program

- The SI Civil Program, created in 2021, is a resource for all employees and affiliated staff to report incidents of harassment, workplace violence, or retaliatory behaviors impacting the workplace.
- Recognizing the importance of this program, in FY22 the Smithsonian:
  - Expanded the capacity of SI Civil with additional staff and resources (including a new case management system for tracking cases).
  - Launched a new communications campaign and reporting system called **Voice It**: which includes a 24/7 toll-free number for reporting incidents in English and Spanish and an online reporting platform.
  - Developed and began conducting a new mandatory supervisory training called "SI Civil Anti-Harassment Supervisory Workshop: Creating a Culture of Respect at the Smithsonian".
  - Designated SI Civil Champions at each unit to ensure senior-level leaders are also increasing awareness of SI Civil and promoting Smithsonian's commitment to maintaining a welcoming and respectful work environment at all levels.
  - Added new questions to the Smithsonian Employee Perspective Survey (SEPS) to better assess anti-harassment efforts.

FY22 Case Data

- SI Civil received **90 reports related to harassment and workplace violence-related incidents** (including sexual harassment, non-sexual harassment, retaliation, threats, intimidation, and physical violence).
- In **28%** of cases, a violation of Smithsonian policy was established and resulted in some form of discipline (including reprimand, suspension, demotion, or removal). Specific data related to case outcomes may be found on page 13.

SI Civil Program Overview

SI Civil Program Goals

The SI Civil Program was implemented in January 2021, its mission is to empower individuals to communicate workplace concerns and facilitate the resolutions of those concerns as quickly as possible. SI Civil's goals are simple:

- **prevent** potentially violent situations from occurring in the workplace;
- **address** harassing behaviors before it becomes severe or pervasive;
- promptly and objectively **investigate** incidents, when necessary; and
- take immediate and appropriate **corrective action** when violations of policy occur.
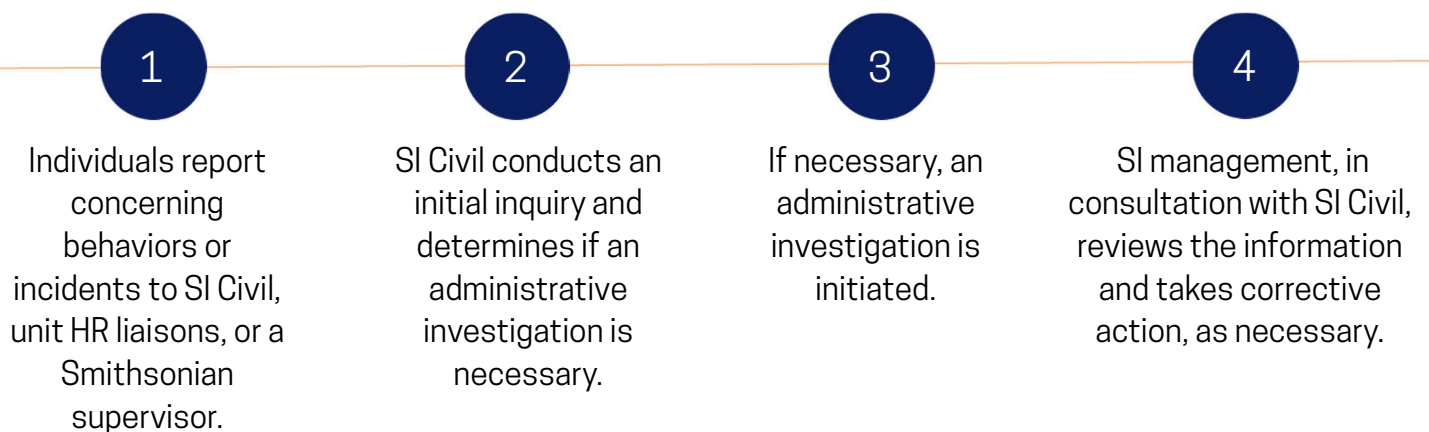
SI Civil Policies

- **Anti-Harassment Policy** (Smithsonian Directive 225, effective December 30, 2020)
  - The goal of SD 225 is to address harassing conduct at the earliest possible stage, regardless of whether the conduct is based on a protected class (e.g., race, sex, disability).
  - The Smithsonian will not wait for harassing conduct to become severe or pervasive before investigating and taking corrective action.
- **Workplace Violence Prevention Policy** (Smithsonian Directive 217, effective December 30, 2020)
  - The goal of SD 217 is to provide guidance for preventing and appropriately addressing threatening or intimidating behavior, potentially violent situations, or incidents of workplace violence .
  - All known incidents of threats, intimidation, or workplace violence will be taken seriously and addressed promptly.
  - If the behavior involves a crime in progress or a specific threat of imminent bodily harm, individuals should treat it as an emergency and contact local law enforcement.

SI Civil Reporting Process

The SI Civil reporting process is designed to be simple and keep the reporting individual informed throughout the process.

1 Individuals report concerning behaviors or incidents to SI Civil, unit HR liaisons, or a Smithsonian supervisor.

2 SI Civil conducts an initial inquiry and determines if an administrative investigation is necessary.

3 If necessary, an administrative investigation is initiated.

4 SI management, in consultation with SI Civil, reviews the information and takes corrective action, as necessary.

Notes on the Reporting Process

- Supervisors (including those in supervisory-like positions) are required to report incidents covered by these policies to SI Civil within 24 hours.
- Generally, there is no specific time limit for filing a report with SI Civil. However, individuals are encouraged to report incidents as soon as possible so Smithsonian can conduct a thorough inquiry.
- SI Civil will notify the reporting party of the status of the report, when the issue has been referred to the appropriate management officials, and when the matter has been addressed. However, because of privacy rights and procedures, no further information will be provided.
- Corrective action may include discipline (e.g., removal or suspension), counseling, reassignment, coaching, training, or a voluntary facilitated conversation.
- Reporting includes required notifications to the Board of Regents and Office of Sponsored Projects (OSP). OSP coordinates reporting to certain federal funding agencies that have reporting requirements in specific situations related to individuals receiving awards.

Finding Support at Smithsonian

In addition to the option of reporting to SI Civil, there are multiple Smithsonian resources available to support individuals. SI Civil staff continuously refer individuals to these resources before, during, or after they file a report with SI Civil. Once an allegation is raised to a Smithsonian management official or to SI Civil, the Smithsonian is required to initiate a prompt, objective, and thorough investigation. Therefore, these confidential resources are vital in providing support to individuals who are unsure about reporting.

If an individual would like to discuss an incident or issue in a completely confidential setting, they may contact the Employee Assistance Program or the Ombudsperson, both of which operate under principles of confidentiality.

- The **Employee Assistance Program** offers confidential guidance and counseling, free of charge, on any issue. Additionally, the Smithsonian partnered with Inova Employee Assistance to provide employees and members of their households additional services (counseling in multiple languages available).
- The **Ombudsperson** provides Smithsonian and affiliated individuals with a neutral, independent, informal, and confidential alternative to address workplace issues and conflicts.

Office of Equal Employment and Supplier Diversity

Employees and affiliated individuals who wish to file a formal discrimination complaint may do so by contacting the Office of Equal Employment and Supplier Diversity (OEESD) within 45 calendar days of the date of the alleged discriminatory conduct. The EEO complaint process is separate and distinct from the SI Civil reporting process.

FY22 Highlights

SI Civil Program Expansion and Voice It Campaign

- Provided the SI Civil Program with the necessary resources to support staff. Designated SI Civil as a new and separate branch within the Office of Human Resources. Recruited and selected an SI Civil Manager, hired two new SI Civil Specialists (one located at the Smithsonian Tropical Research Institute in Panama), and brought on a contractor to assist.
- Updated the external-facing SI Civil website on si.edu with user-friendly guidance on how to report, what to report, and where to find additional support.
- Created a simple way to report harassment. With the assistance of the Chief Information Officer and the Office of Communications and External Affairs, SI Civil launched Smithsonian's new anti-harassment campaign and reporting system: **Voice It**. The campaign focused on the strongly held belief that *if you see it, feel it, or hear it, we need you to voice it*.
  - Voice It Online Reporting: the new online reporting website is mobile-friendly, available in English or Spanish, and supports anonymous reporting.
  - Voice It Hotlines: individuals can call toll-free hotlines (in U.S. and Panama) 24 hours a day, seven days a week. Live operators are available to take reports from individuals and submit directly to SI Civil. Both the reporting website and hotlines are available in English and Spanish.
  - Voice It posters were hung up in staff common area, such as breakrooms, kitchens, bathrooms, office suites, labs, and hallways. Posters were printed in English and Spanish and include a QR code to directly access the reporting website from any smart phone.
- Started to track cases using the new integrated case management system (part of the Voice It system). This will allow for quick data analysis and high-level reporting on cases, trends, and outcomes.
- Coordinated investigations and resolution of reports related to harassment, threats of violence, incidents of intimidation, or other concerning behaviors (including allegations of non-SI Civil misconduct) brought by individual employees, affiliated individuals, and management.

FY22 Highlights

Training and Outreach

- Provided 15 sessions of SI Civil-focused training to Smithsonian units, town halls, employee resource groups, and individual divisions/offices, related to SI Civil policies, reporting to SI Civil, and the importance of maintaining a respectful work environment.
- Added information on SI Civil to mandatory Equal Employment Opportunity (EEO) training, new employee orientation, and Fundamentals for Supervisors training.
- Developed and began conducting a new mandatory supervisory training called "SI Civil Anti-Harassment Supervisory Workshop: Creating a Culture of Respect at the Smithsonian". This workshop provides an overview of the SI Civil Program, the Anti-Harassment and Workplace Violence Prevention Directives, and supervisory responsibilities. Participants also discuss prevention strategies and participate in breakout sessions to review scenarios.
- Partnered with a local DC advocacy organization to hold Smithsonian's first Domestic Violence Awareness Month webinar in October 2021.

SI Leadership Support

- The Secretary and Deputy Secretary provided their leadership and support in FY22 to ensure the Smithsonian is committed to a harassment-free work environment. Some of these engagements included:
    - Quick approval of additional resource requests such as additional SI Civil staff and the Voice It reporting system.
    - Release of frequent communications to the SI community, including updates on the SI Civil Program and the new Voice It campaign (SI-wide emails sent in January 2022, March 2022, and August 2022).
    - Statements during SI-wide events such as the February 2022 virtual SI-wide informational session titled "Focusing on a Harassment-free Work Environment: Support Resources at the Smithsonian." This event provided information for employees and affiliated staff on support resources available to them (including SI Civil and the Employee Assistance Program, and Ombuds).
    - Instruction to all unit directors to appoint a senior-level "SI Civil Champion" (see page 9). The Deputy Secretary also hosted the SI Civil Champions kick-off meeting in May 2022.

FY22 Highlights

Accountability

- Designated SI Civil Champions at each unit to ensure senior-level leaders are also increasing awareness of SI Civil and promoting Smithsonian's commitment to maintaining a welcoming and respectful work environment at all levels. Held first meeting with SI Civil Champions in May and required unit reports in August 2022 on each unit's progress in implementing SI Civil action items (including leadership communication, spreading awareness of SI Civil, responding to recommendations from employee-led committees, and action plans related to SEPS results).
- Assisted individual units with developing anti-harassment action plans, assessing organizational climate issues, and handling specific cases.
- Provided regular SI Civil case status updates to senior leaders, including the Under Secretary for Administration, the Office of Protection Services Director, and Smithsonian Facilities Directors. See example case update chart below.

SI Civil Case Update
November 18, 2022

Series1   Series2   Series3

SI Civil
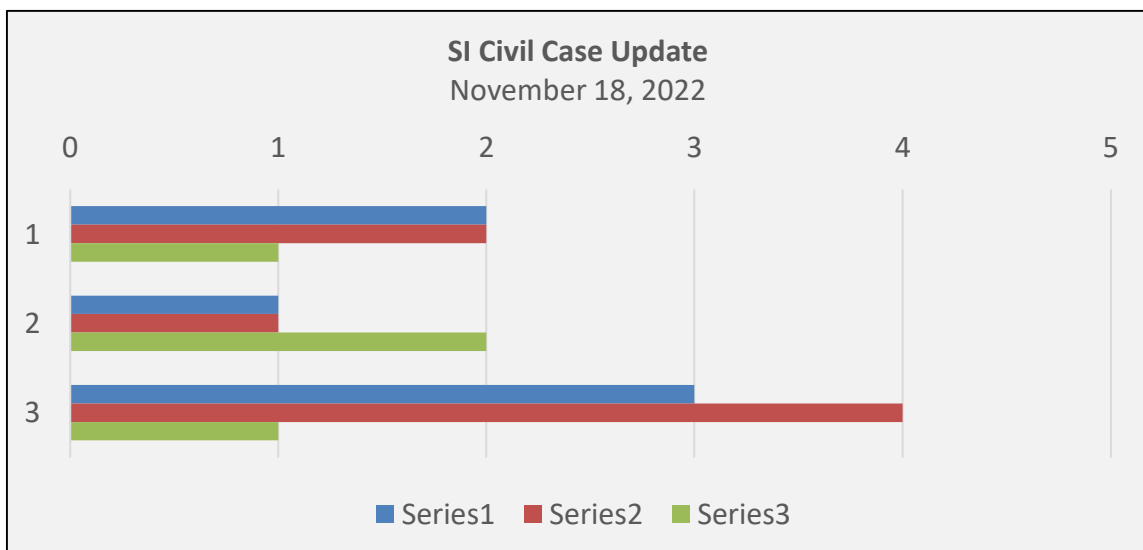
2022 Smithsonian Employee Perspective Survey

- Last year's SEPS results reflected a need to do more to ensure that staff feel safe, supported, and know how to report incidents of harassment.
- Additional questions were added to the 2022 SEPS to assess Smithsonian's anti-harassment efforts. Those questions are included in the "Harassment-Free Workplace Theme" of SEPS.
- The results of the 2022 Harassment-Free Workplace Theme are encouraging and show that while there is still room for improvement, Smithsonian is making progress in this important area. Below are some highlights:
  - Most employees are aware of where to go to report incidents of harassment (**87%** favorable) and believe that Smithsonian is committed to a harassment-free work culture (**75%** favorable).
  - However, there is less confidence that other SI employees promote a safe, harassment-free workplace (**64%** favorable); that unit-level management will respond to reports of harassment with fast and appropriate action (**69%** favorable); and that unit-level management will report incidents to Human Resources (**68%** favorable).
- SEPS questions in the "Civility Theme" assessed whether the work environment is civil and respectful. Below are some highlights:
  - Employees believe their work environment is civil and respectful (**86%** favorable).
  - However, a significantly lower favorability score was given to the statement "In our work culture, people feel free to raise dissenting opinions without it having a negative impact on their career" (**53%** favorable).
- Unit directors are accountable for sharing unit-specific SEPS results with staff (when available) and expected to develop approaches to address challenges and areas of focus. The SI Civil Program partners with units if and when either of these themes become a challenge or area of focus for a particular unit.

FY22 Cases

SI Civil Aggregate Data and Trends

The SI Civil program launched in January 2021. As SI Civil continues to establish itself as an integral part of the Smithsonian workplace culture, the total number of cases is expected increase. Although this upward trend may initially seem concerning, it speaks to the enhanced reputation of the program and that individuals feel comfortable enough to come forward and report concerns. Basic trend analysis will occur in FY23 (comparing FY21, FY22, and FY23) as we compile more reliable data using the Voice It Case Management System and data visualization tool.
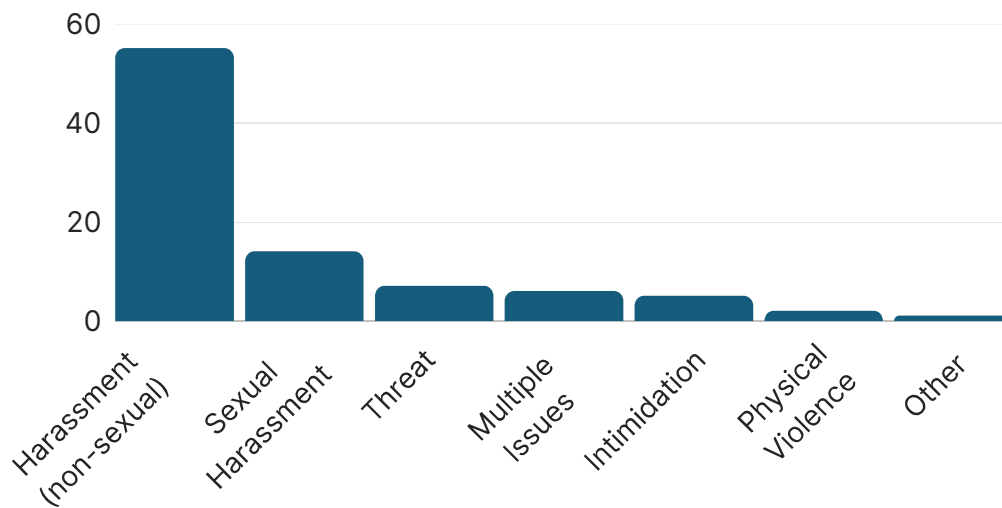
SI Civil Cases

In FY 2022, there were a total of **90 reports.** There were 65 reports last year (FY21). As mentioned above, this increase is expected. This includes every category of behavior covered by SI Civil policies: sexual harassment, non-sexual harassment, threats, intimidation, physical violence, or multiple issues (which typically includes retaliation). The categories are fully defined in the SI Civil policies (SD 217 and SD 225).

Although the facts of each case are unique and will result in various outcomes, we grouped the case resolutions by category of outcome. A description of each category is included at the bottom of each chart.

Cases by SI Civil Category

Case Count by Category	
Harassment (non-sexual)	55
Sexual Harassment	14
Threat	7
Multiple Issues	6
Intimidation	5
Physical Violence	2
Other	1
Total	**90**

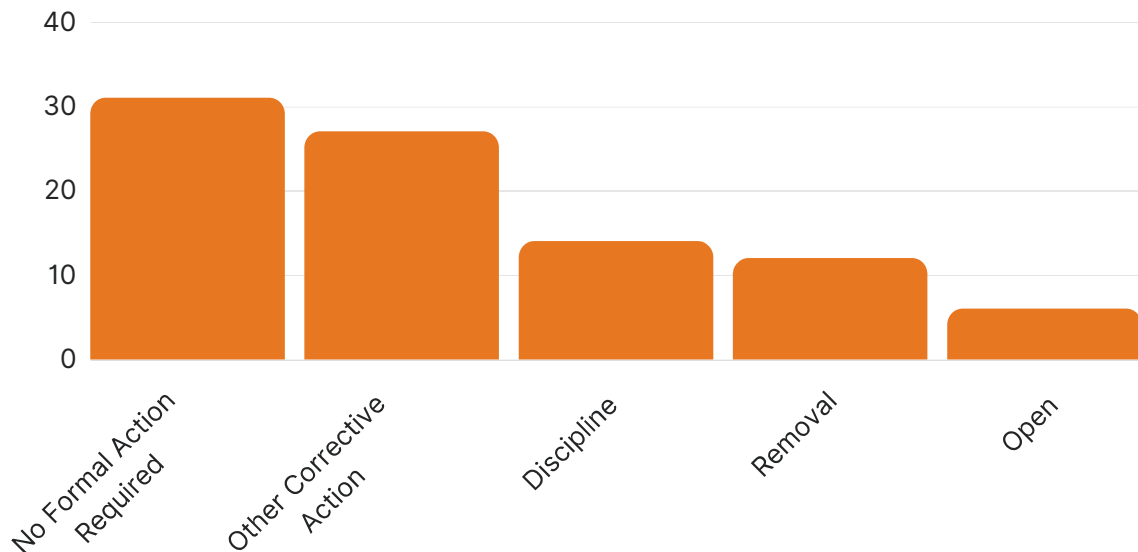**Description of SI Civil Categories**
- ❖ *Multiple Issues:* This category includes cases that involve more than one SI Civil category. Allegations of retaliation are typically included in this category (along with the underlying reported incident or protected activity).
- ❖ *Other:* This category includes cases that were reported to SI Civil but are outside the scope of SI Civil policies.
- ❖ *For other specific definitions, see SI Civil policies (SD 217 and SD 225).*

FY22 Cases

Cases by Outcome

Case Count by Outcome	
No Action Required	32
Other Corrective Action	27
Discipline	13
Removal	12
Open	6
Total	**90**

Description of Outcomes

- ❖ *No Formal Action Required:* This category includes complaints that were unsubstantiated or not related to SI Civil's scope.
- ❖ *Other Corrective Action:* This category includes actions that are not disciplinary, such as facilitated conversations, coaching, letters of counseling, and reassignments.
- ❖ *Discipline:* This category includes letters of reprimand, suspensions and demotions.
- ❖ *Removal:* This refers to the termination of employment or affiliated individual privileges.
- ❖ *Open*: This refers to active cases where an outcome has yet to be determined.

13

Values and FY23 Goals

SI Civil Team Values

- This year, the SI Civil Team developed a set of values to accompany the high-level mission and goals outlined on page 4. Those values are:
    - **Promote Honesty, Integrity, and Trust**: We honor our commitments and conduct our work in a manner that promotes fairness, respect, honesty, and trust.
    - **Celebrate Teamwork**: We encourage the diversity of thoughts, experiences, and backgrounds and celebrate participation and partnership in all of our endeavors. We nurture and embrace differing perspectives to make better decisions.
    - **Advocacy**: We proudly advocate for, and honor the needs and interests of the Smithsonian community.
    - **Quality Results**: We believe everyone deserves excellent customer service and results you can trust. We take ownership in our work each and every day

FY23 SI Civil Team Goals

- Track all SI Civil cases and associated data using the Voice It: Case Management System.
- Draft and finalize SI Civil case management processes and procedures, including supervisory guidance for conducting simple administrative inquiries.
- Develop and launch SI-wide training on SI Civil policies, reporting process, and maintaining a welcome and respectful work environment (include new SI leadership video).
- Partner with other Smithsonian offices to ensure affiliated staff (academic appointees, contractors, volunteers) receive information on SI Civil.
- Workplace Violence Prevention Response Team completes threat assessment training.
- Build awareness, trust, and respect throughout SI by presenting at 10 all-staff/team meetings, employee resource groups, or town halls.