



# FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

Management Directive 715 | October 1, 2023 to September 30, 2024

**Prepared by**  
COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
Office of Equal Employment Opportunity

**Court Services and Offender Supervision Agency for the District of  
Columbia**

**For period covering October 1, 2023 to September 30, 2024**

**PART A**  
Department  
or Agency  
Identifying  
Information

<b>1. Agency</b>	<b>1.</b> Court Services and Offender Supervision Agency for the District of Columbia
<b>1.a</b> 2nd level reporting component	
<b>2. Address</b>	<b>2.</b> 800 North Capitol Street, N.W
<b>3. City, State, Zip Code</b>	<b>3.</b> Washington, DC 20002
<b>4. Agency Code</b>   <b>5. FIPS code(s)</b>	<b>4.</b> FQ00   <b>5.</b> 8840

**PART B**  
Total  
Employment

<b>1.</b> Enter total number of permanent full-time and part-time employees	<b>1.</b> 1017
<b>2.</b> Enter total number of temporary employees	<b>2.</b> 5
<b>3. TOTAL EMPLOYMENT [add lines B 1 through 2]</b>	<b>4.</b> 1022

**PART C**  
Agency Official(s) Responsible  
For Oversight of EEO  
Program(s)

Title Type	Name	Title
Head of Agency	Richard S. Tischner	Director
Head of Agency Designee	Denise A. Simmonds	Deputy Director
Principal EEO Director/Official	Denise Clark	Director, EEO
Affirmative Employment Program Manager	Kristena Jenkins	EEO Specialist
Complaint Processing Program Manager	Kristena Jenkins	EEO Specialist and Compliance Officer
Special Placement Program Coordinator (Individuals with Disabilities)	Karen Schmitz	Senior HR Specialist
Reasonable Accommodation Program Manager	Jillian Martin	ELR Director
Anti-Harassment Program Manager	Eugene Quinn Jr.	Director
ADR Program Manager	Dedan Bruner	Director, ADR
Compliance Manager	Kristena Jenkins	Complaints Manager
Principal MD-715 Preparer	Denise Clark	EEO Director

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<b>PART D</b> List of Subordinate Components Covered in This Report	<b>Subordinate Component and Location</b> (City/State)	<b>Country</b>	<b>Agency Code</b>
<b>EEOC FORMS and Documents</b>	<b>Required</b>	<b>Uploaded</b>	
Organization Chart	Y	Y	
Personal Assistance Services Procedures	Y	Y	
Reasonable Accommodation Procedure	Y	Y	
Agency Strategic Plan	Y	Y	
Anti-Harassment Policy and Procedures	Y	Y	
Alternative Dispute Resolution Procedures	Y	Y	
EEO Policy Statement	Y	Y	
Results from most recent Federal Employee Viewpoint Survey or Annual Employee Survey	N	N	
EEO Strategic Plan	N	N	
Disabled Veterans Affirmative Action Program (DVAAP) Report	N	N	
Diversity Policy Statement	N	N	
Federal Equal Opportunity Recruitment Program (FEORP) Report	N	N	
Human Capital Strategic Plan	N	N	

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**EXECUTIVE SUMMARY: MISSION**

**Part E – Executive Summary**

**Part E.1 – Executive Summary: Mission**

**Introduction**

Pursuant to the Equal Employment Opportunity Commission's Management Directive 715 (MD-715), the Court Services and Offender Supervision Agency for the District of Columbia (CSOSA) and the Pretrial Services Agency for the District of Columbia (PSA), an independent entity within CSOSA, present this report which assesses the progress made toward establishing a model equal employment opportunity (EEO) program in Fiscal Year (FY) 2024. Throughout this report, CSOSA and PSA will be referred to collectively as the Agency but will also be referred to individually as appropriate. The Agency's Annual EEO Program Status Report highlights its accomplishments and efforts to identify and eliminate barriers to the equitable treatment of all employees within the Agency and reaffirms its commitment to ensuring equal employment opportunity.

**The Office of Equal Employment Opportunity**

The Office of Equal Employment Opportunity (EEO Office) provides leadership, direction, and guidance in carrying out the Agency's EEO program. The EEO Office ensures compliance with federal nondiscrimination employment laws, regulations, and executive orders. EEO continues to be a top priority with leadership by recognizing that building and supporting a talented workforce is critical to the Agency's mission.

**Agency's Mission and Mission-Related Functions**

The Agency was established by Congress to consolidate parole, probation, supervised release, and pretrial functions for the District of Columbia under a single federal executive branch agency. CSOSA provides community supervision to adult offenders on probation, parole, and supervised release in the District of Columbia. Its mission is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. PSA's mission is to promote pretrial justice and enhance community safety. PSA assists judicial officers in making appropriate release decisions and provides supervision and pro-social interventions to defendants released into the community before resolution of their case.

The Agency's FY 2024 summary of the Annual EEO Program Status Report outlines the progress the Agency made toward achieving a model EEO program; identifies program deficiencies and barriers to achieving such a program; and sets forth the planned actions designed to address and/or eliminate the program deficiencies and barriers. The Agency is confident that, by continuing the progress outlined in this report, the Agency will reach its goal of operating a model EEO program as envisioned by the U.S. Equal Employment Opportunity Commission (EEOC).

The MD-715 divides the essential elements of a model agency EEO program into the six broad categories reflected below:

- Demonstrated Commitment from Agency Leadership;
- Integration of EEO into the Agency's Strategic Mission;
- Management and Program Accountability;
- Proactive Prevention of Unlawful Discrimination;
- Efficiency; and
- Responsiveness and Legal Compliance.

These six elements serve as the organizing principles by which the Agency can assess and improve its EEO program. Accordingly, the Agency reviewed its EEO and personnel programs, policies, and performance in light of these elements to

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identify areas where the EEO program has made progress and those where it can become more effective. The major initiatives implemented in FY 2024 and planned for FY 2025 are listed below.

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**EXECUTIVE SUMMARY: ESSENTIAL ELEMENT A-F**

**Essential Element A:** Demonstrated Commitment from Agency Leadership

The Agency is dedicated to the principles of EEO and maintaining a successful EEO program. This commitment is evident at all levels of the Agency, including at the senior executive, management, and employee levels. Demonstration of this commitment includes but is not limited to, activities that help maintain an environment free from discrimination, harassment, and retaliation.

The Director of CSOSA and the Director of PSA issued a joint EEO Policy Statement on September 27, 2024. In this statement, the Directors reaffirmed their commitment to ensuring equal employment opportunity for every employee and applicant for employment. The statement also outlined avenues of redress for filing EEO complaints.

In furtherance of that commitment, the EEO Office, CSOSA's Office of Human Resources (OHR), CSOSA's Senior Executive Leadership Team (SELT), PSA's Office of Human Capital Management (OCHM), and PSA's Leadership Team continued to be involved in the recruitment, promotion, and hiring processes in various ways. OHR, OCHM, and EEO continued their collective work on developing a strategic recruitment plan to ensure equal employment opportunity for all applicants as well as employees in the Agency's workforce.

In FY 2024, the Agency continued to use its Special Act monetary awards to recognize the work of EEO Counselors, most of whom perform their EEO duties on a collateral basis. This monetary recognition demonstrates the Agency's ongoing commitment to providing the necessary resources for a successful EEO program.

**Essential Element B – Integration of EEO into the Agency's Strategic Mission**

CSOSA's core mission is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. PSA's mission is to promote pretrial justice and community safety by assisting judicial officers in making appropriate release decisions, and by providing supervision and pro-social interventions to defendants released into the community. The Agency is committed to developing and maintaining a highly skilled and engaged workforce as the Agency appreciates how critical such a workforce is to accomplishing its missions.

Additionally, the Agency is committed to the integration of EEO into several critical areas of management including, but not limited to, the following:

Reporting Structure: The EEO Director continued to have appropriate authority and resources to effectively carry out a successful EEO program. The EEO Director continued to provide technical guidance in the implementation of EEO programs, including action plans in accordance with MD-715 guidance. In FY 2024, the Director continued to report directly to CSOSA's Director and continued to have direct access to the Director of PSA.

Communication: The annual MD-715 report, covering the Agency's FY 2023 accomplishments, planned activities, and strategies, was posted on the Agency's intranet as well as its public website domain found at [www.csosa.gov](http://www.csosa.gov). Once finalized, the annual report for FY 2024 will be posted in both locations as well.

**Essential Element C – Management and Program Accountability**

In support of the Agency's priority to empower management staff to embrace their roles as leaders and champions of equal employment opportunity, the Agency required its leadership and supervisors to participate in a series of courses intended to assist them in further developing their ability to lead and manage in an ever-changing workplace. Additionally, the Agency continued to provide employment development opportunities to its employees in its efforts to attract and engage an effective workforce. For example, in FY 2024, the Agency afforded employees detail assignment opportunities within the Agency to allow them to expand their knowledge and skill sets and to significantly assist the Agency's efforts to retain and train members of its workforce.

Both CSOSA's Training and Career Development Center (TCDC) and PSA's Training and Career Development Unit (TCDU) provided mandatory training courses in the areas of EEO, sexual harassment prevention, and the No FEAR Act. The Agency continued providing training on its Anti-Harassment policy and procedures in its New Employee Orientation.

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**EXECUTIVE SUMMARY: ESSENTIAL ELEMENT A-F**

**Essential Element D – Proactive Prevention of Unlawful Discrimination**

The Agency continued its proactive efforts to prevent unlawful discrimination in FY 2024. CSOSA's TCDC and PSA's TCDU provided mandatory training courses in the areas of EEO, sexual harassment prevention, and the No FEAR Act. These courses were completed by approximately 50 supervisors and managers and over 200 non-supervisory employees.

In FY 2024, the Agency continued providing training opportunities and funding for employees to participate in career and leadership programs. Employees participated in career and leadership programs, including the Susan Schaffer Leadership Academy, the Executive Leadership Program, the Executive Potential Leadership Program, the New Leaders Program, and other leadership development training for leaders and aspiring leaders.

**Essential Element E – Efficiency**

EEO Complaint Trends

In FY 2024, the Agency continued to promote and offer Alternative Dispute Resolution (ADR) to resolve both EEO and non-EEO inquiries and complaints. Individuals in ten of the 21 EEO pre-complaints filed in FY 2024 elected ADR, resulting in an ADR participation rate of 48%. The participation rate in FY 2024 was down from the ADR participation rate in FY 2023, which was 68%. This drop in ADR participation appears to be attributable to the fact that, in the majority of the pre-complaints in which ADR was declined, the individuals filing the pre-complaints had previously participated in the ADR process without successfully resolving their pre-complaints. To address the decline in ADR participation, the ADR Office took important steps, including providing intensive training to management officials to increase their understanding of the benefits of the ADR process and surveying the individuals who declined ADR participation to learn more about the reasons for their declinations.

The number of formal complaints filed increased from 13 in FY 2023 to 18 in FY 2024. In FY 2024, the EEO Office began 15 new investigations and continued investigations into six prior complaints. The average number of days it took the Office to complete investigations increased from 173.43 days in FY 2023 to 199.93 days in FY 2024, largely due to individuals amending their complaints to include additional issues and the complexity of some of the investigations.

**Essential Element F - Responsiveness and Legal Compliance**

The Agency timely submitted its oversight reports in FY 2024, including the No FEAR Annual Report to Congress, the Federal Equal Opportunity Program (FEORP) report, and the Disabled Veterans Affirmative Action Program (DVAAP) report.

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**EXECUTIVE SUMMARY: ACCOMPLISHMENTS**

The Agency's accomplishments are highlighted throughout the Executive Summary.

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**CERTIFICATION of ESTABLISHMENT of CONTINUING  
EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS**

[Redacted] am the

(Insert Name Above)

(Insert official  
title/series/grade above)

Principal EEO Director/Official for

[Redacted]  
(Insert Agency/Component Name above)

The agency has conducted an annual self-assessment of Section 717 and Section 501 programs against the essential elements as prescribed by EEO MD-715. If an essential element was not fully compliant with the standards of EEO MD-715, a further evaluation was conducted and, as appropriate, EEO Plans for Attaining the Essential Elements of a Model EEO Program, are included with this Federal Agency Annual EEO Program Status Report.

The agency has also analyzed its work force profiles and conducted barrier analyses aimed at detecting whether any management or personnel policy, procedure or practice is operating to disadvantage any group based on race, national origin, gender or disability. EEO Plans to Eliminate Identified Barriers, as appropriate, are included with this Federal Agency Annual EEO Program Status Report.

I certify that proper documentation of this assessment is in place and is being maintained for EEOC review upon request.

\_\_\_\_\_  
Signature of Principal EEO Director/Official  
Certifies that this Federal Agency Annual EEO Program Status Report is in compliance with  
EEO MD-715.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or Agency Head Designee



\_\_\_\_\_  
Date

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**Agency Self-Assessment Checklist**



**Essential Element: A Demonstrated Commitment From agency Leadership**

 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
A.1.a. Does the agency annually issue a signed and dated EEO policy statement on agency letterhead that clearly communicates the agency's commitment to EEO for all employees and applicants? If "Yes", please provide the annual issuance date in the comments column. [see MD-715, II(A)]		X			The Agency issued its annual EEO policy statement on Agency letterhead on September 27, 2024. 8/29/2022
A.1.b. Does the EEO policy statement address all protected bases (age, color, disability, sex (including pregnancy, sexual orientation and gender identity), genetic information, national origin, race, religion, and reprisal) contained in the laws EEOC enforces? [see 29 CFR § 1614.101(a)] If the EEO policy statement covers any additional bases (e.g., marital status, veteran status and political affiliation), please list them in the comments column.		X			See Comments in A.1.a

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Agency Self-Assessment Checklist

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
A.2.a. Does the agency disseminate the following policies and procedures to all employees:					
A.2.a.1. Anti-harassment policy? [see MD 715, ll(A)]		X			The Anti-Harassment policy was discussed during new employee orientation, distributed to staff, and posted on the intranet and internet sites.
A.2.a.2. Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)]		X			The Reasonable Accommodation policy and procedures were discussed during new employee orientation, distributed to staff, and posted on the Agency's internet and intranet sites.
A.2.b. Does the agency prominently post the following information throughout the workplace and on its public website:					
A.2.b.1. The business contact information for its EEO Counselors, EEO Officers, Special Emphasis Program Managers, and EEO Director? [see 29 C.F.R § 1614.102(b)(7)]		X			
A.2.b.2. Written materials concerning the EEO program, laws, policy statements, and the operation of the EEO complaint process? [see 29 CFR § 1614.102(b)(5)]		X			During FY 2024, the written materials concerning the EEO program, laws, and policy statements, and the operation of the EEO complaint process continued to be posted on the Agency's intranet and internet websites.

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**Agency Self-Assessment Checklist**

A.2.b.3. Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)(i)] If so, please provide the internet address in the comments column.	X			he internet addresses for the Reasonable Accommodation policy and procedures are: <a href="http://www.csosa.gov/wp-content/uploads/bsk-pdf-manager/2021/05/PS0820-Reasonable-Accommodation.p">www.csosa.gov/wp-content/uploads/bsk-pdf-manager/2021/05/PS0820-Reasonable-Accommodation.p</a>
A.2.c. Does the agency inform its employees about the following topics:				
A.2.c.1. EEO complaint process? [see 29 CFR §§ 1614.102(a)(12) and 1614.102(b)(5)] If “yes”, please provide how often and the means by which such training is delivered.	X			See Comments above at A.2.a
A.2.c.2. ADR process? [see MD-110, Ch. 3(II)(C)] If “yes”, please provide how often.	X			See Comments above at A.2.a
A.2.c.3. Reasonable accommodation program? [see 29 CFR § 1614.203(d)(7)(ii)(C)] If “yes”, please provide how often.	X			See Comments above at A.2.a
A.2.c.4. Anti-harassment program? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1] If “yes”, please provide how often.	X			See Comments above at A.2.a
A.2.c.5. Behaviors that are inappropriate in the workplace and could result in disciplinary action? [5 CFR §2635.101(b)] If “yes”, please provide how often.	X			The Agency continued to provide training annually and on an as-needed basis.

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**Agency Self-Assessment Checklist**



 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
A.3.a. Does the agency provide recognition to employees, supervisors, managers and units demonstrating superior accomplishment in equal employment opportunity? [see 29 CFR § 1614.102(a)(9)] If "yes", provide one or two examples in the comments section. .		X			The Agency continued to recognize the contributions of its EEO Counselors, most of whom perform the duties on a collateral basis, with Special Act Awards.
A.3.b. Does the agency utilize the Federal Employee Viewpoint Survey or other climate assessment tools to monitor the perception of EEO principles within the workforce? [see 5 CFR Part 250]		X			

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**Agency Self-Assessment Checklist**



**Essential Element: B Integration of EEO into the agency's Strategic Mission**

 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>		<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
		Yes	No	
 <b>Measures</b>	B.1. The reporting structure for the EEO program provides the principal EEO official with appropriate authority and resources to effectively carry out a successful EEO program.			
B.1.a. Is the agency head the immediate supervisor of the person ("EEO Director") who has day-to-day control over the EEO office? [see 29 CFR §1614.102(b)(4)]		X		
B.1.a.1. If the EEO Director does not report to the agency head, does the EEO Director report to the same agency head designee as the mission-related programmatic offices? If "yes," please provide the title of the agency head designee in the comments.				X The EEO Director reports to the Head of the Agency, Richard S. Tischner.
B.1.a.2. Does the agency's organizational chart clearly define the reporting structure for the EEO office? [see 29 CFR §1614.102(b)(4)]		X		
B.1.b. Does the EEO Director have a regular and effective means of advising the agency head and other senior management officials of the effectiveness, efficiency and legal compliance of the agency's EEO program? [see 29 CFR §1614.102(c)(1); MD-715 Instructions, Sec. I]		X		
B.1.c. During this reporting period, did the EEO Director present to the head of the agency, and other senior management officials, the "State of the agency" briefing covering the six essential elements of the model EEO program and the status of the barrier analysis process? [see MD-715 Instructions, Sec. I] If "yes", please provide the date of the briefing in the comments column.		X		The briefings occurred on September 22, 2022, and September 19, 2024.
B.1.d. Does the EEO Director regularly participate in senior-level staff meetings concerning personnel, budget, technology, and other workforce issues? [see MD-715, II(B)]		X		

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**Agency Self-Assessment Checklist**

 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			
 <b>Measures</b>		Yes	No	N/A	<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
B.2.a. Is the EEO Director responsible for the implementation of a continuing affirmative employment program to promote EEO and to identify and eliminate discriminatory policies, procedures, and practices? [see MD-110, Ch. 1(III)(A); 29 CFR §1614.102(c)] If not, identify the office with this authority in the comments column.		X			
B.2.b. Is the EEO Director responsible for overseeing the completion of EEO counseling? [see 29 CFR §1614.102(c)(4)]		X			
B.2.c. Is the EEO Director responsible for overseeing the fair and thorough investigation of EEO complaints? [see 29 CFR §1614.102(c)(5)] [This question may not be applicable for certain subordinate level components.]		X			
B.2.d. Is the EEO Director responsible for overseeing the timely issuance of final agency decisions? [see 29 CFR §1614.102(c)(5)] [This question may not be applicable for certain subordinate level components.]		X			
B.2.e. Is the EEO Director responsible for ensuring compliance with EEOC orders? [see 29 CFR §§ 1614.102(e); 1614.502]		X			
B.2.f. Is the EEO Director responsible for periodically evaluating the entire EEO program and providing recommendations for improvement to the agency head? [see 29 CFR §1614.102(c)(2)]		X			
B.2.g. If the agency has subordinate level components, does the EEO Director provide effective guidance and coordination for the components? [see 29 CFR §§ 1614.102(c)(2); (c)(3)]				X	The Agency has no subordinate level components.

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 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
B.3.a. Do EEO program officials participate in agency meetings regarding workforce changes that might impact EEO issues, including strategic planning, recruitment strategies, vacancy projections, succession planning, and selections for training/career development opportunities? [see MD-715, II(B)]		X			
B.3.b. Does the agency's current strategic plan reference EEO / diversity and inclusion principles? [see MD-715, II(B)] If "yes", please identify the EEO principles in the strategic plan in the comments column.		X			The Agency's current plan is supported by four strategic goals and seven management objectives. The EEO-relevant measures are encompassed within management directive 1 and performance goal M.1.3.

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## Agency Self-Assessment Checklist

Compliance Indicator	Measures	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
	B.4. The agency has sufficient budget and staffing to support the success of its EEO program.				
	B.4.a. Pursuant to 29 CFR §1614.102(a)(1), has the agency allocated sufficient funding and qualified staffing to successfully implement the EEO program, for the following areas:				
	B.4.a.1. to conduct a self-assessment of the agency for possible program deficiencies? [see MD-715, II(D)]	X			
	B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]		X		This issue has been identified as a deficiency and will be addressed in Part H.
	B.4.a.11. to ensure timely and complete compliance with EEOC orders? [see MD-715, II(E)]	X			
	B.4.a.2. to enable the agency to conduct a thorough barrier analysis of its workforce? [see MD-715, II(B)]	X			
	B.4.a.3. to timely, thoroughly, and fairly process EEO complaints, including EEO counseling, investigations, final agency decisions, and legal sufficiency reviews? [see 29 CFR §§ 1614.102(c)(5); 1614.105(b) – (f); MD-110, Ch. 1(IV)(D) & 5(IV); MD-715, II(E)]		X		This issue has been identified as a deficiency and is addressed in Part H.
	B.4.a.4. to provide all supervisors and employees with training on the EEO program, including but not limited to retaliation, harassment, religious accommodations, disability accommodations, the EEO complaint process, and ADR? [see MD-715, II(B) and III(C)] If not, please identify the type(s) of training with insufficient funding in the comments column.	X			
	B.4.a.5. to conduct thorough, accurate, and effective field audits of the EEO programs in components and the field offices, if applicable? [see 29 CFR §1614.102(c)(2)]			X	The Agency has no subcomponents.
	B.4.a.6. to publish and distribute EEO materials (e.g. harassment policies, EEO posters, reasonable accommodations procedures)? [see MD-715, II(B)]	X			
	B.4.a.7. to maintain accurate data collection and tracking systems for the following types of data: complaint tracking, workforce demographics, and applicant flow data? [see MD-715, II(E)] If not, please identify the systems with insufficient funding in the comments section.	X			
	B.4.a.8. to effectively administer its special emphasis programs (such as, Federal Women's Program, Hispanic Employment Program, and People with Disabilities Program Manager)? [5 USC § 7201; 38 USC § 4214; 5 CFR § 720.204; 5 CFR § 213.3102(t) and (u); 5 CFR § 315.709]			X	N/A
	B.4.a.9. to effectively manage its anti-harassment program? [see MD-715 Instructions, Sec. I; EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1]	X			
	B.4.b. Does the EEO office have a budget that is separate from other offices within the agency? [see 29 CFR § 1614.102(a)(1)]	X			
	B.4.c. Are the duties and responsibilities of EEO officials clearly defined? [see MD-110, Ch. 1(III)(A), 2(III), & 6(III)]	X			
	B.4.d. Does the agency ensure that all new counselors and investigators, including contractors and collateral duty employees, receive the required 32 hours of training, pursuant to Ch. 2(II) (A) of MD-110?	X			

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**Agency Self-Assessment Checklist**

B.4.e. Does the agency ensure that all experienced counselors and investigators, including contractors and collateral duty employees, receive the required 8 hours of annual refresher training, pursuant to Ch. 2(II)(C) of MD-110?		X			
 <b>Compliance Indicator</b>	B.5. The agency recruits, hires, develops, and retains supervisors and managers who have effective managerial, communications, and interpersonal skills	<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
B.5.a. Pursuant to 29 CFR §1614.102(a)(5), have all managers and supervisors received orientation, training, and advice on their responsibilities under the following areas under the agency EEO program:					
B.5.a.1. EEO complaint process? [see MD-715(II)(B)]		X			
B.5.a.2. Reasonable Accommodation Procedures? [see 29 CFR § 1614.102(d)(3)]		X			
B.5.a.3. Anti-harassment policy? [see MD-715(II)(B)]		X			
B.5.a.4. Supervisory, managerial, communication and interpersonal skills in order to supervise most effectively in a workplace with diverse employees and avoid disputes arising from ineffective communications? [see MD-715, II(B)]		X			Supervisors and managers receive training on managerial, communication, and interpersonal skills in order to supervise effectively in an ever-changing workplace and avoid disputes arising from ineffective communications.
B.5.a.5. ADR, with emphasis on the federal government's interest in encouraging mutual resolution of disputes and the benefits associated with utilizing ADR? [see MD-715(II)(E)]		X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
	B.6. The agency involves managers in the implementation of its EEO program.			X	N/A
	B.6.a. Are senior managers involved in the implementation of Special Emphasis Programs? [see MD-715 Instructions, Sec. I]		X		
	B.6.b. Do senior managers participate in the barrier analysis process? [see MD-715 Instructions, Sec. I]	X			
	B.6.c. When barriers are identified, do senior managers assist in developing agency EEO action plans (Part I, Part J, or the Executive Summary)? [see MD-715 Instructions, Sec. I]	X			
	B.6.d. Do senior managers successfully implement EEO Action Plans and incorporate the EEO Action Plan Objectives into agency strategic plans? [29 CFR §1614.102(a)(5)]	X			

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Essential Element: C Management and Program Accountability

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
C.1.a. Does the agency regularly assess its component and field offices for possible EEO program deficiencies? [see 29 CFR §1614.102(c)(2)] If "yes", please provide the schedule for conducting audits in the comments section.				X	The Agency has no sub-components.
C.1.b. Does the agency regularly assess its component and field offices on their efforts to remove barriers from the workplace? [see 29 CFR §1614.102(c)(2)] If "yes", please provide the schedule for conducting audits in the comments section.				X	The Agency has no sub-components.
C.1.c. Do the component and field offices make reasonable efforts to comply with the recommendations of the field audit? [see MD-715, II(C)]				X	The Agency has no sub-components.

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Compliance Indicator	C.2. The agency has established procedures to prevent all forms of EEO discrimination.	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
Measures		Yes	No	N/A	
C.2.a. Has the agency established comprehensive anti-harassment policy and procedures that comply with EEOC's enforcement guidance? [see MD-715, II(C); Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (Enforcement Guidance), EEOC No. 915.002, § V.C.1 (June 18, 1999)]		X			
C.2.a.1. Does the anti-harassment policy require corrective action to prevent or eliminate conduct before it rises to the level of unlawful harassment? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1]		X			
C.2.a.2. Has the agency established a firewall between the Anti-Harassment Coordinator and the EEO Director? [see EEOC Report, Model EEO Program Must Have an Effective Anti-Harassment Program (2006)]		X			
C.2.a.3. Does the agency have a separate procedure (outside the EEO complaint process) to address harassment allegations? [see Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (Enforcement Guidance), EEOC No. 915.002, § V.C.1 (June 18, 1999)]		X			
C.2.a.4. Does the agency ensure that the EEO office informs the anti-harassment program of all EEO counseling activity alleging harassment? [See Enforcement Guidance, V.C.]		X			
C.2.a.5. Does the agency conduct a prompt inquiry (beginning within 10 days of notification) of all harassment allegations, including those initially raised in the EEO complaint process? [see Complainant v. Dep't of Veterans Affairs, EEOC Appeal No. 0120123232 (May 21, 2015); Complainant v. Dep't of Defense (Defense Commissary Agency), EEOC Appeal No. 0120130331 (May 29, 2015)] If "no", please provide the percentage of timely-processed inquiries in the comments column.		X			
C.2.a.6. Do the agency's training materials on its anti-harassment policy include examples of disability-based harassment? [see 29 CFR §1614.203(d)(2)]		X			
C.2.b. Has the agency established disability reasonable accommodation procedures that comply with EEOC's regulations and guidance? [see 29 CFR §1614.203(d)(3)]		X			
C.2.b.1. Is there a designated agency official or other mechanism in place to coordinate or assist with processing requests for disability accommodations throughout the agency? [see 29 CFR §1614.203(d)(3)(D)]		X			
C.2.b.2. Has the agency established a firewall between the Reasonable Accommodation Program Manager and the EEO Director? [see MD-110, Ch. 1(IV)(A)]		X			
C.2.b.3. Does the agency ensure that job applicants can request and receive reasonable accommodations during the application and placement processes? [see 29 CFR §1614.203(d)(1)(ii)(B)]		X			
C.2.b.4. Do the reasonable accommodation procedures clearly state that the agency should process the request within a maximum amount of time (e.g., 20 business days), as established by the agency in its affirmative action plan? [see 29 CFR §1614.203(d)(3)(i)(M)]		X			

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C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		X		n FY 2024, approximately 48% of accommodation requests were processed within the timeframe set forth within the procedures. This issue has been identified as a deficiency and will be addressed in Part H.
C.2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC’s regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]	X			
C.2.c.1. Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If “yes”, please provide the internet address in the comments column.	X			The internet addresses for the Reasonable Accommodation policy which covers Personal Assistance Services and the separate procedures for Personal Assistance Services are: www.csosa.gov/wp-content/uploads/bsk-pdf-manager/2021/05/OI-OHR-0820.2-Personal-Assistance-Services.pdf; www.csosa.gov/wp-content/uploads/bsk-pdf-manager/2021/05/OI-OHR-0820.1-Reasonable-Accommodation.p

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 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			
 <b>Measures</b>		Yes	No	N/A	For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
C.3.a. Pursuant to 29 CFR §1614.102(a)(5), do all managers and supervisors have an element in their performance appraisal that evaluates their commitment to agency EEO policies and principles and their participation in the EEO program?		X			
C.3.b. Does the agency require rating officials to evaluate the performance of managers and supervisors based on the following activities:					
C.3.b.1. Resolve EEO problems/disagreements/conflicts, including the participation in ADR proceedings? [see MD-110, Ch. 3.I]		X			
C.3.b.2. Ensure full cooperation of employees under his/her supervision with EEO officials, such as counselors and investigators? [see 29 CFR §1614.102(b)(6)]		X			
C.3.b.3. Ensure a workplace that is free from all forms of discrimination, including harassment and retaliation? [see MD-715, II(C)]		X			
C.3.b.4. Ensure that subordinate supervisors have effective managerial, communication, and interpersonal skills to supervise in a workplace with diverse employees? [see MD-715 Instructions, Sec. I]		X			
C.3.b.5. Provide religious accommodations when such accommodations do not cause an undue hardship? [see 29 CFR §1614.102(a)(7)]				X	N/A.
C.3.b.6. Provide disability accommodations when such accommodations do not cause an undue hardship? [ see 29 CFR §1614.102(a)(8)]		X			
C.3.b.7. Support the EEO program in identifying and removing barriers to equal opportunity?. [see MD-715, II(C)]		X			
C.3.b.8. Support the anti-harassment program in investigating and correcting harassing conduct?. [see Enforcement Guidance, V.C.2]		X			
C.3.b.9. Comply with settlement agreements and orders issued by the agency, EEOC, and EEO-related cases from the Merit Systems Protection Board, labor arbitrators, and the Federal Labor Relations Authority? [see MD-715, II(C)]		X			
C.3.c. Does the EEO Director recommend to the agency head improvements or corrections, including remedial or disciplinary actions, for managers and supervisors who have failed in their EEO responsibilities? [see 29 CFR §1614.102(c)(2)]		X			
C.3.d. When the EEO Director recommends remedial or disciplinary actions, are the recommendations regularly implemented by the agency? [see 29 CFR §1614.102(c)(2)]		X			

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 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			
 <b>Measures</b>		Yes	No	N/A	<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
C.4.a. Do the HR Director and the EEO Director meet regularly to assess whether personnel programs, policies, and procedures conform to EEOC laws, instructions, and management directives? [see 29 CFR §1614.102(a)(2)]		X			
C.4.b. Has the agency established timetables/schedules to review at regular intervals its merit promotion program, employee recognition awards program, employee development/training programs, and management/ personnel policies, procedures, and practices for systemic barriers that may be impeding full participation in the program by all EEO groups? [see MD-715 Instructions, Sec. I]		X			
C.4.c. Does the EEO office have timely access to accurate and complete data (e.g., demographic data for the workforce, applicants, training programs, etc.) required to prepare the MD-715 workforce data tables? [see 29 CFR §1614.601(a)]		X			
C.4.d. Does the HR office timely provide the EEO office with access to other data (e.g., exit interview data, climate assessment surveys, and grievance data), upon request? [see MD-715, II(C)]		X			
C.4.e. Pursuant to Section II(C) of MD-715, does the EEO office collaborate with the HR office to:					
C.4.e.1. Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]			X		The Action Plan for Individuals with Disabilities was developed in FY 2017. In FY 2024, the Agency continued to take steps to implement and improve its Plan, including by ensuring that the Agency's targeted recruitment plan includes all Agency positions. This issue has been identified as a deficiency that will be addressed in Part H.
C.4.e.2. Develop and/or conduct outreach and recruiting initiatives? [see MD-715, II(C)]		X			
C.4.e.3. Develop and/or provide training for managers and employees? [see MD-715, II(C)]		X			
C.4.e.4. Identify and remove barriers to equal opportunity in the workplace? [see MD-715, II(C)]		X			
C.4.e.5. Assist in preparing the MD-715 report? [see MD-715, II(C)]		X			

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 Measures		Yes	No	N/A	
C.5.a. Does the agency have a disciplinary policy and/or table of penalties that covers discriminatory conduct? [see 29 CFR §1614.102(a)(6); see also Douglas v. Veterans Administration, 5 MSPR 280 (1981)]		X			
C.5.b. When appropriate, does the agency discipline or sanction managers and employees for discriminatory conduct? [see 29 CFR §1614.102(a)(6)] If "yes", please state the number of disciplined/sanctioned individuals during this reporting period in the comments.		X			The Agency did not have any findings of discrimination in FY 2021. However, if there was such a finding and if discipline or a sanction was appropriate, the Agency would discipline or sanction .
C.5.c. If the agency has a finding of discrimination (or settles cases in which a finding was likely), does the agency inform managers and supervisors about the discriminatory conduct (e.g., post mortem to discuss lessons learned)? [see MD-715, II(C)]		X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
C.6.a. Does the EEO office provide management/supervisory officials with regular EEO updates on at least an annual basis, including EEO complaints, workforce demographics and data summaries, legal updates, barrier analysis plans, and special emphasis updates? [see MD-715 Instructions, Sec. I] If “yes”, please identify the frequency of the EEO updates in the comments column.	C.6. The EEO office advises managers/supervisors on EEO matters.	X			In FY 2024, the EEO Office continued to share its redacted monthly Complaint Tracker with the Directors and Deputy Directors of CSOSA and PSA. The EEO Director also conducted the annual briefing on the MD-715 report.
C.6.b. Are EEO officials readily available to answer managers’ and supervisors’ questions or concerns? [see MD-715 Instructions, Sec. I]		X			

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Essential Element: D Proactive Prevention

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
D.1.a. Does the agency have a process for identifying triggers in the workplace? [see MD-715 Instructions, Sec. I]		X			
D.1.b. Does the agency regularly use the following sources of information for trigger identification: workforce data; complaint/grievance data; exit surveys; employee climate surveys; focus groups; affinity groups; union; program evaluations; special emphasis programs; and/or external special interest groups? [see MD-715 Instructions, Sec. I]		X			In FY 2024, the Agency continued to use the following sources for trigger identification: workforce data; complaint/grievance data; exit interviews; and surveys.
D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]		X			

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## Agency Self-Assessment Checklist

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
	D.2. The agency identifies areas where barriers may exclude EEO groups (reasonable basis to act.)				
	D.2.a. Does the agency have a process for analyzing the identified triggers to find possible barriers? [see MD-715, (II)(B)]	X			
	D.2.b. Does the agency regularly examine the impact of management/personnel policies, procedures, and practices by race, national origin, sex, and disability? [see 29 CFR §1614.102(a)(3)]	X			
	D.2.c. Does the agency consider whether any group of employees or applicants might be negatively impacted prior to making human resource decisions, such as re-organizations and realignments? [see 29 CFR §1614.102(a)(3)]	X			
	D.2.d. Does the agency regularly review the following sources of information to find barriers: complaint/grievance data, exit surveys, employee climate surveys, focus groups, affinity groups, union, program evaluations, anti-harassment program, special emphasis programs, and/or external special interest groups? [see MD-715 Instructions, Sec. I] If "yes", please identify the data sources in the comments column.	X			In FY 2024, the Agency continued to regularly review its complaint activity through eComplaints (its EEO complaint tracking system), the annual and quarterly No Fear Reports, workforce data, and other tools to find barriers.
	Compliance Indicator	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
	Measures	Yes	No	N/A	
	D.3. The agency establishes appropriate action plans to remove identified barriers.				
	D.3.a. Does the agency effectively tailor action plans to address the identified barriers, in particular policies, procedures, or practices? [see 29 CFR §1614.102(a)(3)]	X			
	D.3.b. If the agency identified one or more barriers during the reporting period, did the agency implement a plan in Part I, including meeting the target dates for the planned activities? [see MD-715, II(D)]	X			
	D.3.c. Does the agency periodically review the effectiveness of the plans? [see MD-715, II(D)]	X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
	D.4. The agency has an affirmative action plan for people with disabilities, including those with targeted disabilities.	X			FY 2021 Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities (csosa.gov)
	D.4.a. Does the agency post its affirmative action plan on its public website? [see 29 CFR §1614.203(d)(4)] If yes, please provide the internet address in the comments.	X			
	D.4.b. Does the agency take specific steps to ensure qualified people with disabilities are aware of and encouraged to apply for job vacancies? [see 29 CFR §1614.203(d)(1)(i)]	X			
	D.4.c. Does the agency ensure that disability-related questions from members of the public are answered promptly and correctly? [see 29 CFR §1614.203(d)(1)(ii)(A)]	X			
	D.4.d. Has the agency taken specific steps that are reasonably designed to increase the number of persons with disabilities or targeted disabilities employed at the agency until it meets the goals? [see 29 CFR §1614.203(d)(7)(ii)]	X			

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Essential Element: E Efficiency

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## Agency Self-Assessment Checklist

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
E.1.a. Does the agency timely provide EEO counseling, pursuant to 29 CFR §1614.105?	E.1. The agency maintains an efficient, fair, and impartial complaint resolution process.	X			This issue has been identified as a deficiency and will be addressed in Part H.
E.1.b. Does the agency provide written notification of rights and responsibilities in the EEO process during the initial counseling session, pursuant to 29 CFR §1614.105(b)(1)?		X			
E.1.c. Does the agency issue acknowledgment letters immediately upon receipt of a formal complaint, pursuant to MD-110, Ch. 5(I)?		X			
E.1.d. Does the agency issue acceptance letters/dismissal decisions within a reasonable time (e.g., 60 days) after receipt of the written EEO Counselor report, pursuant to MD-110, Ch. 5(I)? If so, please provide the average processing time in the comments.		X			In FY 2024, the average processing time for the issuance of acceptance letters and dismissal decisions was 25 days.
E.1.e. Does the agency ensure that all employees fully cooperate with EEO counselors and EEO personnel in the EEO process, including granting routine access to personnel records related to an investigation, pursuant to 29 CFR §1614.102(b)(6)?		X			
E.1.f. Does the agency timely complete investigations, pursuant to 29 CFR §1614.108?			X		This issue has been identified as a deficiency and will be addressed in Part H.
E.1.g. If the agency does not timely complete investigations, does the agency notify complainants of the date by which the investigation will be completed and of their right to request a hearing or file a lawsuit, pursuant to 29 CFR §1614.108(g)?		X			
E.1.h. When the complainant did not request a hearing, does the agency timely issue the final agency decision, pursuant to 29 CFR §1614.110(b)?		X			This issue has been identified as a deficiency and will be addressed in Part H.
E.1.i. Does the agency timely issue final actions following receipt of the hearing file and the administrative judge's decision, pursuant to 29 CFR §1614.110(a)?		X			
E.1.j. If the agency uses contractors to implement any stage of the EEO complaint process, does the agency hold them accountable for poor work product and/or delays? [See MD-110, Ch. 5(V)(A)] If "yes", please describe how in the comments column.		X			The Agency reviewed contractors' work product for sufficiency and, if not sufficient, payment was withheld until any deficiencies were corrected.

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E.1.k. If the agency uses employees to implement any stage of the EEO complaint process, does the agency hold them accountable for poor work product and/or delays during performance review? [See MD-110, Ch. 5(V)(A)]		X			
E.1.l. Does the agency submit complaint files and other documents in the proper format to EEOC through the Federal Sector EEO Portal (FedSEP)? [See 29 CFR § 1614.403(g)]		X			
 <b>Compliance Indicator</b>	E.2. The agency has a neutral EEO process.	<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
E.2.a. Has the agency established a clear separation between its EEO complaint program and its defensive function? [see MD-110, Ch. 1(IV)(D)] If "yes", please explain.		X			Yes, the Agency has established a clear separation between its EEO complaint program and its defensive function.
E.2.b. When seeking legal sufficiency reviews, does the EEO office have access to sufficient legal resources separate from the agency representative? [see MD-110, Ch. 1(IV)(D)] If "yes", please identify the source/ location of the attorney who conducts the legal sufficiency review in the comments column.				X	In FY 2024, the EEO Director was an attorney who conducted the legal sufficiency reviews of EEO cases.
E.2.c. If the EEO office relies on the agency's defensive function to conduct the legal sufficiency review, is there a firewall between the reviewing attorney and the agency representative? [see MD-110, Ch. 1(IV)(D)]		X			See comments in E.2.b
E.2.d. Does the agency ensure that its agency representative does not intrude upon EEO counseling, investigations, and final agency decisions? [see MD-110, Ch. 1(IV)(D)]		X			
E.2.e. If applicable, are processing time frames incorporated for the legal counsel's sufficiency review for timely processing of complaints? [see EEOC Report, Attaining a Model Agency Program: Efficiency (Dec. 1, 2004)]		X			

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 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
	E.3. The agency has established and encouraged the widespread use of a fair alternative dispute resolution (ADR) program.				
	E.3.a. Has the agency established an ADR program for use during both the pre-complaint and formal complaint stages of the EEO process? [see 29 CFR §1614.102(b)(2)]	X			
	E.3.b. Does the agency require managers and supervisors to participate in ADR once it has been offered? [see MD-715, II(A)(1)]	X			
	E.3.c. Does the Agency encourage all employees to use ADR, where ADR is appropriate? [See MD-110, Ch. 3(IV)(C)]	X			
	E.3.d. Does the agency ensure a management official with settlement authority is accessible during the dispute resolution process? [see MD-110, Ch. 3(III)(A)(9)]	X			
	E.3.e. Does the agency prohibit the responsible management official named in the dispute from having settlement authority? [see MD-110, Ch. 3(I)]	X			
	E.3.f. Does the agency annually evaluate the effectiveness of its ADR program? [see MD-110, Ch. 3(II)(D)]	X			
	<b>Compliance Indicator</b>	<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
	<b>Measures</b>	Yes	No	N/A	
	E.4. The agency has effective and accurate data collection systems in place to evaluate its EEO program.				
	E.4.a. Does the agency have systems in place to accurately collect, monitor, and analyze the following data:				
	E.4.a.1. Complaint activity, including the issues and bases of the complaints, the aggrieved individuals/complainants, and the involved management official? [see MD-715, II(E)]	X			
	E.4.a.2. The race, national origin, sex, and disability status of agency employees? [see 29 CFR §1614.601(a)]	X			
	E.4.a.3. Recruitment activities? [see MD-715, II(E)]	X			
	E.4.a.4. External and internal applicant flow data concerning the applicants' race, national origin, sex, and disability status? [see MD-715, II(E)]	X			
	E.4.a.5. The processing of requests for reasonable accommodation? [29 CFR §1614.203(d)(4)]	X			
	E.4.a.6. The processing of complaints for the anti-harassment program? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.2]	X			
	E.4.b. Does the agency have a system in place to re-survey the workforce on a regular basis? [MD-715 Instructions, Sec. I]	X			The Agency use the Federal Employee Viewpoint Survey.

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
E.5.a. Does the agency monitor trends in its EEO program to determine whether the agency is meeting its obligations under the statutes EEOC enforces? [see MD-715, II(E)] If “yes”, provide an example in the comments.		X			In FY 2024, the EEO Director continued to prepare annual trend analysis for the Executive Staff.
E.5.b. Does the agency review other agencies’ best practices and adopt them, where appropriate, to improve the effectiveness of its EEO program? [see MD-715, II(E)] If “yes”, provide an example in the comments.		X			N/A
E.5.c. Does the agency compare its performance in the EEO process to other federal agencies of similar size? [see MD-715, II(E)]		X			In FY 2024, the Agency continued comparing its performance in the EEO process to the performance of other similarly-sized federal agencies.

**Court Services and Offender Supervision Agency for the District of  
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**For period covering October 1, 2023 to September 30, 2024**

**Agency Self-Assessment Checklist**



**Essential Element: F Responsiveness and Legal Compliance**

 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
	F.1. The agency has processes in place to ensure timely and full compliance with EEOC orders and settlement agreements.				
	F.1.a. Does the agency have a system of management controls to ensure that its officials timely comply with EEOC orders/directives and final agency actions? [see 29 CFR §1614.102(e); MD-715, II(F)]	X			
	F.1.b. Does the agency have a system of management controls to ensure the timely, accurate, and complete compliance with resolutions/settlement agreements? [see MD-715, II(F)]	X			
	F.1.c. Are there procedures in place to ensure the timely and predictable processing of ordered monetary relief? [see MD-715, II(F)]	X			
	F.1.d. Are procedures in place to process other forms of ordered relief promptly? [see MD-715, II(F)]	X			
	F.1.e. When EEOC issues an order requiring compliance by the agency, does the agency hold its compliance officer(s) accountable for poor work product and/or delays during performance review? [see MD-110, Ch. 9(IX) (H)]	X			
 <b>Compliance Indicator</b>		<b>Measure Has Been Met</b>			<b>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</b>
 <b>Measures</b>		Yes	No	N/A	
	F.2. The agency complies with the law, including EEOC regulations, management directives, orders, and other written instructions.				
	F.2.a. Does the agency timely respond and fully comply with EEOC orders? [see 29 CFR §1614.502; MD-715, II(E)]	X			
	F.2.a.1. When a complainant requests a hearing, does the agency timely forward the investigative file to the appropriate EEOC hearing office? [see 29 CFR §1614.108(g)]	X			
	F.2.a.2. When there is a finding of discrimination that is not the subject of an appeal by the agency, does the agency ensure timely compliance with the orders of relief? [see 29 CFR §1614.501]			X	N/A
	F.2.a.3. When a complainant files an appeal, does the agency timely forward the investigative file to EEOC's Office of Federal Operations? [see 29 CFR §1614.403(e)]	X			
	F.2.a.4. Pursuant to 29 CFR §1614.502, does the agency promptly provide EEOC with the required documentation for completing compliance?	X			

Court Services and Offender Supervision Agency for the District of  
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Agency Self-Assessment Checklist

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
	F.3. The agency reports to EEOC its program efforts and accomplishments.				
	F.3.a. Does the agency timely submit to EEOC an accurate and complete No FEAR Act report? [Public Law 107-174 (May 15, 2002), §203(a)]	X			
	F.3.b. Does the agency timely post on its public webpage its quarterly No FEAR Act data? [see 29 CFR §1614.703(d)]	X			

Essential Element: O Other

Court Services and Offender Supervision Agency for the District of  
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For period covering October 1, 2023 to September 30, 2024

Plan to Attain Essential Elements

PART H.1

Brief Description of Program  
Deficiency:

B.4.a.3. to timely, thoroughly, and fairly process EEO complaints, including EEO counseling, investigations, final agency decisions, and legal sufficiency reviews? [see 29 CFR §§ 1614.102(c)(5); 1614.105(b) – (f); MD-110, Ch. 1(IV)(D) & 5(IV); MD-715, II(E)]

**Court Services and Offender Supervision Agency for the District of  
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**For period covering October 1, 2023 to September 30, 2024**

**Plan to Attain Essential Elements**

**PART H.2**

Brief Description of Program  
Deficiency:

B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]

The Agency has not provided sufficient staffing, training, and funding to effectively manage the reasonable accommodation program.

**Objectives for EEO Plan**

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
10/30/2018	12/30/2019	06/30/2027		Evaluate Agency's current staffing, training, and funding levels to determine sufficiency for effectively managing the Reasonable Accommodation program.

**Responsible Officials**

Title	Name	Standards Address the Plan?
Director of CSOSA's OHR	Linda Mays, CSOSA	Yes

**Planned Activities**

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
06/30/2023	Continue to review the trend in the number of requests and the timeliness in processing to determine if training and staffing are sufficient.	Yes		
02/28/2024	If training insufficient, identify additional training resources to provide.	Yes		
06/30/2027	If staffing level is insufficient, determine if a full-time and/or part-time FTE can be established to increase timeliness in complaint processing.	Yes		

**Accomplishments**

Fiscal Year	Accomplishment
2022	In FY 2022, the Agency increased staffing from one person to five people by assigning OHR's Employee and Labor Relations staff to assist with the unprecedented number of requests. In addition, the Agency began to retool its mechanisms in its attempts to process the requests more expeditiously.
2023	In FY 2023, the Agency's efforts in increasing staffing and retooling processes resulted in an increase in the percentage of reasonable accommodation requests processed in a timely manner. In FY 2022, 33% of the requests were processed in a timely manner and in FY 2023, 46% of the requests were timely processed. The Agency also began exploring the possibility of using a contractor to assist with the processing of requests.
2024	In FY 2024, the Agency used the services of two contractors and continued to retool its processes, which resulted in the timely processing of 48% of its reasonable accommodation requests.
2025	In FY 2025, the Agency will continue to make concerted efforts to increase the percentage of requests processed in a timely manner.

Court Services and Offender Supervision Agency for the District of  
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For period covering October 1, 2023 to September 30, 2024

## Plan to Attain Essential Elements

## PART H.3

Brief Description of Program  
Deficiency:

C.4.e.1. Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]

Does the EEO office collaborate with the HR office to implement the Affirmative Action Plan for Individuals with Disabilities?

## Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
10/30/2018	12/30/2018	09/30/2027		Continue implementing the Affirmative Action Plan for Individuals with Disabilities.

## Responsible Officials

Title	Name	Standards Address the Plan?
Directors of CSOSA's OHR, PSA's OHCM and EEO	Linda Mays, CSOSA; Najuma Lake, PSA; and Denise Clark, EEO	No

## Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
02/28/2019	When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A, 30% Disabled Veteran), create a standardized process for determining if the individual is eligible for appointment under such authority. If so, forward the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.	Yes	06/30/2027	
01/30/2019	Provide training to all hiring managers on the use of hiring authorities that take disability into account. Training should also include upward mobility strategies for PWD.	Yes	03/30/2025	
10/30/2018	Continue to explore the current usage of the Agency's Schedule A database and identify methods or processes to increase usage of the database.	Yes	09/30/2025	
10/30/2018	EEO, CSOSA's OHR and PSA's OHCM began to formulate viable plans to implement the Affirmative Action Plan for Individuals with Disabilities.	Yes	09/30/2023	

## Accomplishments

Fiscal Year	Accomplishment
2022	The Agency continued its outreach efforts to recruit highly qualified and talented employees. These efforts included using social media to connect with a larger pool of potential candidates, including people with disabilities and organizations that serve people with disabilities.
2023	The Agency continued its outreach efforts to recruit highly qualified and talented employees. These efforts included using social media to connect with the largest possible pool of potential candidates, including people with disabilities and organizations that serve people with disabilities. The Agency also provided job briefings and training on flexible hiring authorities.
2024	The Agency continued its outreach efforts to recruit highly qualified and talented employees, including by using social media to connect with the largest possible pool of potential candidates
2025	As permitted under the hiring freeze and thereafter, the Agency will continue its outreach efforts to recruit highly qualified and talented candidates, including by using social media.

**Court Services and Offender Supervision Agency for the District of  
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**For period covering October 1, 2023 to September 30, 2024**

**Plan to Attain Essential Elements**

**PART H.4**

Brief Description of Program Deficiency:	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.
--	---

The Agency does not timely process all reasonable accommodation requests, although it did timely process such requests approximately 48% of the time.

**Objectives for EEO Plan**

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2019	12/30/2019	06/30/2027		Process all reasonable accommodation requests in a timely manner.

**Responsible Officials**

Title	Name	Standards Address the Plan?
Director of CSOSA's OHR	Linda Mays, CSOSA	Yes

**Planned Activities**

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
01/31/2020	Once revised Reasonable Accommodation procedures are implemented, designated Reasonable Accommodation Coordinator (RAC) will process all reasonable accommodation requests.	Yes		04/30/2021
03/30/2020	Schedule training for supervisors on Reasonable Accommodation policy and procedures.	Yes		07/26/2021
04/30/2020	Begin monitoring timeliness of request processing under revised program.	Yes		
09/20/2019	Consult with OHR to discuss impediments to timely processing of all reasonable accommodation requests.	Yes		04/30/2021

**Accomplishments**

Fiscal Year	Accomplishment
2022	In FY2022, the Agency increased staffing from one (1) person to five (5) people by assigning OHR's Employee and Labor Relations staff to assist with the unprecedented number of requests. In addition, the Agency began to retool its mechanisms in its attempts to process the requests more expeditiously.
2023	In FY 2023, the Agency's efforts in increasing staffing and retooling processes resulted in an increase in the percentage of reasonable accommodation requests processed in a timely manner. In FY 2022, 33% of the requests were processed in a timely manner and in FY 2023, 46% of the requests were timely processed. The Agency also began exploring the possibility of using a contractor to assist with the processing of requests.
2024	In FY 2024, the Agency used the services of two contractors and continued to retool its processes, which resulted in the timely processing of 48% of its reasonable accommodation requests.
2025	In FY 2025, the Agency will continue exploring ways of further increasing the efficiency with which it processes reasonable accommodation requests.

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## Plan to Attain Essential Elements

## PART H.5

Brief Description of Program  
Deficiency:

E.1.f. Does the agency timely complete investigations, pursuant to 29 CFR §1614.108?

The Agency did not timely complete investigations.

## Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2019	06/30/2020	06/30/2027		Increase the Agency's timeliness in complete investigations.

## Responsible Officials

Title	Name	Standards Address the Plan?
Director of EEO	Denise Clark	No

## Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
03/30/2020	If aggrieved employees during the EEO counseling process request ADR, track timeframe for mediation to ensure timeframes are met.	Yes	09/30/2020	09/30/2020
02/01/2020	Monitor the tracking system for the timeliness of counselings, investigations, final agency decisions, and final agency actions.	Yes	09/30/2022	
06/30/2020	Explore increasing training for and number of collateral duty EEO Counselors as well as EEO staff.	Yes	09/30/2022	
09/20/2019	Encourage and mandate that EEO Counselors adhere to the 30 day timeframe to process informal inquiries.	Yes		09/30/2020
06/30/2023	Increase the number of EEO Office staff FTE, budget permitting.	Yes	06/30/2027	
03/30/2020	Create templates to increase efficiency of handling investigations, final agency decisions, and final agency actions.	Yes	09/30/2022	

## Accomplishments

Fiscal Year	Accomplishment
2022	On June 21, 2022, the Agency brought on board a new EEO Specialist with extensive EEO experience. In addition, the Agency advertised an additional position repeatedly, but did not identify a candidate with the necessary skill set. Notwithstanding this difficulty, the Agency issued its final agency decisions in a timely manner in FY 2022.
2023	The Agency timely completed its counseling and timely issued its final agency decisions and final orders in FY 2023. The Agency improved the timeliness of the issuance of its reports of investigations so that the average time for the issuance of a report of investigation was 173 days.
2024	The Agency timely completed its counseling and timely issued its final agency decisions and final orders in FY 2024. The number of investigations increased in FY 2024. The average time for the issuance of the Agency's reports of investigations was 199.93 days. However, all investigations that included amendments were completed within 180 days of the amendment dates.
2025	The Agency will continue its efforts to improve the timeliness of the processing of formal complaints and the issuance of reports of investigations, including by using contract investigators when possible.

**MD-715 – Part J**  
**Special Program Plan**  
**for the Recruitment, Hiring, Advancement, and**  
**Retention of Persons with Disabilities**

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

**Section I: Efforts to Reach Regulatory Goals**

EEOC regulations (29 CFR § 1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If “yes”, describe the trigger(s) in the text box.

a.Cluster GS-1 to GS-10 (PWD)

Answer No

b.Cluster GS-11 to SES (PWD)

Answer No

In FY 2024, PWD comprised 10.96% of the GS-1 to GS-10 cluster of the permanent workforce representing a decrease from 12.66% in FY 2023. The participation rate of PWD in the GS-11 to SES cluster of the permanent workforce was 8.04% in FY 2024, a slight decrease from 8.15% in FY 2023.

\*For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If “yes”, describe the trigger(s) in the text box.

a.Cluster GS-1 to GS-10 (PWTD)

Answer No

b.Cluster GS-11 to SES (PWTD)

Answer No

In FY 2023 and FY 2024, the participation rate of PWTD in the GS-1 to GS-10 cluster of the permanent workforce was 0%. In FY 2024, there was a 1.38% participation rate for PTWD in the GS-11 to SES cluster of the permanent workforce. This was a decrease from FY 2023, when the participation rate for PTWD in the GS-11 to SES cluster of the permanent was 1.47%.

3. Describe how the agency has communicated the numerical goals to the hiring managers and/or recruiters.

The Agency publicized the EEOC's 12% and 2% benchmarks for PWD and PWTD, including in its MD 715 Report. The Agency continued its campaign to remind employees annually about the importance of updating their disability status with the Agency to enable the Agency to gain a more accurate count of PWD and PTWD currently working at the Agency and the needs of those employees.

**Section II: Model Disability Program**

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

**A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM**

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If “no”, describe the agency's plan to improve the staffing for the upcoming year.

Answer Yes

In April 2021, the Agency implemented its EEOC-approved Reasonable Accommodation policy and procedures. Under the revised policy, the OHR staff were designated as the Reasonable Accommodation Coordinator and assumed the disability program responsibilities for the entire Agency. In addition, the time frame for processing reasonable accommodation requests was reduced from 60 to 30 days absent extenuating circumstances.. In FY 2021, there was an exponential increase in the number and novelty of requests as a result of COVID-19-related illnesses and concerns about an imminent increase in onsite presence requirements. In FY 2022, the Agency increased staffing from one person to five people by assigning OHR's Employee and Labor Relations staff to process an unprecedented number of requests. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. Beginning in FY 2023, the Agency's efforts to increase staffing and retool processes resulted in a yearly increase in the percentage of reasonable accommodation requests processed in a timely manner. The percentage of timely processed requests increased from 33% in FY 2022, to 46% in FY 2023, to 48% in FY 2024. The Agency will continue to monitor the timeliness of the request processing over the next year and explore ways of increasing the efficiency with which it processes requests. At that time, the Agency may be in a better position to assess what, if any, additional resources may be necessary.

2. Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTD	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR, Karen.Schmitz@csosa.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR, Karen.Schmitz@csosa.gov
Processing reasonable accommodation requests from applicants and employees	5	0	0	Jillian Martin, Assistant Director, OHR, EL&R Jillian.Martin@csosa.gov Amara Thornton-Brown, Senior HR Specialist, ELR Amara.Thornton-Brown@csosa.gov Wendy Russell, HR Specialist, ELR Wendy.Russell@csosa.gov/Monica McNair, HR Specialist, ELR1 Monica.McNair@csosa.gov
Section 508 Compliance	0	2	0	Denise Clark, Director, EEO Office Denise.Clark@csosa.gov William Kirkendale, Associate Director, Office of Information Technology William.Kirkendale@csosa.gov
Architectural Barriers Act Compliance	0	2	0	Wikita Stegman, Director of Facilities Wikita.Stegman@csosa.gov Reggie James, Associate Director, Administration Reggie.James@csosa.gov
Special Emphasis Program for PWD and PWTD	0	0	0	

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If "yes", describe the training that disability program staff have received. If "no", describe the training planned for the upcoming year.

Answer Yes

During FY 2024, members of the EEO and the OHR staff received the following training with respect to their disability program duties: 1. Excel and FDR Training Conferences 2024 (MD-715 Disability and Reasonable Accommodation Track) 2. Mandatory EEO training on Reasonable Accommodation and the No FEAR Act.

## B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If “no”, describe the agency’s plan to ensure all aspects of the disability program have sufficient funding and other resources

Answer Yes

In April 2021, the Agency implemented its EEOC-approved Reasonable Accommodation policy and procedures. Under the revised policy, the OHR staff were designated as the Reasonable Accommodation Coordinator and assumed the disability program responsibilities for the entire Agency. In addition, the time frame for processing reasonable accommodation requests was reduced from 60 to 30 days. In FY 2021, there was an exponential increase in the number and novelty of requests as a result of COVID-19-related illnesses and concerns about an imminent increase in onsite presence requirements. In FY 2022, the Agency increased staffing from one person to five people by assigning OHR’s Employee and Labor Relations staff to process unprecedented number of requests. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. Beginning in FY 2023, the Agency’s efforts to increase staffing and retool processes resulted in a yearly increase in the percentage of reasonable accommodation requests processed in a timely manner. The percentage of timely processed requests increased from 33% in FY 2022, to 46% in FY 2023, to 48% in FY 2024. The Agency will continue to monitor the timeliness of the request processing over the next year and explore ways of increasing the efficiency with which it processes requests. At that time, the Agency may be in a better position to assess what, if any, additional resources may be necessary.

## Section III: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency’s recruitment program plan for PWD and PWTB

### A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

In FY 2024, the Agency continued to utilize several recruitment strategies designed to increase the number of highly qualified and talented applicants, including applicants with disabilities and targeted disabilities. These efforts included using social media to connect with the largest possible pool of potential candidates and networking with organizations that may connect the Agency with potential candidates.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency’s use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTB for positions in the permanent workforce

The Agency used all available hiring authorities to recruit and hire employees as permissible by law.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual’s application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The Agency connected with federal state, and local agencies and organizations serving potential candidates, including people with disabilities and targeted disabilities, by sending job announcements via email and posting announcements on social media.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If “yes”, describe the type(s) of training and frequency. If “no”, describe the agency’s plan to provide this training.

OHR and OCHM continued their practice of informing hiring managers about the use of special hiring authorities. Managers and supervisors also received formal and informal training biennially as part of the mandatory EEO training requirements. This training covered the special hiring authorities, the Reasonable Accommodation laws, and other EEO laws.

## B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The Agency maintained contact with organizations that assist potential candidates, including persons with disabilities and targeted disabilities, with securing and maintaining employment.

## C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If "yes", please describe the triggers below.

- |   |        |    |
|---|--------|----|
| a. New Hires for Permanent Workforce (PWD)  | Answer | No |
| b. New Hires for Permanent Workforce (PWTD) | Answer | No |

In FY 2024, 11, or 13.64%, of new hires identified as PWD, which is an increase from FY 2023, when eight of the new hires, or 9.42%, identified as PWD. In FY 2024, one, or 1.49% of employees identified as a PWTD. However, in FY 2022 and 2023, there were no new hires who identified as a PTWD.

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- |                             |        |     |
|-----------------------------|--------|-----|
| a. New Hires for MCO (PWD)  | Answer | N/A |
| b. New Hires for MCO (PWTD) | Answer | N/A |

In FY 2024, there were seven PWD and six PWTD deemed qualified for positions in the MCO series 0101. None were selected for a position in job series 0101.

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- |  |        |     |
|--|--------|-----|
| a. Qualified Applicants for MCO (PWD)  | Answer | N/A |
| b. Qualified Applicants for MCO (PWTD) | Answer | N/A |

In FY 2024, there were nine PWD and five PTWD deemed qualified for positions in the MCO series 0101. None were selected for a position in that series.

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- |                              |        |     |
|------------------------------|--------|-----|
| a. Promotions for MCO (PWD)  | Answer | N/A |
| b. Promotions for MCO (PWTD) | Answer | N/A |

In FY 2024, there were nine PWD and five PTWD deemed qualified for positions in the MCO series 0101. None were selected for a position in that series.

## Section IV: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

## A. ADVANCEMENT PROGRAM PLAN

Describe the agency's plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

During FY 2022, FY 2023, FY 2024, and FY 2025, the Agency continues to improve and strengthen its opportunities for advancement for all employees, including PWD and PWTD, utilizing the following initiative: \* Continue to conduct exit interviews for all employees, including PWD and PTWD to understand why high-performing employees are leaving the Agency and to explore ways of encouraging those employees to reconsider leaving the Agency.

## B. CAREER DEVELOPMENT OPPORTUNITIES

1. Please describe the career development opportunities that the agency provides to its employees.

Employees are encouraged to take advantage of the variety of programs the Agency usually offers because training promotes professional and personal development. All employees, including employees with disabilities, are encouraged to apply for these developmental opportunities as well. These opportunities are advertised via email and online. The Agency tracks the names of the employees selected for training and details through its established Human Resources systems of record and has other mechanisms in place for limited tracking of employees who are selected for mentoring, fellowships, and coaching. Some of those career development opportunities and training programs are listed below: \* Shadowing and Mentoring programs \* American Probation and Parole Association Leadership Institute \* Susan Shaffer Leadership Academy \* Leadership Development programs

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/approval to participate.

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs						
Fellowship Programs						
Mentoring Programs		24				
Coaching Programs						
Training Programs						
Detail Programs						
Other Career Development Programs		80				

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWD) Answer N/A

b. Selections (PWD) Answer N/A

For FY 2024, the Agency did not have the data available to determine triggers for EEO groups. The Agency's Learning Management System (LMS) for all employees, including PWD and PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWTD) Answer N/A

b. Selections (PWTD) Answer N/A

For FY 2024, the Agency did not have the data available to determine triggers for all EEO groups. PWTD. The Agency's Learning Management System (LMS) for all employees, including PWD/PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

## C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If “yes”, please describe the trigger(s) in the text box.

a. Awards, Bonuses, & Incentives (PWD) Answer No

b. Awards, Bonuses, & Incentives (PWTD) Answer No

In FY 2024, PWD comprised 8.46% of the Agency's permanent workforce and received 98, or 8.13% of all awards. While PWD earned 7.41% of time off awards, they received 8.30% of cash awards, 6.06% of the Quality Step Increases (QSIs), and 7.14% of the Performance-Based Pay Increases. For PWD, the distribution of cash awards was as follows: <\$501=5.61%, \$501-\$999 = 13.16%, \$1,000 – \$1,999 = 8.38%, \$2,000 - \$2,999 = 9.48%, \$3,000-\$3999 = 8.45%, \$4,000-\$4,999=2.27%, >\$4,999=6.25%. While PTWD comprised 1.18% of the permanent workforce, they received 16, or 1.33% of all awards. Employees who identified as PWTD earned 1.48% of time off awards, 1.17% of cash awards, 3.03% of QSIs, and 7.14% of Performance-Based Pay Increases. For PTWD, the distribution of case awards was as follows: PWD: <\$501 = 0.93%, \$501-\$999 = 2.63%, \$1,000 – \$1,999 = 1.20%, \$2,000 - \$2,999 = 0.92%, \$3,000-\$3999 = 1.41%, \$4,000-\$4,999=2.27%, >\$4,999=0%.

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance-based pay increases? If “yes”, please describe the trigger(s) in the text box.

a. Pay Increases (PWD) Answer No

b. Pay Increases (PWTD) Answer No

In FY 2024, employees who identified as PWD earned two, or 6.06%, of the 33 QSIs, and one, or 7.14%, of the 14 Performance-Based Pay Increases. Employees who identified as PTWD earned one, or 3.03% of the QSIs and one, or 7.14%, of the Performance-Based Pay Increases.

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If “yes”, describe the employee recognition program and relevant data in the text box.

a. Other Types of Recognition (PWD) Answer N/A

b. Other Types of Recognition (PWTD) Answer N/A

There is no statistical data available to determine other types of employee recognition programs for PWD and PWTD other than those identified in the workforce data table.

## D. PROMOTIONS

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. SES

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

b. Grade GS-15

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

d. Grade GS-13

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

In FY 2024, there were seven qualified internal applicants for promotion to the GS-13 level who identified as PWD. None were selected. For the GS-14 level promotions, there were five qualified internal candidates who identified as PWD. One of those applicants was selected. For the GS-15 level promotions, there were no qualified internal applicants who identified as PWD.

2. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. SES

i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A

b. Grade GS-15

i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A

c. Grade GS-14

i. Qualified Internal Applicants (PWTD)	Answer	No
ii. Internal Selections (PWTD)	Answer	No

d. Grade GS-13

i. Qualified Internal Applicants (PWTD)	Answer	No
ii. Internal Selections (PWTD)	Answer	No

In FY 2024, there were seven qualified internal applicants for promotion to the GS-13 level who identified as PWD. None were selected. For the GS-14 level promotions, there were five qualified internal candidates who identified as PWD. One of those applicants was selected. For the GS-15 level promotions, there were no qualified internal applicants who identified as PWD.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWD)	Answer	N/A
b. New Hires to GS-15 (PWD)	Answer	N/A
c. New Hires to GS-14 (PWD)	Answer	N/A
d. New Hires to GS-13 (PWD)	Answer	N/A

In FY 2024, there was one qualified external applicant for the GS-13 level positions who identified as PWD. That applicant was not selected. For the GS-14 level positions, there were five qualified external candidates who identified as PWD. None were selected.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWTD)	Answer	N/A
b. New Hires to GS-15 (PWTD)	Answer	N/A
c. New Hires to GS-14 (PWTD)	Answer	N/A
d. New Hires to GS-13 (PWTD)	Answer	N/A

In FY 2024, there were no qualified external candidates for the GS-13 positions who identified as PWTD. At the GS-14 level, there were two qualified external applicants who identified as PWTD. Neither was selected.

5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

i. Qualified Internal Applicants (PWD)	Answer	N/A
ii. Internal Selections (PWD)	Answer	N/A
b. Managers		
i. Qualified Internal Applicants (PWD)	Answer	N/A
ii. Internal Selections (PWD)	Answer	N/A
c. Supervisors		
i. Qualified Internal Applicants (PWD)	Answer	No
ii. Internal Selections (PWD)	Answer	No

There were no qualified internal applicants for the manager positions who identified as PWD. For the supervisory positions, there were five internal applicants identified as PWD. None were selected for supervisory positions.

6. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A
b. Managers		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A
c. Supervisors		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A

None of the qualified internal applicants for the manager positions identified as a PWTD. One qualified internal applicant for the supervisory positions identified as PWD. This applicant was not selected.

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWD)	Answer	N/A
b. New Hires for Managers (PWD)	Answer	N/A
c. New Hires for Supervisors (PWD)	Answer	N/A

There were five qualified new hire applicants for manager positions identified as PWD. None were selected.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWTD)	Answer	N/A
b. New Hires for Managers (PWTD)	Answer	N/A
c. New Hires for Supervisors (PWTD)	Answer	N/A

There were two qualified new hire applicants for manager positions who identified as PWTD. Neither was selected.

## Section V: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

### A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 CFR § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer Yes

The Agency completed converting all eligible Schedule A employees with a disability who had completed two years of satisfactory service into the competitive service.

2. Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If “yes”, describe the trigger below.

a. Voluntary Separations (PWD)

Answer No

b. Involuntary Separations (PWD)

Answer No

In FY 2024, the percentage of PWD among voluntary separations was 13.95%. No employees who identified as PWD were involuntarily removed in FY 2024.

3. Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If “yes”, describe the trigger below.

a. Voluntary Separations (PWTD)

Answer No

b. Involuntary Separations (PWTD)

Answer No

No PWTD involuntarily separated from the Agency in FY 2023. However, 2.32% of employees who voluntarily separated in FY 2023 identified as PWTD.

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

The Agency's exit survey is voluntary. In FY 2024, the most common reasons for separation for PWD were voluntary retirement and accepted appointments in other federal agencies.

## B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

The internet address for the Agency's notice regarding the rights of employees and applicants under Section 508 of the Rehabilitation Act as well as under the Architectural Barriers Act is [www.csosa.gov/accessibility/](http://www.csosa.gov/accessibility/).

2. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to file a complaint.

The internet address for the Agency's notice regarding the rights of employees and applicants under Section 508 of the Rehabilitation Act as well as under the Architectural Barriers Act is [www.csosa.gov/accessibility/](http://www.csosa.gov/accessibility/).

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

In FY 2024, the Agency continued to explore opportunities for publicizing its technological accessibility features and encouraging employees to use some of the features regardless of disability status to facilitate certain features becoming the standard practice agency-wide.

## C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

In FY 2024, the Agency's guideline for Reasonable Accommodation request processing was 30 days. Based on those guidelines, approximately 48% of Reasonable Accommodation requests were timely processed.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

All managers and supervisors are required to take EEO refresher training biennially. In addition, in FY 2024, the Agency continued to train managers and supervisors on its Reasonable Accommodation policy and procedures.

## **D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE**

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

In FY 2024, the Agency continued training on its Reasonable Accommodation policy and procedures, which incorporate requests for personal assistance services. This was in addition to the online self-paced training on Reasonable Accommodation laws that the Agency provided to employees.

## **Section VI: EEO Complaint and Findings Data**

### **A. EEO COMPLAINT DATA INVOLVING HARASSMENT**

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the government-wide average?

Answer No

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer No

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

In FY 2024, there were no findings of discrimination alleging harassment based on disability status.

### **B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION**

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Answer No

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer No

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

In FY 2024, there were no findings of discrimination involving the failure to provide reasonable accommodations.

## **Section VII: Identification and Removal of Barriers**

Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer No

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

<b>Source of the Trigger:</b>	Workforce Data (if so identify the table)				
<b>Specific Workforce Data Table:</b>	Workforce Data Table - B1				
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>  Provide a brief narrative describing the condition at issue.  How was the condition recognized as a potential barrier?	Low Participation Rate of People with Disabilities in Core Occupations				
<b>STATEMENT OF BARRIER GROUPS:</b>	<u>Barrier Group</u> People with Disabilities				
<b>Barrier Analysis Process Completed?:</b>	Y				
<b>Barrier(s) Identified?:</b>	Y				
<b>STATEMENT OF IDENTIFIED BARRIER:</b>  Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	<b>Barrier Name</b>  Low Participation Rate of People with Disabilities in Core Occupations		<b>Description of Policy, Procedure, or Practice</b>  Given that we are a law enforcement agency, the Agency is focused on the recruitment of potential candidates with a broad range of abilities for a variety of positions.		
<b>Objective(s) and Dates for EEO Plan</b>					
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>
12/31/2019	12/31/2019	Yes			Increase the pool of potential candidates, including candidates with disabilities and targeted disabilities for Mission-Critical and Non-Mission-Critical positions such as Finance, Procurement, EEO, and OHR.
<b>Responsible Official(s)</b>					
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>	
Human Resources, Human Capital, and EEO Offices		Linda Mays, Denise Clark, Najuma Lake		Yes	
<b>Planned Activities Toward Completion of Objective</b>					
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>  <b>Completion Date</b>
12/31/2019	Training for managers and supervisors			Yes	
<b>Report of Accomplishments</b>					
<b>Fiscal Year</b>	<b>Accomplishments</b>				
2023	In FY 2023, approximately 64% of managers and supervisors were trained on Reasonable Accommodation law.				
2019	Thirty (30) percent of the managers and supervisors were trained on Reasonable Accommodation.				
2020	n FY 2020, 53% of the managers and supervisors were virtually trained on Reasonable Accommodations.				

### Report of Accomplishments

Fiscal Year	Accomplishments
2021	In FY 2021, approximately 97% of managers and supervisors completed online self-paced training on Federal Reasonable Accommodation law.
2022	In FY 2022, approximately 5% of managers and supervisors were trained on Reasonable Accommodation law.
2024	In FY 2024, approximately 26% of managers and supervisors were trained on Reasonable Accommodation law.

4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

N/A

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

N/A

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

N/A

## Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

### Section I: Efforts to Reach Regulatory Goals

*EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government*

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- |                                |        |    |
|--------------------------------|--------|----|
| a. Cluster GS-1 to GS-10 (PWD) | Answer | No |
| b. Cluster GS-11 to SES (PWD)  | Answer | No |

In FY 2024, PWD comprised 10.96% of the GS-1 to GS-10 cluster of the permanent workforce representing a decrease from 12.66% in FY 2023. The participation rate of PWD in the GS-11 to SES cluster of the permanent workforce was 8.04% in FY 2024, a slight decrease from 8.15% in FY 2023.

\*For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- |                                 |        |    |
|---------------------------------|--------|----|
| a. Cluster GS-1 to GS-10 (PWTD) | Answer | No |
| b. Cluster GS-11 to SES (PWTD)  | Answer | No |

In FY 2023 and FY 2024, the participation rate of PWTD in the GS-1 to GS-10 cluster of the permanent workforce was 0%. In FY 2024, there was a 1.38% participation rate for PTWD in the GS-11 to SES cluster of the permanent workforce. This was a decrease from FY 2023, when the participation rate for PTWD in the GS-11 to SES cluster of the permanent was 1.47%.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical Goal	--	12%		2%	
Grades GS-11 to SES	855	70	8.19	12	1.40
Grades GS-1 to GS-10	146	16	10.96	0	0.00

3. Describe how the agency has communicated the numerical goals to the hiring managers and/or recruiters.

The Agency publicized the EEOC's 12% and 2% benchmarks for PWD and PWTD, including in its MD 715 Report. The Agency

continued its campaign to remind employees annually about the importance of updating their disability status with the Agency to enable the Agency to gain a more accurate count of PWD and PTWD currently working at the Agency and the needs of those employees.

## Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

### A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM

- Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period?  
If “no”, describe the agency’s plan to improve the staffing for the upcoming year.

Answer Yes

In April 2021, the Agency implemented its EEOC-approved Reasonable Accommodation policy and procedures. Under the revised policy, the OHR staff were designated as the Reasonable Accommodation Coordinator and assumed the disability program responsibilities for the entire Agency. In addition, the time frame for processing reasonable accommodation requests was reduced from 60 to 30 days absent extenuating circumstances.. In FY 2021, there was an exponential increase in the number and novelty of requests as a result of COVID-19-related illnesses and concerns about an imminent increase in onsite presence requirements./ In FY 2022, the Agency increased staffing from one person to five people by assigning OHR’s Employee and Labor Relations staff to process an unprecedented number of requests. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. Beginning in FY 2023, the Agency’s efforts to increase staffing and retool processes resulted in a yearly increase in the percentage of reasonable accommodation requests processed in a timely manner. The percentage of timely processed requests increased from 33% in FY 2022, to 46% in FY 2023, to 48% in FY 2024. The Agency will continue to monitor the timeliness of the request processing over the next year and explore ways of increasing the efficiency with which it processes requests. At that time, the Agency may be in a better position to assess what, if any, additional resources may be necessary.

- Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTD	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR, Karen.Schmitz@csosa.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR, Karen.Schmitz@csosa.gov

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing reasonable accommodation requests from applicants and employees	5	0	0	Jillian Martin, Assistant Director, OHR, EL&R Jillian.Martin@csosa.gov Amara Thornton-Brown, Senior HR Specialist, ELR Amara.Thornton-Brown@csosa.gov Wendy Russell, HR Specialist, ELR Wendy.Russell@csosa.gov/ Monica McNair, HR Specialist, ELR1 Monica.McNair@csosa.gov
Section 508 Compliance	0	2	0	Denise Clark, Director, EEO Office Denise.Clark@csosa.gov William Kirkendale, Associate Director, Office of Information Technology William.Kirkendale@csosa.gov
Architectural Barriers Act Compliance	0	2	0	Wikita Stegman, Director of Facilities Wikita.Stegman@csosa.gov Reggie James, Associate Director, Administration Reggie.James@csosa.gov
Special Emphasis Program for PWD and PWTD	0	0	0	

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If “yes”, describe the training that disability program staff have received. If “no”, describe the training planned for the upcoming year.

Answer Yes

During FY 2024, members of the EEO and the OHR staff received the following training with respect to their disability program duties: 1. Excel and FDR Training Conferences 2024 (MD-715 Disability and Reasonable Accommodation Track) 2. Mandatory EEO training on Reasonable Accommodation and the No FEAR Act.

## **B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM**

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If “no”, describe the agency’s plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer Yes

In April 2021, the Agency implemented its EEOC-approved Reasonable Accommodation policy and procedures. Under the revised policy, the OHR staff were designated as the Reasonable Accommodation Coordinator and assumed the disability program responsibilities for the entire Agency. In addition, the time frame for processing reasonable accommodation requests was reduced from 60 to 30 days. In FY 2021, there was an exponential increase in the number and novelty of requests as a result of COVID-19-related illnesses and concerns about an imminent increase in onsite presence requirements./ In FY 2022, the Agency increased

staffing from one person to five people by assigning OHR's Employee and Labor Relations staff to process unprecedented number of requests. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. Beginning in FY 2023, the Agency's efforts to increase staffing and retool processes resulted in a yearly increase in the percentage of reasonable accommodation requests processed in a timely manner. The percentage of timely processed requests increased from 33% in FY 2022, to 46% in FY 2023, to 48% in FY 2024. The Agency will continue to monitor the timeliness of the request processing over the next year and explore ways of increasing the efficiency with which it processes requests. At that time, the Agency may be in a better position to assess what, if any, additional resources may be necessary.

### Section III: Program Deficiencies In The Disability Program

<b>Brief Description of Program Deficiency</b>	B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]		
<b>Objective</b>	Evaluate Agency's current staffing, training, and funding levels to determine sufficiency for effectively managing the Reasonable Accommodation program.		
<b>Target Date</b>	Dec 30, 2019		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2022	In FY 2022, the Agency increased staffing from one person to five people by assigning OHR's Employee and Labor Relations staff to assist with the unprecedented number of requests. In addition, the Agency began to retool its mechanisms in its attempts to process the requests more expeditiously.	
	2025	In FY 2025, the Agency will continue to make concerted efforts to increase the percentage of requests processed in a timely manner.	
	2024	In FY 2024, the Agency used the services of two contractors and continued to retool its processes, which resulted in the timely processing of 48% of its reasonable accommodation requests.	
	2023	In FY 2023, the Agency's efforts in increasing staffing and retooling processes resulted in an increase in the percentage of reasonable accommodation requests processed in a timely manner. In FY 2022, 33% of the requests were processed in a timely manner and in FY 2023, 46% of the requests were timely processed. The Agency also began exploring the possibility of using a contractor to assist with the processing of requests.	

<b>Brief Description of Program Deficiency</b>	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
<b>Objective</b>	Process all reasonable accommodation requests in a timely manner.		
<b>Target Date</b>	Dec 30, 2019		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2025	In FY 2025, the Agency will continue exploring ways of further increasing the efficiency with which it processes reasonable accommodation requests.	
	2022	In FY2022, the Agency increased staffing from one (1) person to five (5) people by assigning OHR’s Employee and Labor Relations staff to assist with the unprecedented number of requests. In addition, the Agency began to retool its mechanisms in its attempts to process the requests more expeditiously.	
	2024	In FY 2024, the Agency used the services of two contractors and continued to retool its processes, which resulted in the timely processing of 48% of its reasonable accommodation requests.	
	2023	In FY 2023, the Agency’s efforts in increasing staffing and retooling processes resulted in an increase in the percentage of reasonable accommodation requests processed in a timely manner. In FY 2022, 33% of the requests were processed in a timely manner and in FY 2023, 46% of the requests were timely processed. The Agency also began exploring the possibility of using a contractor to assist with the processing of requests.	

<b>Brief Description of Program Deficiency</b>	C.4.e.1. Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]		
<b>Objective</b>	Continue implementing the Affirmative Action Plan for Individuals with Disabilities.		
<b>Target Date</b>	Dec 30, 2018		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2025	As permitted under the hiring freeze and thereafter, the Agency will continue its outreach efforts to recruit highly qualified and talented candidates, including by using social media.	
	2022	The Agency continued its outreach efforts to recruit highly qualified and talented employees. These efforts included using social media to connect with a larger pool of potential candidates, including people with disabilities and organizations that serve people with disabilities.	
	2023	The Agency continued its outreach efforts to recruit highly qualified and talented employees. These efforts included using social media to connect with the largest possible pool of potential candidates, including people with disabilities and organizations that serve people with disabilities. The Agency also provided job briefings and training on flexible hiring authorities.	
	2024	The Agency continued its outreach efforts to recruit highly qualified and talented employees, including by using social media to connect with the largest possible pool of potential candidates	

## Section IV: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency's recruitment program plan for PWD and PWTD

## A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

In FY 2024, the Agency continued to utilize several recruitment strategies designed to increase the number of highly qualified and talented applicants, including applicants with disabilities and targeted disabilities. These efforts included using social media to connect with the largest possible pool of potential candidates and networking with organizations that may connect the Agency with potential candidates.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency's use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce

The Agency used all available hiring authorities to recruit and hire employees as permissible by law.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The Agency connected with federal state, and local agencies and organizations serving potential candidates, including people with disabilities and targeted disabilities, by sending job announcements via email and posting announcements on social media.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

Answer Yes

OHR and OCHM continued their practice of informing hiring managers about the use of special hiring authorities. Managers and supervisors also received formal and informal training biennially as part of the mandatory EEO training requirements. This training covered the special hiring authorities, the Reasonable Accommodation laws, and other EEO laws.

## B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The Agency maintained contact with organizations that assist potential candidates, including persons with disabilities and targeted disabilities, with securing and maintaining employment.

## C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If "yes", please describe the triggers below.

a. New Hires for Permanent Workforce (PWD)

Answer No

b. New Hires for Permanent Workforce (PWTD)

Answer No

In FY 2024, 11, or 13.64%, of new hires identified as PWD, which is an increase from FY 2023, when eight of the new hires, or 9.42%, identified as PWD. In FY 2024, one, or 1.49% of employees identified as a PWTD. However, in FY 2022 and 2023, there were no new hires who identified as a PTWD.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	1089	6.06	0.00	4.04	0.00
% of Qualified Applicants	486	4.53	0.00	2.47	0.00
% of New Hires	22	4.55	0.00	4.55	0.00

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission- critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for MCO (PWD)

Answer N/A

b. New Hires for MCO (PWTD)

Answer N/A

In FY 2024, there were seven PWD and six PWTD deemed qualified for positions in the MCO series 0101. None were selected for a position in job series 0101.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%
0101 SOCIAL SCIENCE	12	0.00	0.00
0102 SOCIAL SCIENCE AID AND TECHNICIAN	6	16.67	16.67
2210 INFORMATION TECHNOLOGY MANAGEMENT	4	0.00	0.00

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Qualified Applicants for MCO (PWD)

Answer N/A

b. Qualified Applicants for MCO (PWTD)

Answer N/A

In FY 2024, there were nine PWD and five PTWD deemed qualified for positions in the MCO series 0101. None were selected for a position in that series.

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission- critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Promotions for MCO (PWD)

Answer N/A

b. Promotions for MCO (PWTD)

Answer N/A

In FY 2024, there were nine PWD and five PTWD deemed qualified for positions in the MCO series 0101. None were selected for a position in that series.

## Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

### A. ADVANCEMENT PROGRAM PLAN

Describe the agency's plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

During FY 2022, FY 2023, FY 2024, and FY 2025, the Agency continues to improve and strengthen its opportunities for advancement for all employees, including PWD and PWTD, utilizing the following initiative: \* Continue to conduct exit interviews for all employees, including PWD and PTWD to understand why high-performing employees are leaving the Agency and to explore ways of encouraging those employees to reconsider leaving the Agency.

### B. CAREER DEVELOPMENT OPPORTUNITES

1. Please describe the career development opportunities that the agency provides to its employees.

Employees are encouraged to take advantage of the variety of programs the Agency usually offers because training promotes professional and personal development. All employees, including employees with disabilities, are encouraged to apply for these developmental opportunities as well. These opportunities are advertised via email and online. The Agency tracks the names of the employees selected for training and details through its established Human Resources systems of record and has other mechanisms in place for limited tracking of employees who are selected for mentoring, fellowships, and coaching. Some of those career development opportunities and training programs are listed below: \* Shadowing and Mentoring programs \* American Probation and Parole Association Leadership Institute \* Susan Shaffer Leadership Academy \* Leadership Development programs

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/ approval to participate.

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs						
Fellowship Programs						
Mentoring Programs		24				
Coaching Programs						
Training Programs						
Detail Programs						
Other Career Development Programs		80				

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes",

describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWD)

Answer N/A

b. Selections (PWD)

Answer N/A

For FY 2024, the Agency did not have the data available to determine triggers for EEO groups. The Agency’s Learning Management System (LMS) for all employees, including PWD and PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWTD)

Answer N/A

b. Selections (PWTD)

Answer N/A

For FY 2024, the Agency did not have the data available to determine triggers for all EEO groups. PWTD. The Agency’s Learning Management System (LMS) for all employees, including PWD/PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

## **C. AWARDS**

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If “yes”, please describe the trigger(s) in the text box.

a. Awards, Bonuses, & Incentives (PWD)

Answer No

b. Awards, Bonuses, & Incentives (PWTD)

Answer No

In FY 2024, PWD comprised 8.46% of the Agency’s permanent workforce and received 98, or 8.13% of all awards. While PWD earned 7.41% of time off awards, they received 8.30% of cash awards, 6.06% of the Quality Step Increases (QSIs), and 7.14% of the Performance-Based Pay Increases. For PWD, the distribution of cash awards was as follows: <\$501=5.61%, \$501-\$999 = 13.16%, \$1,000 – \$1,999 = 8.38%, \$2,000 - \$2,999 = 9.48%, \$3,000-\$3999 = 8.45%, \$4,000-\$4,999=2.27%, >\$4,999=6.25%. While PTWD comprised 1.18% of the permanent workforce, they received 16, or 1.33% of all awards. Employees who identified as PWTD earned 1.48% of time off awards, 1.17% of cash awards, 3.03% of QSIs, and 7.14% of Performance-Based Pay Increases. For PTWD, the distribution of case awards was as follows: PWD: <\$501 = 0.93%, \$501-\$999 = 2.63%, \$1,000 – \$1,999 = 1.20%, \$2,000 - \$2,999 = 0.92%, \$3,000-\$3999 = 1.41%, \$4,000-\$4,999=2.27%, >\$4,999=0%.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	37.00	10.8108	89.1892	2.7027	97.2973
Time-Off Awards 1 - 10 Hours: Total Hours	297.00	10.7744	89.2256	2.6936	97.3064
Time-Off Awards 1 - 10 Hours: Average Hours	8.03	8.0000	8.0303	8.0000	8.0278
Time-Off Awards 11 - 20 hours: Awards Given	96.00	6.2500	93.7500	1.0417	98.9583
Time-Off Awards 11 - 20 Hours: Total Hours	1522.00	6.1104	93.8896	1.0512	98.9488

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 11 - 20 Hours: Average Hours	15.85	15.5000	15.8778	16.0000	15.8526
Time-Off Awards 21 - 30 hours: Awards Given	0.00	0.0000	0.0000	0.0000	0.0000
Time-Off Awards 21 - 30 Hours: Total Hours	0.00	0.0000	0.0000	0.0000	0.0000
Time-Off Awards 21 - 30 Hours: Average Hours	0.00	0.0000	0.0000	0.0000	0.0000
Time-Off Awards 31 - 40 hours: Awards Given	2.00	0.0000	100.0000	0.0000	100.0000
Time-Off Awards 31 - 40 Hours: Total Hours	64.00	0.0000	100.0000	0.0000	100.0000
Time-Off Awards 31 - 40 Hours: Average Hours	32.00	0.0000	32.0000	0.0000	32.0000
Time-Off Awards 41 or more Hours: Awards Given	100.00	0.0000	0.0000	0.0000	100.0000
Time-Off Awards 41 or more Hours: Total Hours	0.00	0.0000	0.0000	0.0000	0.0000
Time-Off Awards 41 or more Hours: Average Hours	0.00	0.0000	0.0000	0.0000	0.0000

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards \$500 and Under: Awards Given	107.00	5.6075	94.3925	0.9346	99.0654
Cash Awards \$500 and Under: Total Amount	35154.00	4.1020	95.8980	0.7112	99.2888
Cash Awards \$500 and Under: Average Amount	328.54	240.3333	333.7822	250.0000	329.2830
Cash Awards: \$501 - \$999: Awards Given	38.00	13.1579	86.8421	2.6316	97.3684
Cash Awards: \$501 - \$999: Total Amount	27048.00	14.9142	85.0858	3.3681	96.6319
Cash Awards: \$501 - \$999: Average Amount	711.79	806.8000	697.3939	911.0000	706.4054
Cash Awards: \$1000 - \$1999: Awards Given	334.00	8.3832	91.6168	1.1976	98.8024
Cash Awards: \$1000 - \$1999: Total Amount	488794.00	8.2509	91.7491	1.3290	98.6710
Cash Awards: \$1000 - \$1999: Average Amount	1463.46	1440.3571	1465.5686	1624.0000	1461.5091
Cash Awards: \$2000 - \$2999: Awards Given	327.00	9.4801	90.5199	0.9174	99.0826
Cash Awards: \$2000 - \$2999: Total Amount	770881.00	9.3304	90.6696	0.9127	99.0873
Cash Awards: \$2000 - \$2999: Average Amount	2357.43	2320.1935	2361.3345	2345.3333	2357.5463
Cash Awards: \$3000 - \$3999: Awards Given	142.00	8.4507	91.5493	1.4085	98.5915
Cash Awards: \$3000 - \$3999: Total Amount	490952.00	8.9243	91.0757	1.3510	98.6490
Cash Awards: \$3000 - \$3999: Average Amount	3457.41	3651.1667	3439.5231	3316.5000	3459.4214
Cash Awards: \$4000 - \$4999: Awards Given	44.00	2.2727	97.7273	2.2727	97.7273

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$4000 - \$4999: Total Amount	195997.00	2.1903	97.8097	2.1903	97.8097
Cash Awards: \$4000 - \$4999: Average Amount	4454.48	4293.0000	4458.2326	4293.0000	4458.2326
Cash Awards: \$5000 or more: Awards Given	32.00	6.2500	93.7500	0.0000	100.0000
Cash Awards: \$5000 or more: Total Amount	165634.00	6.1600	93.8400	0.0000	100.0000
Cash Awards: \$5000 or more: Average Amount	5176.06	5101.5000	5181.0333	0.0000	5176.0625

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance- based pay increases? If “yes”, please describe the trigger(s) in the text box.

a. Pay Increases (PWD) Answer No

b. Pay Increases (PWTD) Answer No

In FY 2024, employees who identified as PWD earned two, or 6.06%, of the 33 QSIs, and one, or 7.14%, of the 14 Performance-Based Pay Increases. Employees who identified as PTWD earned one, or 3.03% of the QSIs and one, or 7.14%, of the Performance-Based Pay Increases.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	14.00	7.1429	92.8571	7.1429	92.8571

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If “yes”, describe the employee recognition program and relevant data in the text box.

a. Other Types of Recognition (PWD) Answer N/A

b. Other Types of Recognition (PWTD) Answer N/A

There is no statistical data available to determine other types of employee recognition programs for PWD and PWTD other than those identified in the workforce data table.

## **D. PROMOTIONS**

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. SES

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

b. Grade GS-15

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD)	Answer	N/A
c. Grade GS-14		
i. Qualified Internal Applicants (PWD)	Answer	No
ii. Internal Selections (PWD)	Answer	No
d. Grade GS-13		
i. Qualified Internal Applicants (PWD)	Answer	No
ii. Internal Selections (PWD)	Answer	No

In FY 2024, there were seven qualified internal applicants for promotion to the GS-13 level who identified as PWD. None were selected. For the GS-14 level promotions, there were five qualified internal candidates who identified as PWD. One of those applicants was selected. For the GS-15 level promotions, there were no qualified internal applicants who identified as PWD.

2. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. SES		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A
b. Grade GS-15		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A
c. Grade GS-14		
i. Qualified Internal Applicants (PWTD)	Answer	No
ii. Internal Selections (PWTD)	Answer	No
d. Grade GS-13		
i. Qualified Internal Applicants (PWTD)	Answer	No
ii. Internal Selections (PWTD)	Answer	No

In FY 2024, there were seven qualified internal applicants for promotion to the GS-13 level who identified as PWD. None were selected. For the GS-14 level promotions, there were five qualified internal candidates who identified as PWD. One of those applicants was selected. For the GS-15 level promotions, there were no qualified internal applicants who identified as PWD.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWD)	Answer	N/A
---------------------------	--------	-----

- |                             |        |     |
|-----------------------------|--------|-----|
| b. New Hires to GS-15 (PWD) | Answer | N/A |
| c. New Hires to GS-14 (PWD) | Answer | N/A |
| d. New Hires to GS-13 (PWD) | Answer | N/A |

In FY 2024, there was one qualified external applicant for the GS-13 level positions who identified as PWD. That applicant was not selected. For the GS -14 level positions, there were five qualified external candidates who identified as PWD. None were selected.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- |                              |        |     |
|------------------------------|--------|-----|
| a. New Hires to SES (PWTD)   | Answer | N/A |
| b. New Hires to GS-15 (PWTD) | Answer | N/A |
| c. New Hires to GS-14 (PWTD) | Answer | N/A |
| d. New Hires to GS-13 (PWTD) | Answer | N/A |

In FY 2024, there were no qualified external candidates for the GS-13 positions who identified as PWTD. At the GS-14 level, there were two qualified external applicants who identified as PWTD. Neither was selected.

5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

- |  |        |     |
|--|--------|-----|
| i. Qualified Internal Applicants (PWD) | Answer | N/A |
| ii. Internal Selections (PWD)          | Answer | N/A |

b. Managers

- |  |        |     |
|--|--------|-----|
| i. Qualified Internal Applicants (PWD) | Answer | N/A |
| ii. Internal Selections (PWD)          | Answer | N/A |

c. Supervisors

- |  |        |    |
|--|--------|----|
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD)          | Answer | No |

There were no qualified internal applicants for the manager positions who identified as PWD. For the supervisory positions, there were five internal applicants identified as PWD. None were selected for supervisory positions.

6. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

i. Qualified Internal Applicants (PWTD) Answer N/A

ii. Internal Selections (PWTD) Answer N/A

b. Managers

i. Qualified Internal Applicants (PWTD) Answer N/A

ii. Internal Selections (PWTD) Answer N/A

c. Supervisors

i. Qualified Internal Applicants (PWTD) Answer N/A

ii. Internal Selections (PWTD) Answer N/A

None of the qualified internal applicants for the manager positions identified as a PWTD. One qualified internal applicant for the supervisory positions identified as PWD. This applicant was not selected.

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWD) Answer N/A

b. New Hires for Managers (PWD) Answer N/A

c. New Hires for Supervisors (PWD) Answer N/A

There were five qualified new hire applicants for manager positions identified as PWD. None were selected.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWTD) Answer N/A

b. New Hires for Managers (PWTD) Answer N/A

c. New Hires for Supervisors (PWTD) Answer N/A

There were two qualified new hire applicants for manager positions who identified as PWTD. Neither was selected.

## Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

### A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If “no”, please explain why the agency did

not convert all eligible Schedule A employees.

Answer Yes

The Agency completed converting all eligible Schedule A employees with a disability who had completed two years of satisfactory service into the competitive service.

2. Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If “yes”, describe the trigger below.

a. Voluntary Separations (PWD) Answer No

b. Involuntary Separations (PWD) Answer No

In FY 2024, the percentage of PWD among voluntary separations was 13.95%. No employees who identified as PWD were involuntarily removed in FY 2024.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	2	0.00	0.21
Permanent Workforce: Resignation	9	0.00	0.96
Permanent Workforce: Retirement	36	5.75	3.32
Permanent Workforce: Other Separations	37	6.90	3.32
Permanent Workforce: Total Separations	84	12.64	7.81

3. Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If “yes”, describe the trigger below.

a. Voluntary Separations (PWTD) Answer No

b. Involuntary Separations (PWTD) Answer No

No PWTD involuntarily separated from the Agency in FY 2023. However, 2.32% of employees who voluntarily separated in FY 2023 identified as PWTD.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	2	0.00	0.20
Permanent Workforce: Resignation	9	0.00	0.89
Permanent Workforce: Retirement	36	8.33	3.47
Permanent Workforce: Other Separations	37	8.33	3.56
Permanent Workforce: Total Separations	84	16.67	8.12

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

The Agency’s exit survey is voluntary. In FY 2024, the most common reasons for separation for PWD were voluntary retirement and accepted appointments in other federal agencies.

## B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

The internet address for the Agency's notice regarding the rights of employees and applicants under Section 508 of the Rehabilitation Act as well as under the Architectural Barriers Act is [www.csosa.gov/accessibility/](http://www.csosa.gov/accessibility/).

2. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to file a complaint.

The internet address for the Agency's notice regarding the rights of employees and applicants under Section 508 of the Rehabilitation Act as well as under the Architectural Barriers Act is [www.csosa.gov/accessibility/](http://www.csosa.gov/accessibility/).

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

In FY 2024, the Agency continued to explore opportunities for publicizing its technological accessibility features and encouraging employees to use some of the features regardless of disability status to facilitate certain features becoming the standard practice agency-wide.

## **C. REASONABLE ACCOMMODATION PROGRAM**

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

In FY 2024, the Agency's guideline for Reasonable Accommodation request processing was 30 days. Based on those guidelines, approximately 48% of Reasonable Accommodation requests were timely processed.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

All managers and supervisors are required to take EEO refresher training biennially. In addition, in FY 2024, the Agency continued to train managers and supervisors on its Reasonable Accommodation policy and procedures.

## **D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE**

*Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.*

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training

for managers and supervisors, and monitoring PAS requests for trends.

In FY 2024, the Agency continued training on its Reasonable Accommodation policy and procedures, which incorporate requests for personal assistance services. This was in addition to the online self-paced training on Reasonable Accommodation laws that the Agency provided to employees.

## Section VII: EEO Complaint and Findings Data

### A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer No

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer No

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

In FY 2024, there were no findings of discrimination alleging harassment based on disability status.

### B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Answer No

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer No

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

In FY 2024, there were no findings of discrimination involving the failure to provide reasonable accommodations.

## Section VIII: Identification and Removal of Barriers

*Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.*

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer No

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

Answer N/A

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

<b>Source of the Trigger:</b>	Workforce Data (if so identify the table)				
<b>Specific Workforce Data Table:</b>	Workforce Data Table - B1				
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>  Provide a brief narrative describing the condition at issue.  How was the condition recognized as a potential barrier?	Low Participation Rate of People with Disabilities in Core Occupations				
<b>STATEMENT OF BARRIER GROUPS:</b>	<i>Barrier Group</i> People with Disabilities				
<b>Barrier Analysis Process Completed?:</b>	Y				
<b>Barrier(s) Identified?:</b>	Y				
<b>STATEMENT OF IDENTIFIED BARRIER:</b>  Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	<b>Barrier Name</b>  Low Participation Rate of People with Disabilities in Core Occupations	<b>Description of Policy, Procedure, or Practice</b>  Given that we are a law enforcement agency, the Agency is focused on the recruitment of potential candidates with a broad range of abilities for a variety of positions.			
<b>Objective(s) and Dates for EEO Plan</b>					
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>
12/31/2019	12/31/2019	Yes			Increase the pool of potential candidates, including candidates with disabilities and targeted disabilities for Mission-Critical and Non-Mission-Critical positions such as Finance, Procurement, EEO, and OHR.
<b>Responsible Official(s)</b>					
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>	
Human Resources, Human Capital, and EEO Offices		Linda Mays, Denise Clark, Najuma Lake		Yes	
<b>Planned Activities Toward Completion of Objective</b>					
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>
12/31/2019	Training for managers and supervisors			Yes	

Report of Accomplishments	
Fiscal Year	Accomplishment
2023	In FY 2023, approximately 64% of managers and supervisors were trained on Reasonable Accommodation law.
2019	Thirty (30) percent of the managers and supervisors were trained on Reasonable Accommodation.
2020	In FY 2020, 53% of the managers and supervisors were virtually trained on Reasonable Accommodations.
2021	In FY 2021, approximately 97% of managers and supervisors completed online self-paced training on Federal Reasonable Accommodation law.
2022	In FY 2022, approximately 5% of managers and supervisors were trained on Reasonable Accommodation law.
2024	In FY 2024, approximately 26% of managers and supervisors were trained on Reasonable Accommodation law.

4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

N/A

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

N/A

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

N/A

