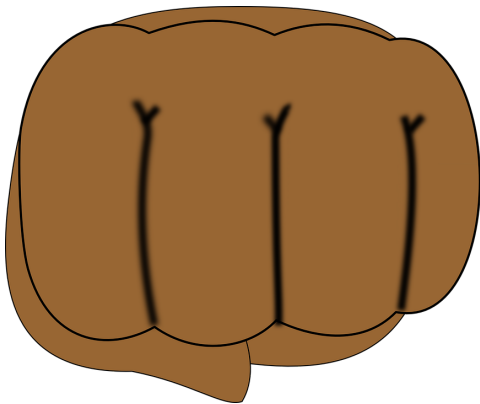


A **SWOT analysis** is a compilation of your company's strengths, weaknesses, opportunities, and threats. The goal of a **SWOT analysis** is to help companies' senior management teams to develop a full awareness of all the elements that a business could inherit in the decision-making process.

**Tinika S. Warren, Technical Manager**  
**Information System Analyst**  
**SWOT analysis October 20, 2021**

**TCC CALL CENTER**



## *Strengths*

- 1. Management Teams: Coming together*
- 2. Communications*
- 3. Stability: Of work coming in through the door*
- 4. Feedback acceptance*



## Weaknesses

1. Plan more events such as "Bump" needed more exposure
2. Team collaboration from each team member
3. Having the team participate in assigned meetings once a week
4. Our team failed to deliver the promise to senior management for tax liabilities 1099 G- Payments
5. Budget failure from our finance department assigned teammate to this project
6. The team has failed to give feedback to senior management on foreseen threats
7. Organization for the team was not achieved due to unwillingness to participate on their own as a performer of corporate management teams
8. Weekly milestone meetings with executive teams for operations
9. Call analytics



## *Opportunities*

1. *To manage your departments*
2. *Gather information to increase revenue*
3. *Human Resources to recruit, retain employees to increase the retention rates, FLSA rules, 1099-G payments under the antitrust act (volunteers)*
4. *Better outcomes to shareholders and end-users (voters & the community trust) telling voters that employees are volunteers violate,*
5. *100% Quality*
6. *100% Performance metrics*
7. *100% absenteeism*
8. *100% Delivering the promise*
9. *Fix / Repair trust in the 365 surveys for customer input that violates community trust by saying paid employees are volunteers*
10. *Overcoming roadblocks*
11. *Fiscal accounts receivables*

## Threats:

[White collar crime](#) is on the rise, including embezzlement which involves the theft of assets by an individual in a position of trust

## See:

<https://www.justice.gov/crt/deprivation-rights-under-color-law>

# DEPRIVATION OF RIGHTS UNDER COLOR OF LAW

## SUMMARY

- Section 242 of Title 18 makes it a crime for a person acting under color of any law to willfully deprive a person of a right or privilege protected by the Constitution or laws of the United States. For the purpose of Section 242, acts under "color of law" include acts not only done by federal, state, or local officials within their lawful authority but also acts done beyond the bounds of that official's lawful authority, if the acts are done while the official is purporting to or pretending to act in the performance of his/her official duties. Persons acting under color of law within the meaning of this statute include police officers, prisons guards and other law enforcement officials, as well as judges, care providers in public health facilities, and others who are acting as public officials. It is not necessary that the crime be motivated by animus toward the race, color, religion, sex, handicap, familial status or national origin of the victim. The offense is punishable by a range of imprisonment up to a life term, or the death penalty, depending upon the circumstances of the crime, and the resulting injury, if any.

## TITLE 18, U.S.C., SECTION 242

<https://www.irs.gov/businesses/small-businesses-self-employed/gift-tax>

## **Title 18, U.S.C., Section 241 - Conspiracy Against Rights**

**This statute makes it unlawful for two or more persons to conspire to injure, oppress, threaten, or intimidate any person of any state, territory or district in the free exercise or enjoyment of any right or privilege secured to him/her by the Constitution or the laws of the United States, (or because of his/her having exercised the same).**

**It further makes it unlawful for two or more persons to go in disguise on the highway or on the premises of another with the intent to prevent or hinder his/her free exercise or enjoyment of any rights so secured.**

**Punishment varies from a fine or imprisonment of up to ten years, or both; and if death results, or if such acts include kidnapping or an attempt to kidnap, aggravated sexual abuse or an attempt to commit aggravated sexual abuse, or an attempt to kill, shall be fined under this title or imprisoned for any term of years, or for life, or may be sentenced to death.**

## **Title 18, U.S.C., Section 242 - Deprivation of Rights Under Color of Law**

**This statute makes it a crime for any person acting under color of law, statute, ordinance, regulation, or custom to willfully deprive or cause to be deprived from any person those rights, privileges, or immunities secured or protected by the Constitution and laws of the U.S.**

This law further prohibits a person acting under color of law, statute, ordinance, regulation or custom to willfully subject or cause to be subjected any person to different punishments, pains, or penalties, than those prescribed for punishment of citizens on account of such person being an alien or by reason of his/her color or race.

Acts under "color of any law" include acts not only done by federal, state, or local officials within the bounds or limits of their lawful authority, but also acts done without and beyond the bounds of their lawful authority; provided that, in order for unlawful acts of any official to be done under "color of any law," the unlawful acts must be done while such official is purporting or pretending to act in the performance of his/her official duties. This definition includes, in addition to law enforcement officials, individuals such as Mayors, Council persons, Judges, Nursing Home Proprietors, Security Guards, etc., persons who are bound by laws, statutes ordinances, or customs.

Punishment varies from a fine or imprisonment of up to one year, or both, and if bodily injury results or if such acts include the use, attempted use, or threatened use of a dangerous weapon, explosives, or fire shall be fined or imprisoned up to ten years or both, and if death results, or if such acts include kidnapping or an attempt to kidnap, aggravated sexual abuse or an attempt to commit aggravated sexual abuse, or an attempt to kill, shall be fined under this title, or imprisoned for any term of years or for life, or both, or may be sentenced to death.

## **Title 18, U.S.C., Section 245 - Federally Protected Activities**

**1) This statute prohibits willful injury, intimidation, or interference, or attempt to do so, by force or threat of force of any person or class of persons because of their activity as:**

**a. A voter, or person qualifying to vote...;**

**b. a participant in any benefit, service, privilege, program, facility, or activity provided or administered by the United States;**

**c. an applicant for federal employment or an employee by the federal government;**

**d. a juror or prospective juror in federal court; and**

**e. a participant in any program or activity receiving Federal financial assistance.**

**2) Prohibits willful injury, intimidation, or interference or attempt to do so, by force or threat of force of any person because of race, color, religion, or national origin and because of his/her activity as:**

**a. A student or applicant for admission to any public school or public college;**

**b. a participant in any benefit, service, privilege, program, facility, or activity provided or administered by a state or local government;**

**c. an applicant for private or state employment, private or state employee; a member or applicant for membership in any labor organization or hiring hall; or an applicant for employment through any employment agency, labor organization or hiring hall;**

**d. a juror or prospective juror in state court;**

**e. a traveler or user of any facility of interstate commerce or common carrier; or**

**f. a patron of any public accommodation, including hotels, motels, restaurants, lunchrooms, bars, gas stations, theaters...or any other establishment which serves the public and which is**

principally engaged in selling food or beverages for consumption on the premises.

- 3) Prohibits interference by force or threat of force against any person because he/she is or has been, or in order to intimidate such person or any other person or class of persons from participating or affording others the opportunity or protection to so participate, or lawfully aiding or encouraging other persons to participate in any of the benefits or activities listed in items (1) and (2), above without discrimination as to race, color, religion, or national origin.

Punishment varies from a fine or imprisonment of up to one year, or both, and if bodily injury results or if such acts include the use, attempted use, or threatened use of a dangerous weapon, explosives, or fire shall be fined or imprisoned up to ten years or both, and if death results or if such acts include kidnapping or an attempt to kidnap, aggravated sexual abuse or an attempt to commit aggravated sexual abuse, or an attempt to kill, shall be subject to imprisonment for any term of years or for life or may be sentenced to death.



*Threats*



1. *Not getting the projects scopes and deadlines achieved on -time*
2. *Business could be closed for being out of compliance with laws, rights, or local statutes that govern law*
3. *Employees that refuse to work ethically: Taxes* The gift tax is a tax on the transfer of property by one individual to another while receiving nothing, or less than full value, in return. The tax applies whether or not the donor intends the transfer to be a gift.
4. The gift tax applies to the transfer by gift of any type of property. You make a gift if you give property (including money), or the use of or income from property, without expecting to receive something of at least equal value in return. If you sell something at less than its full value or if you make an interest-free or reduced-interest loan, you may be making a gift.

## **Title 42, U.S.C., Section 3631 - Criminal Interference with Right to Fair Housing**

This statute makes it unlawful for any individual(s), by the use of force or threatened use of force, to injure, intimidate, or interfere with (or attempt to injure, intimidate, or interfere with), any person's housing rights because of that person's race, color, religion, sex, handicap, familial status or national origin. Among those housing rights enumerated in the statute are:

- The sale, purchase, or renting of a dwelling;
- the occupation of a dwelling;
- the financing of a dwelling;
- contracting or negotiating for any of the rights enumerated above;

- applying for or participating in any service, organization, or facility relating to the sale or rental of dwellings.

This statute also makes it unlawful by the use of force or threatened use of force, to injure, intimidate, or interfere with any person who is assisting an individual or class of persons in the exercise of their housing rights.

Punishment varies from a fine of up to \$1,000 or imprisonment of up to one year, or both, and if bodily injury results, shall be fined up to \$10,000 or imprisoned up to ten years, or both, and if death results, shall be subject to imprisonment for any term of years or for life.

## **Title 42, U.S.C., Section 14141 - Pattern and Practice**

This civil statute was a provision within the Crime Control Act of 1994 and makes it unlawful for any governmental authority, or agent thereof, or any person acting on behalf of governmental authority, to engage in a pattern or practice of conduct by law enforcement officers or by officials or employees of any governmental agency with responsibility for the administration of juvenile justice or the incarceration of juveniles that deprives persons of rights, privileges, or immunities secured or protected by the Constitution or laws of the United States.

5. *Not being able to retain employees (community volunteers)?*
6. *FLSA: WORK SCHEDULES (see attached wage adjustment form), <https://www.dol.gov/agencies/whd/flsa>*
7. *Not properly training staff or accommodating employees whereas needed within the organization*  
**COVID19**
8. *The environment and global factors that could affect our business*

9. *Quality slackers*
10. *Customer complaints*
11. *Finance: budgets, layoffs, unemployment, and stakeholders for the 1099 employees ( FLSA )*

*Created & Written by Tinika S. Warren*

*Resource: Pictures were found in MS WORD 2019 insert a picture from the WEB*