



# FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

Management Directive 715 | October 1, 2022 to September 30, 2023

**PREPARED BY**  
COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
Office of Equal Employment Opportunity, Diversity, and Special Programs

Court Services and Offender Supervision Agency for the District of Columbia

For period covering October 1, 2022 to September 30, 2023

<b>PART A</b> Department or Agency Identifying Information	<b>1. Agency</b>	1. Court Services and Offender Supervision Agency for the District of Columbia		
	<b>1.a</b> 2nd level reporting component			
	<b>2. Address</b>	2. 633 Indiana Avenue		
	<b>3. City, State, Zip Code</b>	3. Washington, DC 20004		
	<b>4. Agency Code</b>   <b>5. FIPS code(s)</b>	<b>4. FQ00</b>	<b>5. 8840</b>	

<b>PART B</b> Total Employment	<b>1. Enter total number of permanent full-time and part-time employees</b>	<b>1. 1045</b>
	<b>2. Enter total number of temporary employees</b>	<b>2. 3</b>
	<b>3. TOTAL EMPLOYMENT [add lines B 1 through 2]</b>	<b>4. 1048</b>

<b>PART C</b>	<b>Title Type</b>	<b>Name</b>	<b>Title</b>
Agency Official(s) Responsible For Oversight of EEO Program(s)	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	Kathie Lacy-Storost	EEO Specialist and Compliance Officer
	Diversity & Inclusion Officer	Denise Clark	Director, EEO
	Hispanic Program Manager (SEPM)	Pablo Diaz	Pretrial Service Officer
	Women's Program Manager (SEPM)	Christine Barron	ICA Specialist
	Disability Program Manager (SEPM)	Dagmar Torres	Pretrial Service 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	Vaughn Wilson	Acting Director, ADR
	Compliance Manager	Kathie Lacy-Storost	Complaints Manager
Principal MD-715 Preparer	Denise Clark	EEO Director	
Other EEO Staff	Sunghee Park	Policy Analyst	

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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>	
Personal Assistance Services Procedures	Y	Y	
Alternative Dispute Resolution Procedures	Y	Y	
Agency Strategic Plan	Y	Y	
Reasonable Accommodation Procedure	Y	Y	
Organization Chart	Y	Y	
Anti-Harassment Policy and Procedures	Y	Y	
EEO Policy Statement	Y	Y	
Results from most recent Federal Employee Viewpoint Survey or Annual Employee Survey	N	Y	
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) 2023. 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 and promoting workforce diversity.

In FY 2023, as the nation transitioned to a post-COVID pandemic posture, the Agency continued to operate with a significant level of enhanced telework for its workforce, consistent with the guidance of the Office of Personnel Management and the Safer Federal Workforce Task Force. Notwithstanding the challenges these operating conditions presented, the Agency made progress in meeting its goals and objectives in maintaining a model EEO program as detailed below.

**The Office of Equal Employment Opportunity, Diversity, and Special Programs**

The Office of Equal Employment Opportunity, Diversity, and Special Programs (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 diverse and 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 trial.

The Agency's FY 2023 summary of the Annual EEO Program Status Report outlines the progress the Agency made towards 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 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 identify areas where the EEO program has made progress and those where it can become more effective. The major initiatives implemented in FY 2023 and planned for FY 2024 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 and Diversity Policy Statement on September 29, 2023. In this statement, the Directors reaffirmed their commitment to promoting diversity and inclusion and 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 promote greater diversity and better reach those groups that have been identified as being underrepresented in the Agency's workforce.

In FY 2023, the Agency continued to use its Special Act monetary award entitled "The Diversity and Inclusion Award" to recognize employees who successfully promoted diversity, equity, inclusion, and accessibility and demonstrated superior accomplishments in EEO. Additionally, the EEO Office recognized EEO Counselors and the members of the Special Emphasis Programs, all of whom performed these duties on a collateral basis, with Special Act awards in FY 2023.

**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, diverse, 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 2023, 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 2022 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 2023 will be posted in both locations as well.

Special Emphasis Programs: In FY 2023, the Agency's Special Emphasis Programs (SEPs) primarily operated in a virtual environment; however, two of the SEPs held in-person events as detailed below. The SEPs continued to support equal opportunities throughout the Agency including during various points in the employment life cycle such as recruitment, hiring, advancement, training, and promotions.

The SEPs played a vital role in educating about and increasing understanding of issues of particular importance to the various SEPs and employees in general. For example, in May 2023, the Asian and Pacific American Committee (APAC) educated employees about the role leaders of the Asian and American Pacific Islander (AAPI) community have played in supporting the civil rights of other minority groups and the support the AAPI community has received from leaders of other minority groups in the AAPI community's struggle for civil rights. The APAC also hosted the first in-person SEP event since March 2020. This event provided employees with the opportunity to participate in a tea social and learn about the importance of tea ceremonies

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

in various AAPI communities. In August 2023, APAC partnered with the Hispanic Employment Program Committee (HEPC) to host the second in-person SEP event since March 2020, during which the APAC and HEPC showcased the influence of AAPI musical artists on Hispanic/Latino popular music and the influence of Hispanic/Latino musical artists on Asian popular music.

In June 2023, the Agency's newly formed LGBTQ+ & Allies Committee took the helm for the first time in organizing the Agency's annual celebration of Pride Month. This celebration included a week dedicated to raising staff awareness about the LGBTQ+ community's struggle for civil rights, including the right to marry, as well as films and books that focused on the experiences of members of the LGBTQ+ community and places and institutions that have played important roles in fostering a sense of inclusion for members of the LGBTQ+ community. The LGBTQ+ & Allies Committee also hosted a speaker who shared some of the challenges she encountered as a transgender woman and the ways individuals and institutions can support members of the LGBTQ+ community.

By engaging and working with SEPs, the Agency continued to raise employee awareness about the importance of EEO, diversity, equality, inclusion, and accessibility while demonstrating the Agency's commitment to a model EEO workplace.

Concerning the Federal Employee Viewpoint Survey (FEVS) for FY 2023, the Agency's score as it related to the Inclusion Quotient (IQ) Index continued to equal the government-wide score. The survey results were emailed to employees.

**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 diversity and inclusion, 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 an increasingly diverse and inclusive workplace. Additionally, the Agency continued to provide employment development opportunities to its employees in its efforts to attract and engage a diverse and effective workforce. For example, in FY 2023, 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 diverse 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. In addition, the Agency continued to incorporate diversity, equity, inclusion, and accessibility principles into its New Employee Orientation, which also included a review of Executive Order 14035 on Diversity, Equity, Inclusion, and Accessibility (DEIA) in the Federal Workplace, (and the definitions included therein), a discussion of how DEIA principles are embedded into the Agency's culture and operations, and provided examples of how DEIA principles are applied in different scenarios.

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

The Agency continued its proactive efforts to prevent unlawful discrimination in FY 2023. CSOSA's TCDC and PSA's TCDU provided mandatory self-paced online training courses in the areas of EEO, sexual harassment prevention, and the No FEAR Act. These courses were completed by over 125 of the 211 supervisors and managers and over 525 non-supervisory employees. In FY 2023, 64% of supervisors and managers also completed mandatory self-paced online training in the area of Reasonable Accommodation laws and regulations.

In FY 2023, the Agency continued in its efforts to implement Part J of its Affirmative Action Plan for People with Disabilities, including those with targeted disabilities. The Agency's goal is to strengthen its partnerships with Veterans' and rehabilitation services organizations to reach the Agency's adopted goals of a 12% participation rate in its workforce for People with Disabilities (PWD) and a 2% participation rate for People with Targeted Disabilities (PWTD).

In order to reach its adopted goals, the Agency remained focused on outreach and recruitment of employees with disabilities in FY 2023. To that end, the Agency continued to utilize a variety of recruitment strategies designed to increase the number of qualified applicants with disabilities and with targeted disabilities. These multi-pronged recruitment strategies, which the Agency will continue to use, include partnerships with Virginia's and the District of Columbia's Vocational Rehabilitation Services and disability resource centers at local colleges and universities; Workforce Recruitment Program; Operation Warfighter Program; and the Wounded Warrior Regiment, M4Life Program; and the New York City Department of Youth and

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

**Community Development.**

The Agency continued working to develop collaborative recruiting partnerships with other community, academic, and governmental groups that reach individuals with targeted disabilities to increase the pool of potential candidates at the GS-11 level and above, including managerial and supervisory positions at grades GS-13 to SES. The Agency continued its efforts to reach a larger pool of potential candidates, including by sending job announcements in real-time to federal, state, and local agencies and organizations serving persons with disabilities and posting job announcements on social media.

In FY 2023, as the nation transitioned to a post-COVID pandemic posture, 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 2023, the Agency continued to promote and offer Alternative Dispute Resolution (ADR) to resolve both EEO and non-EEO inquiries and complaints. Individuals in 15 of the 22 EEO pre-complaints filed in FY 2023 elected ADR, resulting in an ADR participation rate of 68%. The participation rate in FY 2023 was down from the ADR participation rate in FY 2022, which was 82%. However, the ADR participation rate has remained above 60% for the last three years.

Every quarter, the Agency reviewed the complaints data in conjunction with the No FEAR Report to identify potential barriers and complaint trends. The number of formal complaints filed increased from five in FY 2022 to 13 in FY 2023.

In FY 2023, the EEO Office began 12 new investigations and continued investigations into two prior complaints. The average number of days it took the Office to complete investigations decreased from 204.00 days in FY 2022 to 173.43 days in FY 2023.

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

The Agency timely submitted its oversight reports in FY 2023, 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: WORKFORCE ANALYSES****Workforce Analysis Summary**

The Agency analyzed cumulative data from October 1, 2022, through September 30, 2023, to identify triggers that may require further inquiry to determine if barriers to equal employment opportunities for employee groups based on race and national origin (RNO), sex, or disability exist. Where applicable, the Agency's plans for completing barrier analyses are included in this EEO Program Status Report. The Agency's total workforce consists of permanent and temporary employees. The workforce distribution by disability includes permanent and temporary employees as well as employees with "no disability," employees "with a disability," employees "with a targeted disability," and employees who "did not identify" any disability. In this report, when comparisons are made, only the triggers with statistically significant decreases or increases are noted.

**Total Workforce**

The Agency's total workforce, including permanent and temporary employees, increased from 1034 in FY 2022 to 1048 in FY 2023, an increase of 14 employees and a net change of 1.35%. In FY 2023, women continued to comprise the majority of the Agency's workforce totaling 673 employees and 64.22% of the workforce. Correspondingly, male employees totaled 375 and comprised 35.78% of the Agency's total workforce. (Workforce Data Table A1).

The Agency's female participation rate of 64.22% was above the Civil Labor Force's (CLF) benchmark of 48.21%. The 35.79% participation rate of males in the Agency's total workforce was below the 2018 CLF benchmark of 51.79%. In comparison, as of October 1, 2022, there were 666 females who comprised 64.41% and 368 males who comprised 35.59% of the Agency's total workforce. Between October 1, 2022, and September 30, 2023, the number of female employees increased by 7, and the number of male employees increased by 7.

In FY 2023, Black employees constituted the major racial group in the Agency's workforce, totaling 839 of 1048, or 80%. This group increased by 19 from FY 2022 when the group totaled 820 of the Agency's 1034 employees, or 79.30%. The number of employees identifying as Hispanic increased by 2 to 62 and the number of American Indian or Alaska Native increased by 1 to 3 employees in FY 2023. The number of employees identifying as Asian American or being of 2 or more races remained unchanged at 38 and 4, respectively. The number of employees identifying as White decreased by 8, going from 108 in FY 2022 to 100 in FY 2023.

**Hispanic Employment**

Hispanic employment in the Agency's permanent workforce represented 5.93% (62 of the 1045 employees) of the permanent workforce as of September 30, 2023, compared to 12.98% of the 2018 CLF. Twenty-five (25) Hispanic men represented 2.39% of the Agency's permanent workforce in comparison to 6.82% of the CLF, and 37 Hispanic women represented 3.54% of the Agency's workforce in comparison to 6.16% of the CLF. (Workforce Data Table A2).

**Mission-Critical Occupation**

The Agency has one mission-critical occupation (MCO) necessary to fulfill its missions, which is the 0101 Social Science series. This job series includes the Community Supervision Officer, Pretrial Services Officer, Supervisory Community Supervision Officer, Supervisory Pretrial Services Officer, and Deputy Associate Director positions. In FY 2023, 604 employees, or 57.80%, of the Agency's permanent workforce were in the Social Science series. Of those 604 employees, 212, or 35.10%, were male, which was below the Occupational Civilian Labor Force (OCLF) rate of 51.50%, and 392, or 64.91%, were female, which was well above the OCLF rate of 48.50%. Black employees constituted 495, or 81.95% of the employees in this series, which was above the OCLF rate of 7.30%. Fifty-four (54) White employees comprised 8.94% of this series, which was below the OCLF rate of 76.00%. Forty-three (43) Hispanic employees comprised 7.12% of the series, which was below the OCLF rate of 8.30%. However, 26 of the 43 Hispanic employees were women. They comprised 4.30% of the employees in the series, which is near the OCLF rate of 4.50% for Hispanic females. Nine (9) Asian employees comprised 1.49% of the series, which was below the OCLF rate of 4.00%, and one (1) American Indian/Alaska Native employee comprised 0.17% of the series, which was below the OCLF rate of 1.10%. Two (2) employees, who identified as being of 2 or more races, comprised 0.34% of the series, which was below the OCLF rate of 1.7% for this occupational category. (Workforce Data Table A6-P).

The Agency also has several job series that are important to its ability to do its front-line work of supervising individuals who

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**EXECUTIVE SUMMARY: WORKFORCE ANALYSES**

are released into the community by the court. Two (2) of those job series are the following: Social Sciences Aid and Technician (0102) and Information Technology Management (2210).

**Mission Critical Occupation By Pay Plan and Grade Level**

As previously mentioned, the Agency has one mission-critical occupation (MCO) necessary to fulfill its missions. It is in the Social Science series of 0101. In FY 2023, a barrier analysis was conducted by Pay Plan and Grade Levels GL/GS 7 through 15 of the permanent workforce in this series. The analysis revealed that in the feeder group of Pay Plan and Grade Levels GL/GS 7-9, there were a total of 36 employees, or 5.96%, of the 604 MCO employees in job series 101. Of those 36 employees, 3 employees, or 8.33%, were Hispanic males; 1 employee, or 2.78%, was a White male; 10 employees, or 27.78%, were Black males; and 22 employees, or 61.11%, were Black females. At the GL/GS 7-9 level, there were no employees who identified as Hispanic female, Asian, or American Indian/Alaskan Native or employees who identified as having 2 or more races.

In the feeder group of Pay Plan and Grade Level GL/GS 11, there were 51, or 8.44%, of the 604 Social Science (0101) employees. Nineteen (19), or 37.26%, were males and 32, or 62.75%, were females. Of the 51 employees, 1 employee, or 1.97%, was a Hispanic male; 2 employees, or 3.93%, identified as Hispanic females; 1 employee, or 1.97%, was a White male; 17 employees, or 33.34%, were Black males; and 30 employees, or 58.83%, were Black females. There were no employees who identified as White female, Asian, American Indian/Alaskan Native, or as having two or more races in the GL/GS 11 Pay Plan and Grade Level for series 0101.

In Pay Plan and Grade Level GL/GS-12, there were 393, or 65.07%, of the 604 Social Science series 101 employees. Of the 393 employees, 134, or 34.10%, were male, and 259, or 65.91%, were female. Twelve (12), or 3.06%, were identified as Hispanic males. Eighteen (18), or 4.59%, identified as Hispanic females. Fifteen (15), or 3.82%, identified as White males, and 24, or 6.11%, identified as White females. One hundred three (103) employees, or 26.21%, identified as Black males. Two hundred eleven (211) employees, or 53.69%, identified as Black females. Four (4) employees, or 1.02%, identified as Asian males. Three (3) employees, or 0.77%, identified as Asian females. One (1) employee, or .26%, identified as American Indian/Alaskan Native. Two (2) employees, or 0.51%, identified as females having two (2) or more races.

In Pay Plan and Grade Level GL/GS-13, there were 93, or 15.40%, of the 604 MCO employees. Of the 93 employees, 31, or 33.34%, were male and 62, or 66.67% were female. One (1) employee, or 1.08% identified as a Hispanic male. Five (5) employees, or 5.38%, were Hispanic females. Four (4) employees, or 4.31%, identified as White males. Four (4), or 4.31%, identified as White females. Twenty-six (26), or 27.96%, identified as Black males. Fifty-one (51), or 54.84%, identified as Black females. Two (2) employees, or 2.16%, identified as Asian females. There were no Hispanic males, Asian males, or employees who identified as American Indian/Alaskan Native or as having two (2) or more races in the Grade Level GL/GS-13 for series 0101.

In Pay Plan and Grade Level GL/GS-14, there were 23, or 3.81%, of the 604 MCO employees. Of the 23 employees, 11, or 47.83%, were males and 12, or 52.18%, were females. One (1), or 4.35%, identified as a Hispanic female. Three (1), or 13.05%, identified as a White male. Two (2), or 8.70%, were White females. Eight (8), or 34.79%, were Black males. Nine (9), or 39.14%, identified as Black females. There were no Hispanic males, no Asian employees, and no employees who identified as being American Indian/Alaskan Native or as having 2 or more races at the GL/GS-14 grade level.

In Pay Plan and Grade Level GL/GS-15, there were 8, or 1.32%, of the 604 MCO employees. Of the 8 employees, 3, or 37.50%, identified as a Black male, and 5, or 62.50%, identified as Black females. There were no employees who identified as having 2 or more races or identified as Hispanic, White, Asian, or American Indian/Alaskan Native at this grade level for series 0101. (Workforce Data Table A6-P).

In FY 2023, there were 92 positions in the Social Sciences Aid and Technician (0102) and Information Technology Management (2210) job series. The Agency also conducted a barrier analysis as it pertains to these positions by Pay Plan and Grade Levels GL/GS 7 through 15 of the permanent workforce in this series. The analysis revealed that, in the feeder group of Pay Plan and Grade Levels GL/GS 7-9, there were a total of 23 employees, 25%, of the employees in these job series. Of those 23 employees, there was one 1 Hispanic female at 4.35%, 12 Black males at 52.17%, and 10 Black females at 43.48%. At the GL/GS 7-9 level, there were no employees who identified as Hispanic male, Asian, or American Indian/Alaskan Native or employees who identified as having 2 or more races.

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In the feeder group of Pay Plan and Grade Level GL/GS 11, there were 5, or 5.43%, of the 92 employees. One (1) employee, or 20%, identified as a White male. One (1) employee, or 20%, identified as a Black male. Three (3) employees, or 60%, identified as Black females.

In the feeder group of Pay Plan and Grade Level GL/GS 12, there were 5, or 5.43%, of the 92 employees. Two (2) employees, or 40%, identified as Black males. Three (3) employees, or 60% were Black females.

In the feeder group of Pay Plan and Grade Level GL/GS 13, there were 15, or 16.30%, of the 92 employees. One (1) employee, or 6.67%, identified as a White female. Seven (7), or 46.67%, identified as Black males. One (1) employee, or 6.67%, identified as a Black female. Three (3) employees, or 20%, were Asian males. Two (2) employees, or 13.33%, were Asian females. One (1) employee, or 6.67%, identified as American Indian or Alaska Native male.

In the feeder group of Pay Plan and Grade Level GL/GS 14, there were 24, or 26.09%, of the 92 employees. One (1) employee, or 4.17%, identified as a White male, and another employee identified as an Asian female. There were 3 employees, or 12.50%, who identified as White females, and 4, or 16.67%, who identified as Black females. Seven (7) employees, or 29.17%, identified as Black males. Eight (8) employees, or 33.34%, identified as Asian males.

In Pay Plan and Grade Level GL/GS 15, there were 5, or 5.43%, of the 92. One (1) employee, or 20%, identified as a Black female. Two (2), or 40%, identified as Black males. One (1) employee, or 20%, identified as a White male. Another employee identified as an Asian male.

**New Hires by Type of Appointment**

In FY 2023, the Agency had a total of 91 permanent and temporary new hires. Thirty-five (35), or 38.47%, of the new hires identified as male, and the other 56 new hires, or 61.54%, identified as females. (Workforce Data Tables A1, A8).

The EEOC provided Federal agencies with an ongoing Federal benchmark of 12% for PWD and 2% for People with Targeted Disabilities (PWTD) within their respective workforces. Of the Agency's 91 permanent and temporary new hires in FY 2023, 52, or 57.15%, identified as having no disability; 9, or 9.90%, identified as having a disability; and 30, or 32.97%, did not identify if they had a disability. None of the new hires identified as having a targeted disability. (Workforce Data Tables B1, B8).

**Employee Recognition and Awards**

In FY 2023, the Agency provided 1,350 awards, including time-off awards, cash awards, and Quality Step Increases (QSIs). Of the 1,350 awards, 904, or 66.96%, were awarded to female employees, which was slightly above female employees' participation rate of 64.22% in the permanent workforce. Female employees received more than their proportional share of time-off awards as they received 131 of the 191 time-off awards, which was a participation rate of 68.59%. Female employees also received more than their proportional share of cash awards. Of the 1132 cash awards, female employees were awarded 755 awards, or 66.70%. (Workforce Data Tables A1, A9-1)

Overall, with regard to awards allocated to employees by race and gender, there were some variations. For example, Hispanic employees received a larger share of total awards in FY 2023 than their percentage representation in the Agency's permanent workforce. Employees who identified as Hispanic comprised 5.93% of the permanent workforce and received 108 of the 1,350 awards or 8.00% of awards. Hispanic men received 2.81% of total awards, and Hispanic females received 5.18% of total awards, which was greater than their participation rates of 2.39% and 3.54%, respectively. However, these groups received a disproportionately high percentage of awards in the "\$500 and under" category with Hispanic males and Hispanic females receiving 4.94% and 12.96%, respectively. This variance may be explained by the Agency's commitment to Foreign Language awards and EEO awards that are usually approved within the \$100-\$500 range and may benefit some members of this demographic. (Workforce Data Tables A1, A2, A9-1)

White men and women also received a slightly higher percentage of awards than their percentage representation in the permanent workforce. White employees comprised 9.57% of the permanent workforce and received 139, or 10.30% of total awards. However, White employees received a disproportionately higher percentage of cash awards of \$4,000 and above and Quality Step Increases ("QSIs"). For example, employees identifying as White received 17.65% of the Agency's cash awards of \$4,000 and above and 22.22% of the QSIs. (Workforce Data Tables A1, A2, A9-1)

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**EXECUTIVE SUMMARY: WORKFORCE ANALYSES**

The largest demographic group in the Agency, Black females, represented 53.50% of the Agency's permanent workforce. In FY 2023, they received 53.48% of total awards. Notably, this demographic group received 44.12 % of the Agency's cash awards of \$4,000 and above as well as 44.44 % of the Agency's QSIs. (Workforce Data Tables A1, A2, A9)

Importantly, the Agency's top cash awards (the performance awards) are paid as a consistent percentage of salary based on performance rating. This analysis highlights areas of variance, but the causes of such variance (e.g., why certain employees received a higher percentage of top-cash awards) are likely due to employment demographics (e.g., the grade levels of certain demographics).

**Separations**

In FY 2023, 85 employees separated either voluntarily or involuntarily due to removals, resignations, retirements, and other reasons (including death and transfer to other Federal agencies) from the Agency. Fifty-seven (57), or 67.06%, of the separating employees in FY 2023 were female, and 28, or 32.95%, were male. Of the 85 separations, 68, or 80%, were Black; 13, or 15.29%, were White; 1, or 1.18%, were Hispanic; and 2, or 2.36%, were Asian. Regarding separations by PWD, 64, or 75.30%, of separating employees identified as having no disability; 10, or 11.77%, did not identify; and 11, or 12.95%, identified as having a disability. Voluntary separations accounted for 94.12% of all separations in FY 2022 and 97.65% of all separations in FY 2023. (Workforce Data Tables A1 and B1).

**Persons with Targeted Disabilities**

From FY 2022 to FY 2023, the number of persons with targeted disabilities (PWTDD) employed by the Agency decreased from 14, or 1.36%, to 13, or 1.25%. The Federal goal for PWTDD is 2.00%. Given that the Agency is a law enforcement agency, there are certain physical and mental qualifications for employees in the primary MCO position. However, the Agency's goal is to increase its PWTDD participation rate to 2.00% by continuing to focus its recruitment efforts on positions that support the primary MCO position as well on positions in the Agency's administrative components that are not law-enforcement related, such as OHR, OHCM, the Office of Financial Management, the Office of General Counsel, the Office of Administration, and the Office of Information Technology. As of the FY 2023 reporting period, the Agency continued to strive towards this goal.

In FY 2023, the overwhelming majority of PWTDDs were at the GS-12 and above grade levels. In fact, of the 13 permanent employees with targeted disabilities in FY 2023, 12 employees, or 92.31%, held positions at the GS-12 through SES level, while 1, or 7.69%, was at grade GS-11. (Workforce Data Tables B1 and B4-1 P).

**Applicant Flow**

In FY 2023, the entire Agency used USA Staffing as its automated employment platform. Identification of race, gender, and ethnicity was voluntary, and typically, 94% of job applicants self-identified. The quality of the applicant flow data that the Agency received through the employment platform appeared reliable. The Agency used this data to target its recruitment efforts to underrepresented groups in the Agency's workforce and to evaluate the effectiveness of this targeted recruitment effort. Thus far, the process has been working smoothly.

In FY 2023, the Agency continued to have a lower participation rate of Hispanic females in its permanent workforce, as compared to this group's availability in the 2018 CLF. Employees who identified as Hispanic females constituted only 3.55% of the permanent workforce, although Hispanic females participated at a rate of 6.16% in the 2018 CLF. (Workforce Data Table A1).

Although none of the Agency's 85 permanent new hires identified as Hispanic females in FY 2023, the Agency selected 2 Hispanic female applicants for MCO positions in job series Social Science (0101). Indeed, of the 107 qualified external applicants for this MCO job series, 4 qualified external candidates, or 4.40%, identified as Hispanic females, and 1, or 4.35%, qualified external candidate who identified as a Hispanic female was selected for an MCO position. With respect to internal competitive promotions for the MCO job series Social Science (0101), 4 of the 118 qualified internal applicants, or 3.39%, identified as Hispanic females. Ultimately, there were 10 applicants selected for internal competitive promotions in this job series. One (1) of the 10 selectees, or 10%, was a Hispanic female. (Workforce Data Tables A1 and A6-1P).

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**EXECUTIVE SUMMARY: WORKFORCE ANALYSES**

**Triggers and Barriers**

In FY 2023, the Agency continued to have a lower participation rate of White and Hispanic employees in its permanent workforce, as compared to each group’s availability in the 2018 CLF. White employees’ availability in the CLF was 67.47%, and their participation rate in the Agency’s permanent workforce was 9.57%. Hispanic employees’ availability in the CLF was 12.98%, and their participation rate in the Agency was 5.93%. (Workforce Data Tables A1 and A2).

With respect to White employees and Hispanic males, the data suggests that there are no triggers or barriers to the participation of these demographic groups in the SES ranks. Of the 15 SES members, 5, or 33.34%, were White males, 1, or 6.67%, was a White female, and 1, or 6.67%, was a Hispanic male in FY 2023. (Workforce Data Tables A4-1P)

The table below suggests there may be a “glass ceiling” for employees who identify as Hispanic females since the participation rate of this demographic group in the GS-15 and SES fell below the corresponding availability in all benchmarks. A glass ceiling refers to a circumstance in which certain groups encounter obstacles on their way to highest rank, i.e., the SES. Although the Agency has explored this issue, it has yet to identify the triggers. The Agency will continue the exploration to ensure there are no barriers in the recruitment and/or selection processes for GS-15 and SES positions. Notably, the Agency had a very small SES with only 15 members in FY 2023. (Workforce Data Tables A1, A4-1P, and A6-1 P)

Glass Ceiling Benchmarks FY 2023    Hispanic Females

SES	0.00%
GS-15	0.00%
GS-14	3.54%
Upward Mobility[1]	4.15%
Permanent Workforce	3.55%

In addition to the glass ceiling analysis, the Agency examined whether there may be a “blocked pipeline.” This refers to a situation where certain groups encounter obstacles on their way up the internal SES feeder pool.

Blocked Pipeline Benchmarks FY 2023    Hispanic Females

SES	0.00%
GS-15	0.00%
GS-14	3.54%
GS-13	5.56%
Permanent Workforce	3.55%

The above table suggests that Hispanic females may have experienced triggers at GS-15. Although the Agency has explored this issue, it has yet to identify the triggers. The Agency will continue the exploration to ensure there are no barriers in the recruitment and/or selection processes. (Workforce Data Table A4-1P)

[1] To obtain the upward mobility benchmark, the Agency used the data in Table A6P for the following occupations from which the employees may have the chance to advance to the SES level: Social Science (0101), Social Sciences Aid and Technician (0102), and Information Technology Management (2210).

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**EXECUTIVE SUMMARY: ACCOMPLISHMENTS**

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

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**EXECUTIVE SUMMARY: PLANNED ACTIVITIES**

**FY 2021 – FY 2025 Plan Requirement to Correct Deficiencies**

Outlined below are program deficiencies identified in the Agency's FY 2017 Affirmative Action Plan, which the Agency projects will be addressed as part of a multi-year strategy.

**Plan to Recruit and Hire Individuals with Disabilities**

The Agency plans to continue its efforts to determine whether barriers exist for PWD and PWTD in the recruitment and/or selection processes for the mission-critical occupational category of Social Science (0101). This data will be incorporated into the Agency's comprehensive recruitment plan. The Agency is also exploring how to expand its contacts with organizations that serve PWD and PWTD.

**Plan to Improve Retention of Persons with Disabilities**

The Agency continues to collect exit interview data to try to identify reasons highly performing PWD are leaving the agency. The Agency will continue to explore ways of encouraging valued PWD who may be considering leaving to remain with the Agency

**Identification and Removal of Barriers**

The Agency is exploring how to continue to investigate triggers involving the low participation rate of PWD in the mission-critical occupation series 0101. The Agency utilizes additional sources of data to: (1) identify policies, procedures, and practices that limit PWDs' and PWTDs' employment opportunities; (2) investigate whether PWD and PWTD are experiencing barriers that either prevent them from applying for and/or being selected for promotions or new hires to the senior grade levels; (3) identify the proportion of mission-critical occupation series 0101 that lead to managerial positions, and if PWD and PWTD have a low participation rate, conduct a focus group with the population to identify impediments to their advancement within the Agency; (4) examine whether any policies, procedures, and practices are motivating PWD and PWTD to leave the Agency; (5) evaluate policies, practices, and procedures surrounding reasonable accommodation requests, career development opportunities, job assignments, performance appraisals, awards, and the work environment; and (6) conduct climate assessment survey, and focus groups.

FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

CERTIFICATION of ESTABLISHMENT of CONTINUING EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS

I, Denise M. Clark am the

(Insert name above)

(Insert official title/series/grade above)

Principal EEO Director/Official for

Court Services and Offender Supervision Agency

(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

Date

Certifies that this Federal Agency Annual EEO Program Status Report is in compliance with EEO MD-715.

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

 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
		Yes	No	N/A	
 Measures	A.1. The agency issues an effective, up-to-date EEO policy statement.				
	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 30, 2022. 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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 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
		Yes	No	N/A	
 Measures	A.2. The agency has communicated EEO policies and procedures to all employees.	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, II(A)]	X			The Anti-Harassment policy was discussed during new employee orientation 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 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 2022, 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

<p>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.</p>	<p>X</p>			<p>The internet addresses for the Reasonable Accommodation policy and procedures are: 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/OI-OHR-0820.1-Reasonable-Accommodation.p</p>
<p>A.2.c. Does the agency inform its employees about the following topics:</p>				
<p>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.</p>	<p>X</p>			<p>See Comments above at A.2.a</p>
<p>A.2.c.2. ADR process? [see MD-110, Ch. 3(II)(C)] If “yes”, please provide how often.</p>	<p>X</p>			<p>See Comments above at A.2.a</p>
<p>A.2.c.3. Reasonable accommodation program? [see 29 CFR § 1614.203(d)(7)(ii)(C)] If “yes”, please provide how often.</p>	<p>X</p>			<p>See Comments above at A.2.a</p>
<p>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.</p>	<p>X</p>			<p>See Comments above at A.2.a</p>
<p>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.</p>	<p>X</p>			<p>The Agency continued to provide training annually and on an as-needed basis.</p>

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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
		Yes	No	N/A	
 Measures	A.3. The agency assesses and ensures EEO principles are part of its culture.			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 utilize its Diversity and Inclusion Award to recognize employees for their efforts in modeling inclusive behavior and attitudes and in welcoming the broad range of human diversity. Contributions of EEO Counselors and Special Emphasis Program committee members, all of whom perform the duties on a collateral basis, are recognized 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

 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
		Yes	No	N/A	
 Measures	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 29, 2022.
	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			During FY 2022, the EEO Director continued to regularly participate in senior level staff meetings concerning personnel, budget, technology, and other workforce issues.

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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
		Yes	No	N/A	
 Measures	B.2. The EEO Director controls all aspects of the EEO program.				
	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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 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
		Yes	No	N/A	
 Measures	B.3. The EEO Director and other EEO professional staff are involved in, and consulted on, management/personnel actions.				
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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 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
		Yes	No	N/A	
 Measures	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			
	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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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>			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>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			
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			

 <b>Compliance Indicator</b>	B.6. The agency involves managers in the implementation of its EEO program.	<b>Measure Has Been Met</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>Measures</b>		Yes	No	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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Agency Self-Assessment Checklist



Essential Element: C Management and Program Accountability

 Compliance Indicator		Measure Has Been Met			
 Measures		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.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		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	
 Measures	C.2. The agency has established procedures to prevent all forms of EEO discrimination.				
	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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<p>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.</p>		X	<p>In FY 2022, approximately 33% 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.</p>
<p>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)]</p>	X		
<p>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.</p>	X		<p>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</p>

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 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	
	C.3. The agency evaluates managers and supervisors on their efforts to ensure equal employment opportunity.				
	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	There were no religious accommodation requests in FY 2022.
	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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 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
		Yes	No	N/A	
 Measures	C.4. The agency ensures effective coordination between its EEO program and Human Resources (HR) program.				
	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 Affirmative Action Plan for Individuals with Disabilities was developed in FY 2017. In FY 2022, 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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 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
		Yes	No	N/A	
 Measures	C.5. Following a finding of discrimination, the agency explores whether it should take a disciplinary action.				
	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
		Yes	No	N/A	
 Measures	C.6. The EEO office advises managers/supervisors on EEO matters.				
	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.	X			In FY 2022, the EEO office continued to share its 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
		Yes	No	N/A	
 Measures	D.1. The agency conducts a reasonable assessment to monitor progress towards achieving equal employment opportunity throughout the year.				
	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 2022, the Agency continued to use the following sources for trigger identification: workforce data; complaint/grievance data; feedback from special emphasis groups; 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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 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
		Yes	No	N/A	
 Measures	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 2022, the Agency continued to regularly review its complaint activity through eComplaints (its EEO complaint tracking system), the annual and quarterly No Fear Reports, and Requests for Quarterly Workforce data, Special Emphasis Groups, as well as 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
		Yes	No	N/A	
 Measures	D.4. The agency has an affirmative action plan for people with disabilities, including those with targeted disabilities.				
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			FY 2021 Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities (csosa.gov)
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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Agency Self-Assessment Checklist

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
		Yes	No	N/A	
 Measures	E.1. The agency maintains an efficient, fair, and impartial complaint resolution process.				
	E.1.a. Does the agency timely provide EEO counseling, pursuant to 29 CFR §1614.105?		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 2022, the average processing time for the issuance of acceptance letters and dismissal decisions was 21.2 days, which was a significant decrease from FY 2021, when the average processing time was 44.25 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			This issue has been identified as a deficiency and will be addressed in Part H.

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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.
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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			
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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			
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 <b>Compliance Indicator</b>		Measure Has Been Met			<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	N/A	
 <b>Measures</b>	E.2. The agency has a neutral EEO process.			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.
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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 2022, the EEO Director was an attorney who conducted the legal sufficiency reviews of EEO cases.
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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
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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			
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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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 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
		Yes	No	N/A	
 Measures	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			
 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	E.4. The agency has effective and accurate data collection systems in place to evaluate its EEO program.	Yes	No	N/A	
	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
		Yes	No	N/A	
 Measures	E.5. The agency identifies and disseminates significant trends and best practices in its EEO program.				
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 2022, the EEO Director continued to prepare annual and quarterly trend analysis for the Executive Staff upon request.
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			In FY 2022, the Agency began comparing its performance in the EEO process to the performance of other similarly-sized federal agencies, as set forth in Part H.
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 2022, the Agency began comparing its performance in the EEO process to the performance of other similarly-sized federal agencies, as set forth in Part H.

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Essential Element: F Responsiveness and Legal Compliance

 <b>Compliance Indicator</b>		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>Measures</b>	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>		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
 <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			
	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			

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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
		Yes	No	N/A	
 Measures	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:  Other

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Plan to Attain Essential Elements

PART H.1

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	06/30/2025		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?
CSOSA's OHR Associate Director, PSA's Director of HCM and EEO Director	Linda Mays, CSOSA; Najuma Lake, PSA; and Denise Clark. EEO	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
01/30/2019	Once revised Reasonable Accommodation policy and procedures are implemented, begin the process of monitoring timeliness of responses to Reasonable Accommodation requests under the revised program.	Yes	09/30/2022	
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		
06/30/2025	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		
12/30/2018	Revise the Reasonable Accommodation policy and procedures.	Yes		09/30/2022
12/30/2018	Identify the OHR position to serve as Reasonable Accommodation Coordinator in revised Reasonable Accommodation policy and procedures.	Yes		09/30/2022
12/30/2018	Review the staffing of the OHR Office to determine if a full-time or part-time FTE is available to perform duties of Disability Program Manager/Reasonable Accommodation Coordinator.	Yes		09/30/2022
11/30/2018	Review the staffing of the EEO Office to determine if a full-time and/or part-time FTE can be established to manage the Agency's Reasonable Accommodation program.	Yes		09/30/2022

Accomplishments

Fiscal Year	Accomplishment
2020	The Agency sent the Revised Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.
2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency's internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021.  Under the revised policy and procedures, the time frame for processing requests was reduced from 60 days to 30 days and OHR began processing requests for the entire Agency. In FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19 related illnesses and the concern that an increase in onsite operations was imminent.
2022	In FY 2022, 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.
2024	In FY 2024, the Agency plans to procure the services of a contractor to assist with request processing. The Agency also plans to continue exploring other ways of increasing the expediency with which it processes reasonable accommodation requests.

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Plan to Attain Essential Elements

PART H.2

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)]

The Agency has not provided sufficient staffing, training, and funding to timely, thoroughly, and fairly process EEO complaints, including EEO counseling, investigations, final agency decisions, and legal sufficiency reviews.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/15/2019	09/30/2020	06/30/2025		Evaluate the EEO's current staffing, training, and funding to determine sufficiency for the timely processing of EEO complaints.

Responsible Officials

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

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2025	Continue to monitor timeliness of complaint processing	No		
06/30/2025	Increase staff by one FTE	No		
03/30/2020	If staffing level is insufficient, determine if a full-time and/or part-time FTE can be established to increase timeliness in complaint processing.	No	09/30/2020	09/30/2022
01/30/2020	If training insufficient, identify additional training resources to provide.	No	09/30/2020	09/30/2022
12/30/2019	Review the staffing of the EEO Office to determine if training and staffing are sufficient.	No	09/30/2020	09/30/2022

Accomplishments

Fiscal Year	Accomplishment
2021	The Agency increased the refresher training for the EEO staff to assist with their proficiency in conducting EEO counseling and investigating EEO complaints. The Agency recognized that the EEO Office's staffing level was insufficient and authorized the EEO Office to hire a replacement for a staff member who left in FY 2021 and to hire for an additional position.
2022	On June 21, 2022, the Agency brought onboard a new EEO Specialist with extensive EEO experience. The Agency expects to post the vacancy announcement for the second new EEO Office position by the end of FY 2022.
2023	The Agency timely completed its counselings 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 will continue to monitor the timeliness of its complaint processing.

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**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	09/30/2025		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	06/30/2025	
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
2019	The Agency had preliminary discussions.
2020	The Agency expects to continue these discussions into the next fiscal year.
2021	The Agency realized the limitations of its current database system and began discussing ways to reconstruct the system. The Agency also began to expand outreach to organizations that serve people with disabilities and began exploring the use of social media to connect with people with disabilities and organizations that serve people with disabilities.
2022	The Agency continued its outreach efforts, including by using social media to connect with people with disabilities and organizations that serve people with disabilities.
2023	The Agency continued its outreach efforts, including by using social media to connect with 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 will continue its outreach and educational efforts.

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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.
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The Agency does not timely process all reasonable accommodation requests, although it did timely process such requests 33% of the time.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2019	12/30/2019	06/30/2025		Process all reasonable accommodation requests in a timely manner.

Responsible Officials

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

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
2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.
2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency’s internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021.  Under the revised policy and procedures, the time frame for processing requests was reduced from 60 days to 30 days and OHR began processing requests for the entire Agency. In FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19 related illnesses and the concern that an increase in onsite operations was imminent.
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 will continue to explore ways of increasing the expediency with which it processes reasonable accommodation requests, including the possible use of contractors.

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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 counselings and investigations.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2019	06/30/2020	09/30/2023		Increase the Agency's timeliness in completing counselings and 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	06/30/2025	
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
2020	The Agency begun creating templates and assessing training and staffing needs. However, due to the national pandemic caused by COVID-19, complaints processing became more challenging. Most employees in the Agency, including the EEO Office, had to transition from working primarily onsite and with hard copies to working entirely remotely and with the electronic submission and delivery of documents. This led to inevitable delays as the parties as well as the EEO Office learned to adapt to the challenges presented by the pandemic as well as the transition to an entirely remote working environment. However, the EEO Office staff became increasingly adept at navigating in the new environment and assisting the parties with doing so. During this time, the EEO staff were able to take advantage of greater online training opportunities.
2021	To assist with the timeliness of final agency actions, at least one member of the EEO Office was included as an Agency contact on all proceedings before the EEOC. This allowed the EEO Office to timely complete all final agency actions in FY 2021.  The Agency enhanced training for collateral duty EEO Counselors and EEO staff. In addition to the providing the Counselors and staff with required training, the Agency took advantage of the free EEOC-provided course offerings on topics of greatest relevance.  To increase the timeliness of counselings, investigations, final agency decisions, and final agency actions, the Agency continued creating templates. The EEO Office also continued to monitor its complaints tracking system to assess its progress in increasing the timeliness in the processing of complaints.  The Agency recognized that the EEO Office's staffing level was insufficient and authorized the EEO Office to hire a replacement for a staff member who left in FY 2021 and to hire for an additional position.
2022	On June 21, 2022, the Agency brought onboard 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 counselings 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 will continue to monitor the timeliness of its complaint processing.

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Plan to Attain Essential Elements

PART H.6

Brief Description of Program Deficiency: 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)]

The Agency does not compare its performance in the EEO process with other agencies.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
08/16/2018	05/30/2019	09/30/2024	09/30/2022	Contact other small and or mid-size agencies to discuss and collaborate on how to compare performance in the EEO process with other agencies.

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
10/30/2018	Consult with other agencies to develop performance benchmarks and measurements to compare Agency's performance in EEO process with other agencies.	Yes	09/30/2023	09/30/2022
10/30/2018	Begin reviewing the The No Fear Act reports, the 462 reports, and the MD 715 reports of similarly sized agencies on an annual basis to compare the Agency's performance in the EEO process to the performance of other agencies.	Yes	08/01/2022	09/30/2022
10/30/2018	Conduct yearly review of No Fear reports, the 462 reports, and the MD 715 reports of similarly sized agencies on an annual basis to compare the Agency's performance in the EEO process to the performance of other agencies.	Yes	08/01/2022	

Accomplishments

Fiscal Year	Accomplishment
2020	The Agency began reaching out to similarly sized agencies to discuss performance benchmarks.
2021	The Agency continues to consult with similarly sized agencies about how they measure their performance in EEO complaint processing.
2022	In FY 2022, the Agency began reviewing the annual No FEAR reports, the 462 reports, and the MD 715 reports of other smaller agencies to compare its performance in the EEO process to the performance of those agencies.
2023	In FY 2023, the Agency conducted its yearly review of the annual No FEAR reports, the 462 reports, and the MD 715 reports of other smaller agencies to compare its performance in the EEO process to the performance of those agencies.
2024	The Agency will continue to conduct a yearly review of the annual No FEAR reports, the 462 reports, and the MD 715 reports of other smaller agencies to compare its performance in the EEO process to the performance of those agencies.

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Plan to Attain Essential Elements

PART H.7

Brief Description of Program Deficiency: E.1.a. Does the agency timely provide EEO counseling, pursuant to 29 CFR §1614.105?

The Agency did not timely complete counselings.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2019	06/30/2020	06/30/2025		Increase the Agency's timeliness in completing counselings and 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
09/20/2019	Encourage and mandate that EEO Counselors adhere to the 30-day timeframe to process informal inquiries.	Yes		09/30/2022
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	09/30/2022
02/01/2020	Monitor the tracking system for the timeliness of counselings, investigations, final agency decisions, and final agency actions	Yes	09/30/2020	
03/30/2020	Create templates to increase efficiency of handling investigations, final agency decisions, and final agency actions.	Yes	09/30/2020	
06/30/2020	Explore increasing training for and number of collateral duty EEO Counselors as well as EEO Staff.	Yes	09/30/2020	
06/30/2023	Increase the number of EEO Office staff FTE, budget permitting.	Yes	06/30/2025	

Accomplishments

Fiscal Year	Accomplishment
2020	The Agency began creating templates and assessing training and staffing needs. However, due to the national pandemic caused by COVID-19, complaints processing became more challenging. Most employees in the Agency, including the EEO Office, had to transition from working primarily onsite and with hard copies to working entirely remotely and with the electronic submission and delivery of documents. This led to inevitable delays as the parties as well as the EEO Office learned to adapt to the challenges presented by the pandemic as well as the transition to an entirely remote working environment. However, the EEO Office staff became increasingly adept at navigating in the new environment and assisting the parties with doing so. During this time, the EEO staff were able to take advantage of greater online training opportunities.
2021	To assist with the timeliness of final agency actions, at least one member of the EEO Office was included as an Agency contact on all proceedings before the EEOC. This allowed the EEO Office to timely complete all final agency actions in FY 2021.  The Agency enhanced training for collateral duty EEO Counselors and EEO staff. In addition to the providing the Counselors and staff with required training, the Agency took advantage of the free EEOC-provided course offerings on topics of greatest relevance.  To increase the timeliness of counselings, investigations, final agency decisions, and final agency actions, the Agency continued creating templates. The EEO Office also continued to monitor its complaints tracking system to assess its progress in increasing the timeliness in the processing of complaints.  The Agency recognized that the EEO Office's staffing level was insufficient and authorized the EEO Office to hire a replacement for a staff member who left in FY 2021 and to hire for an additional position.
2022	On June 21, 2022, the Agency brought onboard 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 counselings 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 will continue to monitor the timeliness of its complaint processing.

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Plan to Eliminate Identified Barriers

PART I.1

<b>Source of the Trigger:</b>	Workforce Data (if so identify the table)	
<b>Specific Workforce Data Table:</b>	Workforce Data Table - A1	
<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?	In FY 2023, the Agency had a lower-than-expected participation rate of Hispanic employees at 5.93% of the Agency's permanent workforce as compared to the 2018 Civilian Labor Force (CLF) of 12.98%. Additionally, there were no Hispanic females at the GS-15 and SES grade levels.	
<b>STATEMENT OF BARRIER GROUPS:</b>	<i>Barrier Group</i> Hispanic or Latino Males Hispanic or Latino Females	
<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>	<b>Description of Policy, Procedure, or Practice</b>
	Hispanic Males and Females	The EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies for targeted groups.

Objective(s) and Dates for EEO Plan

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
09/30/2008	09/30/2019	Yes	10/30/2025		Continued outreach to the Hispanic community through the Hispanic Employment Manager to create a pool of Hispanic applicants.
09/30/2008	09/30/2019	Yes	10/30/2025		Target recruiting at colleges and universities with a high percentage of Hispanic students to the extent the budget allows.
09/30/2008	09/30/2019	Yes	10/30/2025		Continued development of comprehensive recruitment plan in collaboration with the Office of Human Resources to increase the representation of Hispanic employees.

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Plan to Eliminate Identified Barriers

Responsible Official(s)

Title	Name	Standards Address The Plan?
Directors of the Office of Equal Employment, Diversity, and Special Programs (EEO), CSOSA's Office of Human Resources (OHR) and PSA's Office of Human Capital Management (OHCM)	Denise Clark, EEO; Linda Mays, CSOSA; and Najuma Lake, PSA	Yes

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2019	The Hispanic Employment Program Committee (HEPC) will continue to work in collaboration with CSOSA's OHR and PSA's OHCM to further enhance the Agency's mentoring program.	Yes	10/30/2025	
09/30/2019	The HEPC will continue to work with CSOSA's OHR and PSA's OHCM to identify new venues for targeted outreach by identifying contacts, collaborating with the Diversity and Inclusion Council on the development of an email distribution list to alert Hispanic and bilingual candidates of vacancies, and working with management on strategies that affect affinity groups.	Yes	10/30/2025	
09/30/2019	The HEPC will continue to work with CSOSA and PSA management to improve the systems and forms related to Hispanic client intake. The HEPC will continue to work with CSOSA and PSA management to engage newly hired bilingual Community Services Officers and Pretrial Service Officers with enhanced training and language certifications.	Yes	10/25/2025	
09/30/2022	In collaboration with HEPC, the EEO Office, OHR, and OCHM will continue to identify and add organizations serving members of the Hispanic community to the email distribution lists the Agency uses to disseminate external vacancy announcements.	Yes	10/30/2025	
09/30/2022	In collaboration with HEPC, the EEO Office, OHR, and OCHM will continue to explore the use of social media to connect and network with members of the Hispanic community and organizations serving members of the Hispanic community about job opportunities with the Agency.	Yes	10/30/2025	

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Plan to Eliminate Identified Barriers

Report of Accomplishments

Fiscal Year	Accomplishments
2022	<p>In FY 2022, the representation of the Hispanic employees within the Agency remained increased to 60 employees. The percentage of representation increased from 5.59% in FY 2021 to 5.81% in FY 2022.</p> <p>In FY 2022, the Agency continued to contact local colleges and universities to explore ways of connecting with students and alumni about job opportunities via social media. The Agency also continued its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies by contacting schools and reaching out to student and alumni groups with large constituencies of members of this underrepresented group. The Agency also continued to encourage the HEPC to share vacancy announcements with its network of organizations and groups that represent, serve, and/or support Hispanic communities.</p> <p>In FY 2022, the HEPC again led the Agency's effort to commemorate National Hispanic Heritage Month. The HEPC shared with employees a recipe and a video of a local chef preparing Puerto Rican cuisine. The HEPC also created and distributed a newsletter spotlighting the accomplishments of two employees who identified as Latina, shared additional recipes, and provided a list of local commemorative events.</p> <p>In FY 2022, the HEPC continued its partnership with CHEC, which continued to provide students and alumni with an opportunity to learn about the Agency's work and encourage students and alumni to consider the employment opportunities available at the Agency.</p> <p>In FY 2022, the HEPC and the Agency continued to recognize law enforcement employees who used their Spanish language skills in performance of their duties. They were provided with monetary Foreign Language Awards to acknowledge the important contributions they made to the work of the Agency.</p> <p>The HEPC also continued its active participation on the Agency's Diversity and Inclusion Council. As a member of the Council, the HEPC continued to work on implementing the Agency's Diversity, Equity, Inclusion, and Accessibility (DEIA) Strategic Plan.</p>

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Plan to Eliminate Identified Barriers

Report of Accomplishments

Fiscal Year	Accomplishments
2021	<p>In FY 2021, the representation of the Hispanic employees within the Agency remained unchanged at 58, although the percentage of representation increased from 5.45% in FY 2020 to 5.59% in FY 2021.</p> <p>In FY 2021, the Agency continued its efforts to provide detail assignments, mentoring, and career development opportunities to develop and retain Hispanic employees. For example, three Hispanic employees participated in the virtual Federal Training Institute Partnership's "SES and Leadership Development Series."</p> <p>In FY 2021, this Agency began systematically contacting local colleges and universities to explore opportunities for connecting with students and alumni about job opportunities via social media. The Agency also began an initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies by not only contacting the schools themselves, but also by reaching out to student and alumni groups with large constituencies of members of this underrepresented group. In addition, the Agency continued its efforts to identify and add other organizations having significant Hispanic constituencies to its email distribution lists for vacancy announcements. The Agency also encouraged the HEPC to share vacancy announcements with its network of organizations and groups that represent, serve, and/or support Hispanic communities.</p> <p>In FY 2021, the HEPC led the Agency's effort to commemorate National Hispanic Heritage Month. The HEPC created a video presentation celebrating Hispanic heritage and hope, which it disseminated Agency-wide. It provided employees with a Spanish language children's read along story that could be shared with their family and loved ones. It also promoted educational resources and virtual events.</p> <p>In FY 2021, the HEPC continued its partnership with CHEC, including by participating on panels which virtually assessed and graded senior students' portfolio presentations. This partnership continued to provide students and alumni with an opportunity to learn about the Agency's work and encourage students and alumni to consider the employment opportunities available at the Agency.</p> <p>In FY 2021, the HEPC and the Agency continued to recognize law enforcement employees who used their Spanish language skills in performance of their duties. They were provided with monetary Foreign Language Awards to acknowledge the important contributions they made to the work of the Agency.</p> <p>The HEPC also continued its active participation on the Agency's Diversity and Inclusion Council and was a member of the task force created to develop the Agency's new Diversity, Equity, Inclusion, and Accessibility (DEIA) Strategic Plan.</p>

Court Services and Offender Supervision Agency for the District of  
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For period covering October 1, 2022 to September 30, 2023

Plan to Eliminate Identified Barriers

Report of Accomplishments

Fiscal Year	Accomplishments
2023	<p>In FY 2023, the representation of the Hispanic employees within the Agency increased from 60 to 62 employees. The percentage of representation increased from 5.81% in FY 2022 to 5.93%.</p> <p>In FY 2023, the Agency continued using social media to try to connect with members of this underrepresented group about job opportunities. The Agency also continued its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies by contacting schools and reaching out to student and alumni groups with large constituencies of members of this underrepresented group. The Agency also continued to encourage the HEPC to share vacancy announcements with its network of organizations and groups that represent, serve, and/or support Hispanic communities.</p> <p>In FY 2023, the HEPC spearheaded the Agency's effort to commemorate National Hispanic Heritage Month (NHHM). The HEPC shared with employees ways of exploring Hispanic and Latino culture, entertainment, and history, including by viewing films and virtually visiting collections and exhibits showcasing the stories of members of the Hispanic and Latino communities. As a prelude to the NHHM, the HEPC partnered with the Asian and Pacific American Committee (APAC) and hosted an in-person event showcasing the influence of Asian musical artists on Hispanic/Latino popular music and the influence of Hispanic/Latino artists on Asian popular music.</p> <p>In FY 2023, the HEPC and the Agency continued to recognize law enforcement employees who used their Spanish language skills in performance of their duties. They were provided with monetary Foreign Language Awards to acknowledge the important contributions they made to the work of the Agency.</p> <p>The HEPC also continued its active participation on the Agency's Diversity and Inclusion Council. As a member of the Council, the HEPC continued to work on implementing the Agency's Diversity, Equity, Inclusion, and Accessibility (DEIA) Strategic Plan.</p>
2024	<p>In FY 2024, the Agency will continue its efforts to provide detail assignments, mentoring, and career development opportunities to develop and retain Hispanic employees.</p> <p>The Agency will continue to monitor the effectiveness of utilizing monetary awards versus time off awards to recognize law enforcement employees who use their bilingual language skills in the performance of their duties.</p> <p>The Agency will continue using social media to try to connect with members of this underrepresented group about job opportunities. The Agency expects to continue its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies.</p>

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Plan to Eliminate Identified Barriers

PART I.2

<b>Source of the Trigger:</b>	Workforce Data (if so identify the table)	
<b>Specific Workforce Data Table:</b>	Workforce Data Table - A6	
<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?	The Agency had a lower-than-expected participation rate of White employees in its Mission-Critical Occupation job series 0101. The participation rate was 9.74% as compared to this group's 76.0% availability rate in the Occupational Civilian Labor Force (OCLF).	
<b>STATEMENT OF BARRIER GROUPS:</b>	<i>Barrier Group</i> White Males White Females	
<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> White Males and Females	<b>Description of Policy, Procedure, or Practice</b> As previously stated in the FY 2020 MD-715 Report, the demographics of the Agency's workforce had traditionally been more reflective of the locality it served. Indeed, in 2000, when the Agency was certified, the population of White residents of the District was only 30.8% while the population of Black residents was 60%. While the demographics of the District have changed substantially over the last 20 years, the turnover of the Agency's workforce has been at a much slower rate as has the change in the Agency's demographics. Therefore, the Agency's EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies aimed at increasing the representation for this and other targeted groups.

Objective(s) and Dates for EEO Plan

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
02/08/2013	12/31/2015	Yes	09/30/2017		Continue to recruit locally for all Agency positions and expand and diversify national recruitment efforts for hard to fill positions to the extent the budget allows.

Responsible Official(s)

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

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Plan to Eliminate Identified Barriers

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
02/28/2017	Develop recruitment initiatives to attract and retain talent from colleges and universities such as Georgetown, American University, and University of Maryland who major in social science and/or criminal justice.	Yes	02/04/2019	
09/30/2019	Actively promote and market the Agency as an "Employer of Choice" through the use of social media.	Yes	09/30/2025	
09/30/2022	Utilize social media and other networking opportunities to publicize vacancy announcements and connect with members of this community and organizations with large constituencies of community members.	Yes	09/30/2025	

Report of Accomplishments

Fiscal Year	Accomplishments
2021	<p>In FY 2021, the percentage of representation of White employees in the Mission Critical Occupation job series 0101 decreased from 9.85%, in FY 2020 to 9.83% in FY 2021.</p> <p>In FY 2021, the Agency continued its efforts to reach possible applicants from this and other underrepresented groups. The Agency began systematically contacting local colleges and universities to explore opportunities for connecting with students and alumni about job opportunities via social media. The Agency also began an initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies by not only contacting the schools themselves, but also by reaching out to student and alumni groups with large constituencies of members of this and other underrepresented groups.</p>
2022	<p>In FY 2022, the percentage of representation of White employees in the Mission Critical Occupation job series 0101 decreased from 9.83% in FY 2021 to 9.74%. However, the overall number of White employees in the Agency increased from 107 in FY 2021 to 108 in FY 2022. The percentage of representation of White employees increased from 10.31% in FY 2021 to 10.45% in FY 2022.</p> <p>In FY 2022, the Agency continued using social media to try to connect with students and alumni about job opportunities via social media. The Agency continued its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies.</p>
2023	<p>In FY 2023, the percentage of representation of White employees in the Mission Critical Occupation job series 0101 decreased from 9.74% in FY 2022 to 8.94% in FY 2023.</p> <p>The Agency continued using social media to try to connect with members of this underrepresented group about job opportunities. The Agency continued its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies to this and other underrepresented groups.</p>
2024	<p>In FY 2024, the Agency will continue using social media to try to connect with members of this underrepresented group about job opportunities. The Agency expects to continue its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies to this and other underrepresented groups.</p>

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Plan to Eliminate Identified Barriers

PART I.3

<b>Source of the Trigger:</b>	Workforce Data (if so identify the table)				
<b>Specific Workforce Data Table:</b>	Workforce Data Table - A1				
<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?	In FY 2023, the Agency had a lower-than-expected participation rate of Asian Americans in its permanent workforce at 3.64% as compared to this group's 4.40% availability in the CLF.				
<b>STATEMENT OF BARRIER GROUPS:</b>	<i>Barrier Group</i> Asian Males Asian Females				
<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.	<table border="1"> <thead> <tr> <th>Barrier Name</th> <th>Description of Policy, Procedure, or Practice</th> </tr> </thead> <tbody> <tr> <td>Asian Males and Females</td> <td>The EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies for targeted groups.</td> </tr> </tbody> </table>	Barrier Name	Description of Policy, Procedure, or Practice	Asian Males and Females	The EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies for targeted groups.
Barrier Name	Description of Policy, Procedure, or Practice				
Asian Males and Females	The EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies for targeted groups.				

Objective(s) and Dates for EEO Plan

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
12/30/2008	12/30/2016	No	09/30/2017		Target recruitment at colleges and universities throughout the country with a high percentage of Asian Americans.

Responsible Official(s)

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

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
06/30/2020	Increase APA participation in leadership development programs.	Yes	09/30/2017	

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Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
06/30/2020	Assist CSOSA's OHR and PSA's OHCM with developing strategies that incorporate the APA action items and objectives into the Diversity and Inclusion Strategic Plan as well as the Agency's Strategic plan under human capital.	Yes	09/30/2017	
06/30/2020	Continue to provide skill development opportunities to APA employees in order to allow them to be competitive for professional progress within the Agency.	Yes	09/30/2017	
06/30/2020	Increase the representation of Asians and Pacific Americans (APA) within the Agency to a number closer to comparable relevant civilian labor force (RCLF).	Yes	09/30/2017	09/30/2019
03/30/2020	Utilize social media and other networking websites to publicize vacancy announcements and connect with members of the APA community and organizations with large constituencies of APA community members.	Yes	09/30/2017	

Report of Accomplishments

Fiscal Year	Accomplishments
2021	<p>In FY 2021, the number of Asian and Pacific Americans within the Agency increased by one person to 37. The percentage of representation of Asian and Pacific Americans increased from 3.47% in FY 2020 to 3.59% in FY 2021.</p> <p>The APAC continued its active participation on the Agency's Diversity and Inclusion Council and was a member of the task force created to develop the Agency's new Diversity, Equity, Inclusion, and Accessibility (DEIA) Strategic Plan. The APAC also continued to lead the Agency's celebration of Asian Pacific American Heritage Month.</p> <p>In FY 2021, this Agency began systematically contacting local colleges and universities to explore opportunities for connecting with students and alumni about job opportunities via social media. The Agency also began an initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies by not only contacting the schools themselves, but also by reaching out to student and alumni groups with large constituencies of members of this underrepresented group. In addition, the Agency encouraged APAC to share vacancy announcements with APAC's network of organizations and groups that represent, serve, and/or support Asian and Pacific American communities.</p>
2022	<p>In FY 2022, the number of employees who identified as Asian and Pacific Americans increased from 37 to 38. The percentage of representation increased from 3.57% in FY 2021 to 3.68% in FY 2022.</p> <p>The Agency continued to use social media to try to connect with students and alumni about job opportunities via social media. The Agency continued its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies. The Agency also continued to encourage the APAC to share vacancy announcements with its network of organizations and groups that represent, serve, and/or support Asian and Pacific American communities.</p> <p>In FY 2022, the APAC continued to lead the Agency's commemoration of Asian Pacific American Heritage Month. As part of that commemoration, the APAC reminded employees of the devastating impact that continuing violence has had on the APAC communities. In addition, APAC continued to assist with the implementation of the Agency's DEIA Strategic Plan.</p>

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Plan to Eliminate Identified Barriers

Report of Accomplishments

Fiscal Year	Accomplishments
2023	<p>In FY 2023, the number of employees who identified as Asian and Pacific Americans remained at 38. However, the percentage of representation decreased from 3.68% in FY 2022 to 3.64% in FY 2023, due to an increase in the number of employees in the workforce.</p> <p>The Agency continued using social media to try to connect with members of this demographic group about job opportunities. The Agency continued its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies.</p> <p>In FY 2023, the APAC spearheaded the Agency's commemoration of Asian Pacific American Heritage Month. The APAC educated employees about the role leaders of the Asian and American Pacific Islander (AAPI) community have played in supporting the civil rights of other minority groups and the support the AAPI community has received from leaders of other minority groups in the AAPI community's struggle for civil rights.</p>
2024	<p>The Agency will continue using social media to try to connect with this underrepresented demographic group about job opportunities. The Agency will continue its initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies.</p> <p>The APAC will continue leading the commemoration of Asian Pacific American Heritage Month and assisting with the implementation of the Agency's DEIA Strategic Plan.</p>

**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 | Yes |

In FY 2023, the percentage of PWD in GS-1 to GS-10 cluster of permanent workforce was at a rate of 12.66%, which was an increase from the 10.76% rate in FY 2022. The 12.66% rate slightly exceeds the expected 12% benchmark. PWD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 8.15% in FY 2023, a slight increase from FY 2022 when the rate was at 7.89% in FY 2022. The 8.15% rate is lower than the expected 12% benchmark which indicates a trigger.

\*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 | Yes |
| b.Cluster GS-11 to SES (PWTD)  | Answer | Yes |

In FY 2023, there was a 0% rate for PWTD in the GS-1 to GS-10 cluster of the permanent workforce, which decreased from the FY 2022 rate of 0.63%. The FY 2023 rate is lower than the expected 2% benchmark, indicating a trigger. PWTD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 1.47% in FY 2023, which was lower than the FY 2022 rate of 1.49% in FY 2022. The FY 2023 rate of 1.47% is lower than the expected 2% benchmark, indicating a trigger.

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

The Agency utilizes the EEOC's 12% and 2% benchmarks for PWD and PWTD, respectively, as targets. The Agency communicates information on the hiring of PWD and PWTD as part of its efforts to encourage Program Offices to use Schedule A hiring authorities. In FY 2023, the Agency continued to work with the offices of Equal Employment Opportunity, Diversity, and Special Programs (EEO), the Office of Human Resources (OHR), and the Office of Human Capital Management (OCHM) to improve the participation rate for PWD and PTWD. The Agency continued its campaign to remind employees annually about the importance of updating their disability status with the Agency so that the Agency can gain a more accurate count of PWD and PTWD currently working at the Agency and the needs of those employees. In addition, OHR and OCHM continue in their efforts in (1) assisting in the recruitment of qualified disabled applicants; (2) expanding the use of the Schedule A process (where applicable); (3) assisting in the advertising of any mandatory or optional training programs; and (4) ensuring that the goals and requirements within Executive Order 13548 and Part J of the MD-715 Annual Report are communicated and implemented throughout the organization. Additionally, the Agency continued discussing different mechanisms for examining the potential barriers as well as agency policies and procedures pertaining to the recruitment, hiring, and retention of underrepresented groups, including PWD.

**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 EEOC approved, and the Agency implemented, its 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. During FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19-related illnesses and the concern that an increase in onsite operations was imminent. 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. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. In FY 2023, the Agency's efforts to increase staffing and retool 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 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 reasonable accommodation requests from applicants and employees	5	0	0	J. Martin (AD), A. Thornton-Brown (HR), E. Onyemma (HR), W. Russell (HR), M. McNair (HR) jillian.martin@csosa.gov, amara.thornton-brown@csosa.gov, eunan.onyemma@csosa.gov, wendy.russell@csosa.gov, monica.mcnair@csosa.gov
Special Emphasis Program for PWD and PWTDD	0	0	1	Kathie Lacy-Storost, Acting Disability Program Manager Kathie.Lacy-Storost@csosa.gov
Section 508 Compliance	0	2	0	Denise Clark, Director EEO Office denise.clark@csosa.gov william.kirkendale@csosa.gov
Architectural Barriers Act Compliance	0	2	0	Wikita Stegman, Director of Facilities Wikita.Stegman@csosa.gov Reggie.James@csosa.gov
Processing applications from PWD and PWTDD	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Schmitz, Selective Placemen Coordinator, OHR

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 2023, 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 2023 (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 EEOC approved, and the Agency implemented its 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. During FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19 related illnesses and the concern that an increase in onsite operations was imminent. 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. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. In FY 2023, the Agency’s efforts to increase staffing and retool 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 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 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 2022, even with limited resources, the Agency continued to utilize a variety of recruitment strategies designed to increase the number of qualified applicants with disabilities and applicants with targeted disabilities, including networking with organizations that serve PWD and PWTD. In FY 2022, the Agency was below the 12% goal of PWD in the GS-1 to GS-10 cluster at 10.76% and the GS-11 to SES cluster at 7.89%. The Agency was below the goal of 2% of PWTD in the same clusters at 0.63% and 1.49%, respectively. The Agency will continue to implement the following multi-pronged and multi-year recruitment strategies in FY 2023, FY 2024, and FY 2025: a. Continue to target recruitment of PWD by reviewing and reinforcing the function of the Selective Placement Coordinator who has responsibility for the staffing and recruitment of People with Disabilities. With the assistance of the Agency's Disabled Veterans Affirmative Action Plan Manager (DVAAPM), the Agency will continue to partner with Virginia's and the District of Columbia's Vocational Rehabilitation Services, the New York City Department of Youth and Community Development, and national organizations such as: o Disabled Veterans' Outreach Programs; o Disabled Transition Assistance Programs; o Disability Resource Centers at colleges and universities; and o The Agency has explored the potential opportunities/resources of OPM's shared register for applicants with disabilities, designed by Bender Consulting Services. b. Continue to partner with the Workforce Recruitment Program to recruit post-secondary students and recent graduates with disabilities who would be an ideal match for the mission of the Agency for temporary and permanent positions for which they qualify. c. Develop collaborative recruiting partnerships with community, academic, and governmental groups that can reach individuals with targeted disabilities to maximize recruiting from all sources when filling positions at the GS-11 level and above, including managerial and supervisory positions at grades GS-13 to SES. d. Increase the Agency's presence at meetings, conferences, and career fairs sponsored by organizations serving individuals with targeted disabilities to reach a larger pool of 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 PWD and PWTD. Recruitment efforts included: o Use of the Workforce Recruitment Program. o Continued Partnership with the D.C. government's Department of Rehabilitative Services Administration (DRSA) to provide expanded opportunities for individuals with disabilities to gain access to meaningful employment with CSOSA and PSA. o Partnership with Operation War Fighter Internship Program and the Wounded Warrior Regiment M4Life Program. o Partnership with the New York City Department of Youth and Community Development. o Continued involvement by management officials in the recruitment process of hiring persons with disabilities and use of contacts and engagement with partners who specialize in hiring persons with disabilities.

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 persons with disabilities by sending job announcements via email and posting announcements on social media. The Agency's Selective Placement Coordinator was contacted by interested applicants who sought employment with the Agency. Additionally, the Agency continued to provide employees with disabilities with a multitude of training and developmental opportunities, which allowed individuals to gain skills and competencies needed for the successful performance of their jobs and to enhance their career opportunities.

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 that consider disability. Managers and supervisors also received formal and informal training biennially as part of the mandatory EEO and Diversity training requirements. This training covered the special hiring authorities, the hiring goals, the Reasonable Accommodation laws, and other diversity and inclusion topics.

### 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 PWD, including PWTD, with securing and maintaining employment. The Agency collaborated with the Wounded Warrior Regiment – Career Resources Management Center in Quantico, Virginia, the D.C. Department on Disability Services, and the Virginia Rehabilitation Services to provide disabled individuals with real-life work experience. The Agency also partnered with the New York City Department of Youth and Community Development. .

### 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 Yes
- b. New Hires for Permanent Workforce (PWTD) Answer Yes

Using the goals of 12% for PWD and 2% for PWTD, a trigger exists among new hires for PWD and PWTD. In FY 2023, 8 of the new hires, or 9.42%, identified as having a disability, which is an increase from FY 2022, when none of the new hires so identified. However, in FY 2022 and 2023, there were no new hires who identified as having a targeted disability.

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 No
- b. New Hires for MCO (PWTD) Answer No

In FY 2023, there were 2 qualified applicants for an MCO position in job series 0101, identified as having a disability. One (1) of the 2 applicants also identified as having a targeted disability. The applicant who identified as having a targeted disability was selected for MCO a position. That constitutes a 4.35% participation rate for PWTDs, which is above the 2% goal, but below the 12% goal for PWDs.

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 Yes
- b. Qualified Applicants for MCO (PWTD) Answer Yes

In FY 2023, there was 1 qualified internal applicant for the MCO position in job series 0101, who identified as having a disability. This applicant did not identify as having a targeted disability. This applicant was not selected for MCO positions in job series 0101.

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 Yes
- b. Promotions for MCO (PWTD) Answer Yes

In FY 2023, there was 1 qualified internal applicant for the MCO position in job series 0101, who identified as having a disability. This applicant did not identify as having a targeted disability. This applicant was not selected for MCO positions in job series 0101.

## 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 PWD, including PWTD, utilizing the following initiatives: • Continue to explore whether barriers exist for PWD and PWTD in the recruitment and/or selection process for the mission-critical occupational series 0101. This data will be incorporated into CSOSA’s comprehensive recruitment plan, which is under development. The Agency is also open to expanding its contacts to include America Job Centers and employment network service providers. • Utilize additional sources of data to: (1) identify policies, procedures, and practices that limit PWD’s and PWTD’s employment opportunities; (2) investigate whether PWD and PWTD are experiencing barriers that either prevent them from applying for and/or being selected for promotions or new hires to the senior grade levels; (3) identify the proportion of mission-critical occupations that lead to managerial positions, and if PWD and PWTD have a low participation rate, conduct a focus group with the population to identify impediments to their advancement within the Agency; (4) examine whether any of policies, procedures, and practices are motivating PWD and PWTD to leave the Agency; (5) evaluate policies, practices, and procedures surrounding reasonable accommodation requests, career development opportunities, job assignments, performance appraisals, awards, and the work environment; and (6) conduct climate assessment surveys and focus groups. • Plan to investigate whether PWD and PWTD have barriers in recruitment and/or selection processes for new hires and promotions to senior grade levels and management positions as well as the distribution of awards. The Agency also will consider the use of details and job assignments as tools for PWD and PWTD to obtain significant work experience. • Establish a plan to collect exit interview data by disability status and identify reasons PWD and PWTD are leaving the Agency. The Agency also will plan to conduct interviews to encourage PWD and PWTD who may be considering leaving to stay.

### 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. Employees with disabilities are actively 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: o Shadowing and Mentoring programs o American Probation and Parole Association Leadership Institute o Susan Shaffer Leadership Academy

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 (%)
Fellowship Programs	0					
Mentoring Programs	0					
Internship Programs	0					
Detail Programs	0	1				
Other Career Development Programs	0	3				
Coaching Programs	0					
Training Programs	0					

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 Yes
- b. Selections (PWD) Answer Yes

For FY 2023, the Agency did not have the data available to determine triggers for EEO groups, although there was limited information to suggest that there may be a trigger for PWD/PWTD. 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 Yes
- b. Selections (PWTD) Answer Yes

For FY 2023, the Agency did not have the data available to determine triggers for all EEO groups, although there is limited information to suggest that there may be a trigger for PWD and 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 2023, PWDs received awards at a rate slightly greater than their percentage representation in the Agency's total workforce. Of the Agency's workforce, 8.50% of employees identified as having a disability, and 9.14% of the Agency's total awards were provided to individuals with disabilities. While PWDs earned 16 of the 191 time off awards or 8.38%, these employees earned 121 of the 1,323 cash awards, or 9.27%. The distribution of cash awards for individuals with disabilities was spread across the Agency, with the following distribution to PWD: <\$501 = 11.11%, \$501-\$999 = 7.69%, \$1,000 – \$1,999 = 9.58%, \$2,000 - \$2,999 = 7.56%, \$3,000-\$3999 = 11.29%, \$4,000-\$4,999=3.85%, >\$4,999=12.50%. In FY 2023, PWTDS earned awards at a rate slightly greater than their percentage representation in the Agency's workforce. Of the Agency's total workforce, 1.25% of employees identified as having a targeted disability, and 1.59% of total awards were provided to individuals with targeted disabilities. PWTDS earned 3 of the 191 time off awards, or 1.57%, and 21 of the 1323 cash awards, or 1.59%. The distribution of cash awards for individuals with targeted disabilities was spread across the Agency as follows: <\$501 = 1.85%, \$501-\$999 = 0%, \$1,000 – \$1,999 = 1.60%, \$2,000 - \$2,999 = 1.26, \$3,000-\$3,999 = 2.42%, \$4,000-\$4,999=0%, >\$4,999=6.25%.

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTDS 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 Yes
- b. Pay Increases (PWTDS) Answer Yes

In FY 2023, an employee with a disability earned 1 of the 27 QSIs, or 3.70%. None of the recipients of the QSIs identified as having a targeted disability.

3. If the agency has other types of employee recognition programs, are PWD and/or PWTDS 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 (PWTDS) Answer N/A

There is no statistical data available to determine other types of employee recognition programs for PWD and PWTDS 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 Yes
- d. Grade GS-13
  - i. Qualified Internal Applicants (PWD) Answer No
  - ii. Internal Selections (PWD) Answer No

In FY 2023, there were 4 qualified internal applicants for promotion to the GS-13 level who identified as having a disability. One (1) of these applicants was selected for internal competitive promotion. At the GS-14 level, 1 qualified internal applicant identified as having a disability; however, this applicant was not selected. At the GS-15 level, there were no qualified internal applicants.

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 Yes

d. Grade GS-13

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

There were 4 qualified internal applicants for GS-13 positions who identified as having a targeted disability. One of those applicants was a selectee for a GS-13 position. There was 1 qualified internal applicant for a GS-14 position. That applicant was not selected.

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 No

d. New Hires to GS-13 (PWD) Answer Yes

In FY 2023, there were 10 qualified external applicants for GS-13 positions who identified as having a disability. None of these applicants were selected for GS-13 positions. There were no qualified applicants for GS-14 positions who identified as having a disability.

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 No

d. New Hires to GS-13 (PWTD) Answer Yes

In FY 2023, there were 5 qualified external applicants for GS-13 positions who identified as having a targeted disability. None of these applicants were selected. There were no qualified applicants for GS-14 positions who identified as having a disability.

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 No

b. Managers

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

c. Supervisors

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

There were no qualified internal applicants who identified as having a disability.

6. Does your agency have a trigger involving PWTB 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 (PWTB) Answer No

ii. Internal Selections (PWTB) Answer No

b. Managers

i. Qualified Internal Applicants (PWTB) Answer No

ii. Internal Selections (PWTB) Answer No

c. Supervisors

i. Qualified Internal Applicants (PWTB) Answer No

ii. Internal Selections (PWTB) Answer No

There were no qualified internal applicants who identified as having a targeted disability.

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 No

b. New Hires for Managers (PWD) Answer No

c. New Hires for Supervisors (PWD) Answer No

There were no qualified new hire applicants who identified as having a disability.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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 (PWTB) Answer No

b. New Hires for Managers (PWTB) Answer No

c. New Hires for Supervisors (PWTB) Answer No

There were no qualified new hire applicants who identified as having a disability.

## 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 Yes

b. Involuntary Separations (PWD) Answer Yes

In FY 2023, the percentage of PWD among voluntary separations was 10.84%, as PWDs. Of the 2 involuntary separations in FY 2023, both were employees who identified as having disabilities. Thus, the percentage of PWD among involuntary separations was 100%.

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 Yes

b. Involuntary Separations (PWTD) Answer No

No PWTD involuntarily separated from the Agency in FY 2023. However, 2.41% of employees who voluntarily separated in FY 2023 identified as having targeted disabilities.

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 2023, 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 2023, the Agency explored opportunities for publicizing its technological accessibility features and encouraging employees to use some of the features regardless of disability status, so that the regular use of certain features becomes the standard practice for the Agency.

## 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 2022, the Agency’s guideline for Reasonable Accommodation request processing was 30 days. Based on those guidelines, approximately 33% 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 2023, the Agency continued to train managers and supervisors on its revised 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 2023, the Agency continued training on its revised Reasonable Accommodation policy and procedures, which incorporates 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 2023, 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 2023, 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 Yes

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

Answer Yes

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 People with Targeted 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>	<b>Description of Policy, Procedure, or Practice</b>				
	Participation rate of PWD and PWTB	Given that CSOSA and PSA are a law enforcement agencies, the Agency is focused on the recruitment of persons 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>	
08/30/2019	12/31/2019	Yes			Increase the Number of Disabled Employees in 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>		
Director of EEO, CSOSA OHR and PSA OHCM		Denise Clark, Linda Mays and Najuma Lake		No		
<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	12/30/2021	
<b>Report of Accomplishments</b>						
<b>Fiscal Year</b>	<b>Accomplishments</b>					
2020	In FY 2020, fifty-three (53) percent of the managers and supervisors were virtually trained on Reasonable Accommodations.					
2019	Thirty (30) percent of the managers and supervisors were trained on Reasonable Accommodation.					

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 Yes |

In FY 2023, the percentage of PWD in GS-1 to GS-10 cluster of permanent workforce was at a rate of 12.66%, which was an increase from the 10.76% rate in FY 2022. The 12.66% rate slightly exceeds the expected 12% benchmark. PWD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 8.15% in FY 2023, a slight increase from FY 2022 when the rate was at 7.89% in FY 2022. The 8.15% rate is lower than the expected 12% benchmark which indicates a trigger.

\*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 Yes |
| b. Cluster GS-11 to SES (PWTD)  | Answer Yes |

In FY 2023, there was a 0% rate for PWTD in the GS-1 to GS-10 cluster of the permanent workforce, which decreased from the FY 2022 rate of 0.63%. The FY 2023 rate is lower than the expected 2% benchmark, indicating a trigger. PWTD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 1.47% in FY 2023, which was lower than the FY 2022 rate of 1.49% in FY 2022. The FY 2023 rate of 1.47% is lower than the expected 2% benchmark, indicating a trigger.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-11 to SES	884	72	8.14	13	1.47
Grades GS-1 to GS-10	79	10	12.66	0	0.00

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

The Agency utilizes the EEOC's 12% and 2% benchmarks for PWD and PWTB, respectively, as targets. The Agency communicates information on the hiring of PWD and PWTB as part of its efforts to encourage Program Offices to use Schedule A hiring authorities. In FY 2023, the Agency continued to work with the offices of Equal Employment Opportunity, Diversity, and Special Programs (EEO), the Office of Human Resources (OHR), and the Office of Human Capital Management (OCHM) to improve the participation rate for PWD and PTWD. The Agency continued its campaign to remind employees annually about the importance of updating their disability status with the Agency so that the Agency can gain a more accurate count of PWD and PTWD currently working at the Agency and the needs of those employees. In addition, OHR and OCHM continue in their efforts in (1) assisting in the recruitment of qualified disabled applicants; (2) expanding the use of the Schedule A process (where applicable); (3) assisting in the advertising of any mandatory or optional training programs; and (4) ensuring that the goals and requirements within Executive Order 13548 and Part J of the MD-715 Annual Report are communicated and implemented throughout the organization. Additionally, the Agency continued discussing different mechanisms for examining the potential barriers as well as agency policies and procedures pertaining to the recruitment, hiring, and retention of underrepresented groups, including PWD.

## 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 EEOC approved, and the Agency implemented, its 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. During FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19-related illnesses and the concern that an increase in onsite operations was imminent. 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. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. In FY 2023, the Agency's efforts to increase staffing and retool 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 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 reasonable accommodation requests from applicants and employees	5	0	0	jillian.martin@csosa.gov, amara.thornton- brown@csosa.gov, eunan.onyemma@csosa.gov, wendy.russell@csosa.gov, monica.mcnair@csosa.gov
Special Emphasis Program for PWD and PWTD	0	0	1	Kathie Lacy-Storost, Acting Disability Program Manager Kathie.Lacy- Storost@csosa.gov
Section 508 Compliance	0	2	0	william.kirkendale@csosa.gov
Architectural Barriers Act Compliance	0	2	0	Wikita.Stegman@csosa.gov
Processing applications from PWD and PWTD	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Schmitz, Selective Placemen Coordinator, OHR

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 2023, 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 2023 (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 EEOC approved, and the Agency implemented its 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. During FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19 related illnesses and the concern that an increase in onsite operations was imminent. 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. The Agency also began to retool its mechanisms in its efforts to process the requests more expeditiously. In FY 2023, the Agency’s efforts to increase staffing and retool 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 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>	<i>Target Date</i>	<i>Completion Date</i>	<i>Planned Activity</i>
<b>Accomplishments</b>	<i>Fiscal Year</i>	<i>Accomplishment</i>	
	2022	In FY 2022, 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 plans to procure the services of a contractor to assist with request processing. The Agency also plans to continue exploring other ways of increasing the expediency with which it processes reasonable accommodation requests.	
	2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency’s internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021. Under the revised policy and procedures, the time frame for processing requests was reduced from 60 days to 30 days and OHR began processing requests for the entire Agency. In FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19 related illnesses and the concern that an increase in onsite operations was imminent.	
	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.	
	2020	The Agency sent the Revised Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.	

<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>	
	2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.	
	2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency’s internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021. Under the revised policy and procedures, the time frame for processing requests was reduced from 60 days to 30 days and OHR began processing requests for the entire Agency. In FY 2021, the number of requests for Reasonable Accommodation as well as the novelty of the requests increased exponentially as a result of COVID-19 related illnesses and the concern that an increase in onsite operations was imminent.	
	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 will continue to explore ways of increasing the expediency with which it processes reasonable accommodation requests, including the possible use of contractors.	
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>	
	2019	The Agency had preliminary discussions.	
	2022	The Agency continued its outreach efforts, including by using social media to connect with people with disabilities and organizations that serve people with disabilities.	
	2023	The Agency continued its outreach efforts, including by using social media to connect with people with disabilities and organizations that serve people with disabilities. The Agency also provided job briefings and training on flexible hiring authorities.	
	2020	The Agency expects to continue these discussions into the next fiscal year.	
	2021	The Agency realized the limitations of its current database system and began discussing ways to reconstruct the system. The Agency also began to expand outreach to organizations that serve people with disabilities and began exploring the use of social media to connect with people with disabilities and organizations that serve people with disabilities.	
	2024	The Agency will continue its outreach and educational efforts.	

## 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 2022, even with limited resources, the Agency continued to utilize a variety of recruitment strategies designed to increase the number of qualified applicants with disabilities and applicants with targeted disabilities, including networking with organizations that serve PWD and PWTD. In FY 2022, the Agency was below the 12% goal of PWD in the GS-1 to GS-10 cluster at 10.76% and the GS-11 to SES cluster at 7.89%. The Agency was below the goal of 2% of PWTD in the same clusters at 0.63% and 1.49%, respectively. The Agency will continue to implement the following multi-pronged and multi-year recruitment strategies in FY 2023, FY 2024, and FY 2025: a. Continue to target recruitment of PWD by reviewing and reinforcing the function of the Selective Placement Coordinator who has responsibility for the staffing and recruitment of People with Disabilities. With the assistance of the Agency’s Disabled Veterans Affirmative Action Plan Manager (DVAAPM), the Agency will continue to partner with Virginia’s and the District of Columbia’s Vocational Rehabilitation Services, the New York City Department of Youth and Community Development, and national organizations such as: o Disabled Veterans’ Outreach Programs; o Disabled Transition Assistance Programs; o Disability Resource Centers at colleges and universities; and o The Agency has explored the potential opportunities/resources of OPM’s shared register for applicants with disabilities, designed by Bender Consulting Services. b. Continue to partner with the Workforce Recruitment Program to recruit post-secondary students and recent graduates with disabilities who would be an ideal match for the mission of the Agency for temporary and permanent positions for which they qualify. c. Develop collaborative recruiting partnerships with community, academic, and governmental groups that can reach individuals with targeted disabilities to maximize recruiting from all sources when filling positions at the GS-11 level and above, including managerial and supervisory positions at grades GS-13 to SES. d. Increase the Agency’s presence at meetings, conferences, and career fairs sponsored by

organizations serving individuals with targeted disabilities to reach a larger pool of 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 PWD and PWTD. Recruitment efforts included: o Use of the Workforce Recruitment Program. o Continued Partnership with the D.C. government’s Department of Rehabilitative Services Administration (DRSA) to provide expanded opportunities for individuals with disabilities to gain access to meaningful employment with CSOSA and PSA. o Partnership with Operation War Fighter Internship Program and the Wounded Warrior Regiment M4Life Program. o Partnership with the New York City Department of Youth and Community Development. o Continued involvement by management officials in the recruitment process of hiring persons with disabilities and use of contacts and engagement with partners who specialize in hiring persons with disabilities.

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 persons with disabilities by sending job announcements via email and posting announcements on social media. The Agency’s Selective Placement Coordinator was contacted by interested applicants who sought employment with the Agency. Additionally, the Agency continued to provide employees with disabilities with a multitude of training and developmental opportunities, which allowed individuals to gain skills and competencies needed for the successful performance of their jobs and to enhance their career opportunities.

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 that consider disability. Managers and supervisors also received formal and informal training biennially as part of the mandatory EEO and Diversity training requirements. This training covered the special hiring authorities, the hiring goals, the Reasonable Accommodation laws, and other diversity and inclusion topics.

## **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 PWD, including PWTD, with securing and maintaining employment. The Agency collaborated with the Wounded Warrior Regiment – Career Resources Management Center in Quantico, Virginia, the D.C. Department on Disability Services, and the Virginia Rehabilitation Services to provide disabled individuals with real-life work experience. The Agency also partnered with the New York City Department of Youth and Community Development. .

## **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 Yes

b. New Hires for Permanent Workforce (PWTD) Answer Yes

Using the goals of 12% for PWD and 2% for PWTD, a trigger exists among new hires for PWD and PWTD. In FY 2023, 8 of the new hires, or 9.42%, identified as having a disability, which is an increase from FY 2022, when none of the new hires so identified. However, in FY 2022 and 2023, there were no new hires who identified as having a targeted disability.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants					
% of Qualified Applicants					
% of New Hires					

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 No

b. New Hires for MCO (PWTD) Answer No

In FY 2023, there were 2 qualified applicants for an MCO position in job series 0101, identified as having a disability. One (1) of the 2 applicants also identified as having a targeted disability. The applicant who identified as having a targeted disability was selected for MCO a position. That constitutes a 4.35% participation rate for PWTDs, which is above the 2% goal, but below the 12% goal for PWDs.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%

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 Yes

b. Qualified Applicants for MCO (PWTD) Answer Yes

In FY 2023, there was 1 qualified internal applicant for the MCO position in job series 0101, who identified as having a disability. This applicant did not identify as having a targeted disability. This applicant was not selected for MCO positions in job series 0101.

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 Yes

b. Promotions for MCO (PWTD) Answer Yes

In FY 2023, there was 1 qualified internal applicant for the MCO position in job series 0101, who identified as having a disability. This applicant did not identify as having a targeted disability. This applicant was not selected for MCO positions in job series 0101.

## 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 PWD, including PWTD, utilizing the following initiatives: • Continue to explore whether barriers exist for PWD and PWTD in the recruitment and/or selection process for the mission-critical occupational series 0101. This data will be incorporated into CSOSA’s comprehensive recruitment plan, which is under development. The Agency is also open to expanding its contacts to include America Job Centers and employment network service providers. • Utilize additional sources of data to: (1) identify policies, procedures, and practices that limit PWD’s and PWTD’s employment opportunities; (2) investigate whether PWD and PWTD are experiencing barriers that either prevent them from applying for and/or being selected for promotions or new hires to the senior grade levels; (3) identify the proportion of mission-critical occupations that lead to managerial positions, and if PWD and PWTD have a low participation rate, conduct a focus group with the population to identify impediments to their advancement within the Agency; (4) examine whether any of policies, procedures, and practices are motivating PWD and PWTD to leave the Agency; (5) evaluate policies, practices, and procedures surrounding reasonable accommodation requests, career development opportunities, job assignments, performance appraisals, awards, and the work environment; and (6) conduct climate assessment surveys and focus groups. • Plan to investigate whether PWD and PWTD have barriers in recruitment and/or selection processes for new hires and promotions to senior grade levels and management positions as well as the distribution of awards. The Agency also will consider the use of details and job assignments as tools for PWD and PWTD to obtain significant work experience. • Establish a plan to collect exit interview data by disability status and identify reasons PWD and PWTD are leaving the Agency. The Agency also will plan to conduct interviews to encourage PWD and PWTD who may be considering leaving to stay.

### 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. Employees with disabilities are actively 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: o Shadowing and Mentoring programs o American Probation and Parole Association Leadership Institute o Susan Shaffer Leadership Academy

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 (%)
Fellowship Programs	0					
Mentoring Programs	0					

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs	0					
Detail Programs	0	1				
Other Career Development Programs	0	3				
Coaching Programs	0					
Training Programs	0					

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 Yes
- b. Selections (PWD) Answer Yes

For FY 2023, the Agency did not have the data available to determine triggers for EEO groups, although there was limited information to suggest that there may be a trigger for PWD/PWTD. 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 Yes
- b. Selections (PWTD) Answer Yes

For FY 2023, the Agency did not have the data available to determine triggers for all EEO groups, although there is limited information to suggest that there may be a trigger for PWD and 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 2023, PWDs received awards at a rate slightly greater than their percentage representation in the Agency’s total workforce. Of the Agency’s workforce, 8.50% of employees identified as having a disability, and 9.14% of the Agency’s total awards were provided to individuals with disabilities. While PWDs earned 16 of the 191 time off awards or 8.38%, these employees earned 121 of the 1,323 cash awards, or 9.27%. The distribution of cash awards for individuals with disabilities was spread across the Agency, with the following distribution to PWD: <\$501 = 11.11%, \$501-\$999 = 7.69%, \$1,000 – \$1,999 = 9.58%, \$2,000 - \$2,999 = 7.56%, \$3,000-\$3999 = 11.29%, \$4,000-\$4,999=3.85%, >\$4,999=12.50%. In FY 2023, PWTDs earned awards at a rate slightly greater

than their percentage representation in the Agency’s workforce. Of the Agency’s total workforce, 1.25% of employees identified as having a targeted disability, and 1.59% of total awards were provided to individuals with targeted disabilities. PWTDs earned 3 of the 191 time off awards, or 1.57%, and 21 of the 1323 cash awards, or 1.59%. The distribution of cash awards for individuals with targeted disabilities was spread across the Agency as follows: <\$501 = 1.85%, \$501-\$999 = 0%, \$1,000 – \$1,999 = 1.60%, \$2,000 - \$2,999 = 1.26, \$3,000-\$3,999 = 2.42%, \$4,000-\$4,999=0%, >\$4,999=6.25%.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	66	5.68	6.67	7.69	5.33
Time-Off Awards 1 - 10 Hours: Total Hours	529	38.64	54.19	46.15	37.33
Time-Off Awards 1 - 10 Hours: Average Hours	8	6.82	0.90	46.15	0.00
Time-Off Awards 11 - 20 hours: Awards Given	115	10.23	10.52	7.69	10.67
Time-Off Awards 11 - 20 Hours: Total Hours	1758	155.68	162.56	123.08	161.33
Time-Off Awards 11 - 20 Hours: Average Hours	15	17.05	1.70	123.08	-1.33
Time-Off Awards 21 - 30 hours: Awards Given	6	2.27	0.45	7.69	1.33
Time-Off Awards 21 - 30 Hours: Total Hours	144	54.55	10.86	184.62	32.00
Time-Off Awards 21 - 30 Hours: Average Hours	24	27.27	2.71	184.62	0.00
Time-Off Awards 31 - 40 hours: Awards Given	4	0.00	0.45	0.00	0.00
Time-Off Awards 31 - 40 Hours: Total Hours	128	0.00	14.48	0.00	0.00
Time-Off Awards 31 - 40 Hours: Average Hours	32	0.00	3.62	0.00	0.00
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	39	3.41	3.73	0.00	4.00
Cash Awards: \$501 - \$999: Total Amount	29450	2532.95	2844.57	0.00	2972.00
Cash Awards: \$501 - \$999: Average Amount	755	844.32	86.20	0.00	990.67
Cash Awards: \$1000 - \$1999: Awards Given	501	54.55	48.42	61.54	53.33
Cash Awards: \$1000 - \$1999: Total Amount	776992	85357.95	75262.44	94823.08	83717.33
Cash Awards: \$1000 - \$1999: Average Amount	1550	1777.27	175.79	11846.15	32.00
Cash Awards: \$2000 - \$2999: Awards Given	238	20.45	23.64	23.08	20.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$2000 - \$2999: Total Amount	576301	51495.45	57235.75	56023.08	50710.67
Cash Awards: \$2000 - \$2999: Average Amount	2421	2860.23	273.76	18669.23	120.00
Cash Awards: \$3000 - \$3999: Awards Given	124	15.91	12.22	23.08	14.67
Cash Awards: \$3000 - \$3999: Total Amount	411448	53462.50	40442.87	76092.31	49540.00
Cash Awards: \$3000 - \$3999: Average Amount	3318	3818.18	374.43	25361.54	84.00
Cash Awards: \$4000 - \$4999: Awards Given	52	2.27	5.32	0.00	2.67
Cash Awards: \$4000 - \$4999: Total Amount	229918	10142.05	23458.26	0.00	11900.00
Cash Awards: \$4000 - \$4999: Average Amount	4421	5070.45	499.10	0.00	5949.33
Cash Awards: \$5000 or more: Awards Given	16	2.27	1.47	7.69	1.33
Cash Awards: \$5000 or more: Total Amount	182379	26750.00	17402.60	142615.38	6666.67
Cash Awards: \$5000 or more: Average Amount	11398	13375.00	1338.57	142615.38	-9026.67

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 Yes
- b. Pay Increases (PWTD) Answer Yes

In FY 2023, an employee with a disability earned 1 of the 27 QSIs, or 3.70%. None of the recipients of the QSIs identified as having a targeted disability.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	0	0.00	0.00	0.00	0.00

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 Yes
- d. Grade GS-13
  - i. Qualified Internal Applicants (PWD) Answer No
  - ii. Internal Selections (PWD) Answer No

In FY 2023, there were 4 qualified internal applicants for promotion to the GS-13 level who identified as having a disability. One (1) of these applicants was selected for internal competitive promotion. At the GS-14 level, 1 qualified internal applicant identified as having a disability; however, this applicant was not selected. At the GS-15 level, there were no qualified internal applicants.

2. Does your agency have a trigger involving PWTB 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 (PWTB) Answer N/A
    - ii. Internal Selections (PWTB) Answer N/A
  - b. Grade GS-15
    - i. Qualified Internal Applicants (PWTB) Answer N/A
    - ii. Internal Selections (PWTB) Answer N/A
  - c. Grade GS-14
    - i. Qualified Internal Applicants (PWTB) Answer No
    - ii. Internal Selections (PWTB) Answer Yes
  - d. Grade GS-13
    - i. Qualified Internal Applicants (PWTB) Answer No
    - ii. Internal Selections (PWTB) Answer No

There were 4 qualified internal applicants for GS-13 positions who identified as having a targeted disability. One of those applicants was a selectee for a GS-13 position. There was 1 qualified internal applicant for a GS-14 position. That applicant was not selected.

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 | No  |
| d. New Hires to GS-13 (PWD) | Answer | Yes |

In FY 2023, there were 10 qualified external applicants for GS-13 positions who identified as having a disability. None of these applicants were selected for GS-13 positions. There were no qualified applicants for GS-14 positions who identified as having a disability.

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 | No  |
| d. New Hires to GS-13 (PWTD) | Answer | Yes |

In FY 2023, there were 5 qualified external applicants for GS-13 positions who identified as having a targeted disability. None of these applicants were selected. There were no qualified applicants for GS-14 positions who identified as having a disability.

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

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

There were no qualified internal applicants who identified as having a disability.

6. Does your agency have a trigger involving PWTB 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 (PWTB) Answer No
- ii. Internal Selections (PWTB) Answer No

b. Managers

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

c. Supervisors

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

There were no qualified internal applicants who identified as having a targeted disability.

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 No
- b. New Hires for Managers (PWD) Answer No
- c. New Hires for Supervisors (PWD) Answer No

There were no qualified new hire applicants who identified as having a disability.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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 (PWTB) Answer No
- b. New Hires for Managers (PWTB) Answer No
- c. New Hires for Supervisors (PWTB) Answer No

There were no qualified new hire applicants who identified as having a disability.

## 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 Yes

b. Involuntary Separations (PWD) Answer Yes

In FY 2023, the percentage of PWD among voluntary separations was 10.84%, as PWDs . Of the 2 involuntary separations in FY 2023, both were employees who identified as having disabilities. Thus, the percentage of PWD among involuntary separations was 100%.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	2	2.25	0.00
Permanent Workforce: Resignation	10	3.37	0.73
Permanent Workforce: Retirement	39	3.37	3.75
Permanent Workforce: Other Separations	29	3.37	2.71
Permanent Workforce: Total Separations	80	12.36	7.19

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 Yes

b. Involuntary Separations (PWTD) Answer No

No PWTD involuntarily separated from the Agency in FY 2023. However, 2.41% of employees who voluntarily separated in FY 2023 identified as having targeted disabilities.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	2	0.00	0.19
Permanent Workforce: Resignation	10	0.00	0.97
Permanent Workforce: Retirement	39	7.69	3.67

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Other Separations	29	7.69	2.71
Permanent Workforce: Total Separations	80	15.38	7.54

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

The Agency's exit survey is voluntary. In FY 2023, 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 2023, the Agency explored opportunities for publicizing its technological accessibility features and encouraging employees to use some of the features regardless of disability status, so that the regular use of certain features becomes the standard practice for the Agency.

**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 2022, the Agency's guideline for Reasonable Accommodation request processing was 30 days. Based on those guidelines, approximately 33% 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 2023, the Agency continued to train managers and supervisors on its revised 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 2023, the Agency continued training on its revised Reasonable Accommodation policy and procedures, which incorporates 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 2023, 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 2023, 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 Yes

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

Answer Yes

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 People with Targeted 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>		<b>Description of Policy, Procedure, or Practice</b>			
	Participation rate of PWD and PWTD		Given that CSOSA and PSA are a law enforcement agencies, the Agency is focused on the recruitment of persons 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>	
08/30/2019	12/31/2019	Yes			Increase the Number of Disabled Employees in 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>		
Director of EEO, CSOSA OHR and PSA OHCM		Denise Clark, Linda Mays and Najuma Lake		No		
<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	12/30/2021	

<b>Report of Accomplishments</b>	
<b>Fiscal Year</b>	<b>Accomplishment</b>
2020	In FY 2020, fifty-three (53) percent of the managers and supervisors were virtually trained on Reasonable Accommodations.
2019	Thirty (30) percent of the managers and supervisors were trained on Reasonable Accommodation.

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

**Table A1: TOTAL WORKFORCE - Distribution by Race, Ethnicity, and Sex (Participation Rate)**

Employment Tenure	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
CLF 2014-2018 %	100	51.79	48.21	6.82	6.16	35.65	31.82	5.7	6.61	2.19	2.18	0.08	0.08	0.31	0.31	1.05	1.05
Alternative Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL WORKFORCE</b>																	
Total Workforce: Prior FY #	1034	368	666	23	37	47	61	271	549	24	14	0	0	2	2	1	3
Total Workforce: Prior FY %	100	35.59	64.42	2.23	3.58	4.55	5.90	26.21	53.10	2.33	1.36	0.00	0.00	0.20	0.20	0.10	0.30
Total Workforce: Current FY #	1048	375	673	25	37	45	55	278	561	24	14	0	0	2	3	1	3
Total Workforce: Current FY %	100	35.79	64.22	2.39	3.54	4.30	5.25	26.53	53.54	2.30	1.34	0.00	0.00	0.20	0.29	0.10	0.29
Total Workforce: Difference #	14	7	7	2	0	-2	-6	7	12	0	0	0	0	0	1	0	0
Total Workforce: Ratio Change %	0.00	0.20	-0.20	0.16	-0.04	-0.25	-0.65	0.32	0.44	-0.03	-0.02	0.00	0.00	0.00	0.09	0.00	-0.01
Total Workforce: Net Change %	1.36	1.91	1.06	8.70	0.00	-4.25	-9.83	2.59	2.19	0.00	0.00	0.00	0.00	0.00	50.00	0.00	0.00
<b>EMPLOYEE GAINS</b>																	
Total Workforce: New Hires #	91	35	56	2	0	5	3	26	52	2	0	0	0	0	1	0	0
Total Workforce: New Hires %	100	38.47	61.54	2.20	0.00	5.50	3.30	28.58	57.15	2.20	0.00	0.00	0.00	0.00	1.10	0.00	0.00
<b>EMPLOYEE LOSSES</b>																	
Total Workforce: Reduction in Force #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Reduction in Force %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Removal #	2	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Total Workforce: Removal %	100	50.00	50.00	0.00	0.00	0.00	0.00	50.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Resignation #	13	5	8	0	0	0	1	4	7	0	0	0	0	1	0	0	0
Total Workforce: Resignation %	100	38.47	61.54	0.00	0.00	0.00	7.70	30.77	53.85	0.00	0.00	0.00	0.00	7.70	0.00	0.00	0.00
Total Workforce: Retirement #	40	15	25	0	1	4	3	10	21	1	0	0	0	0	0	0	0
Total Workforce: Retirement %	100	37.50	62.50	0.00	2.50	10.00	7.50	25.00	52.50	2.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Other Separations #	30	7	23	0	0	1	4	5	19	1	0	0	0	0	0	0	0
Total Workforce: Other Separations %	100	23.34	76.67	0.00	0.00	3.34	13.34	16.67	63.34	3.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Total Separations #	85	28	57	0	1	5	8	20	48	2	0	0	0	1	0	0	0
Total Workforce: Total Separations %	100	32.95	67.06	0.00	1.18	5.89	9.42	23.53	56.48	2.36	0.00	0.00	0.00	1.18	0.00	0.00	0.00
<b>PERMANENT WORKFORCE</b>																	
Permanent Workforce: Prior FY #	1033	368	665	23	37	47	61	271	548	24	14	0	0	2	2	1	3
Permanent Workforce: Prior FY %	100	35.63	64.38	2.23	3.59	4.55	5.91	26.24	53.05	2.33	1.36	0.00	0.00	0.20	0.20	0.10	0.30
Permanent Workforce: Current FY #	1045	374	671	25	37	45	55	277	559	24	14	0	0	2	3	1	3
Permanent Workforce: Current FY %	100	35.79	64.22	2.40	3.55	4.31	5.27	26.51	53.50	2.30	1.34	0.00	0.00	0.20	0.29	0.10	0.29
Permanent Workforce: Difference #	12	6	6	2	0	-2	-6	6	11	0	0	0	0	0	1	0	0
Permanent Workforce: Ratio Change %	0.00	0.16	-0.16	0.17	-0.04	-0.24	-0.64	0.27	0.45	-0.03	-0.02	0.00	0.00	0.00	0.09	0.00	-0.01
Permanent Workforce: Net Change %	1.17	1.64	0.91	8.70	0.00	-4.25	-9.83	2.22	2.01	0.00	0.00	0.00	0.00	0.00	50.00	0.00	0.00





**Table A2: PERMANENT WORKFORCE BY COMPONENT - Distribution by Race, Ethnicity, and Sex (Participation Rate)**

Employment Tenure for Sub-Components	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
CLF 2014-2018 %	100	51.79	48.21	6.82	6.16	35.65	31.82	5.7	6.61	2.19	2.18	0.08	0.08	0.31	0.31	1.05	1.05
Alternative Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Permanent Workforce #	1045	374	671	25	37	45	55	277	559	24	14	0	0	2	3	1	3
Permanent Workforce %	100	35.79	64.22	2.40	3.55	4.31	5.27	26.51	53.50	2.30	1.34	0.00	0.00	0.20	0.29	0.10	0.29
FQ02 #	350	133	217	10	11	14	28	102	173	7	3	0	0	0	1	0	1
FQ02 %	100	38.00	62.00	2.86	3.15	4.00	8.00	29.15	49.43	2.00	0.86	0.00	0.00	0.00	0.29	0.00	0.29
FQ00 #	695	241	454	15	26	31	27	175	386	17	11	0	0	2	2	1	2
FQ00 %	100	34.68	65.33	2.16	3.75	4.47	3.89	25.18	55.54	2.45	1.59	0.00	0.00	0.29	0.29	0.15	0.29











**Table A5P: SALARY - Distribution by Race, Ethnicity, and Sex (Participation Rate)**

Salary Range	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Permanent Workforce #	1045	374	671	25	37	45	55	277	559	24	14	0	0	2	3	1	3
Permanent Workforce %	100	35.79	64.22	2.40	3.55	4.31	5.27	26.51	53.50	2.30	1.34	0.00	0.00	0.20	0.29	0.10	0.29
Alternative Benchmark	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Up to \$20,000 #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Up to \$20,000 %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$20,001-\$30,000 #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
\$20,001-\$30,000 %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$30,001-\$40,000 #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
\$30,001-\$40,000 %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$40,001-\$50,000 #	11	3	8	0	0	0	1	3	7	0	0	0	0	0	0	0	0
\$40,001-\$50,000 %	100	27.28	72.73	0.00	0.00	0.00	9.10	27.28	63.64	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$50,001-\$60,000 #	20	5	15	0	0	0	0	5	15	0	0	0	0	0	0	0	0
\$50,001-\$60,000 %	100	25.00	75.00	0.00	0.00	0.00	0.00	25.00	75.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$60,001-\$70,000 #	68	20	48	2	1	1	0	17	47	0	0	0	0	0	0	0	0
\$60,001-\$70,000 %	100	29.42	70.59	2.95	1.48	1.48	0.00	25.00	69.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$70,001-\$80,000 #	63	29	34	2	2	2	1	25	31	0	0	0	0	0	0	0	0
\$70,001-\$80,000 %	100	46.04	53.97	3.18	3.18	3.18	1.59	39.69	49.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$80,001-\$90,000 #	41	17	24	0	0	2	0	14	24	0	0	0	0	0	0	1	0
\$80,001-\$90,000 %	100	41.47	58.54	0.00	0.00	4.88	0.00	34.15	58.54	0.00	0.00	0.00	0.00	0.00	0.00	2.44	0.00
\$90,001-\$100,000 #	64	16	48	1	2	2	4	12	42	0	0	0	0	1	0	0	0
\$90,001-\$100,000 %	100	25.00	75.00	1.57	3.13	3.13	6.25	18.75	65.63	0.00	0.00	0.00	0.00	1.57	0.00	0.00	0.00
\$100,001-\$110,000 #	113	45	68	6	5	2	5	35	54	2	2	0	0	0	0	0	2
\$100,001-\$110,000 %	100	39.83	60.18	5.31	4.43	1.77	4.43	30.98	47.79	1.77	1.77	0.00	0.00	0.00	0.00	0.00	1.77
\$110,001-\$120,000 #	224	70	154	6	11	10	11	51	126	3	4	0	0	0	1	0	1
\$110,001-\$120,000 %	100	31.25	68.75	2.68	4.92	4.47	4.92	22.77	56.25	1.34	1.79	0.00	0.00	0.00	0.45	0.00	0.45
\$120,001-\$130,000 #	153	49	104	3	11	5	12	37	80	4	0	0	0	0	1	0	0
\$120,001-\$130,000 %	100	32.03	67.98	1.97	7.19	3.27	7.85	24.19	52.29	2.62	0.00	0.00	0.00	0.00	0.66	0.00	0.00
\$130,001-\$140,000 #	76	30	46	0	0	3	2	24	41	2	2	0	0	1	1	0	0
\$130,001-\$140,000 %	100	39.48	60.53	0.00	0.00	3.95	2.64	31.58	53.95	2.64	2.64	0.00	0.00	1.32	1.32	0.00	0.00
\$140,001-\$150,000 #	66	18	48	0	3	4	5	12	36	2	4	0	0	0	0	0	0
\$140,001-\$150,000 %	100	27.28	72.73	0.00	4.55	6.07	7.58	18.19	54.55	3.04	6.07	0.00	0.00	0.00	0.00	0.00	0.00
\$150,001-\$160,000 #	36	19	17	2	0	2	4	10	13	5	0	0	0	0	0	0	0











Court Services and Offender Supervision Agency for the District of Columbia

For period covering October 1, 2022 to September 30, 2023.

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Mission-Critical Occupations	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
GS-13 %	100	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-14 #	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
GS-14 %	100	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Occupational CLF %	100	62.2	37.8	3.7	2.4	46.2	24.6	3.7	3.5	7.6	6.4	0	0.1	0.1	0.2	0.9	0.7
VOCATIONAL REHABILITATION (1715) #	3	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0
VOCATIONAL REHABILITATION (1715) %	100	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-12 #	2	0	2	0	0	0	0	0	2	0	0	0	0	0	0	0	0
GS-12 %	100	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-14 #	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
GS-14 %	100	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Occupational CLF %	100	14.4	85.6	1.5	7.7	10.3	66.7	1.7	7.5	0.4	1.7	0	0.1	0.1	0.4	0.4	1.6
INFORMATION TECHNOLOGY MANAGEMENT (2210) #	56	37	19	0	0	5	4	19	12	12	3	0	0	1	0	0	0
INFORMATION TECHNOLOGY MANAGEMENT (2210) %	100	66.08	33.93	0.00	0.00	8.93	7.15	33.93	21.43	21.43	5.36	0.00	0.00	1.79	0.00	0.00	0.00
ES-00 #	2	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0
ES-00 %	100	100.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-11 #	5	2	3	0	0	1	0	1	3	0	0	0	0	0	0	0	0
GS-11 %	100	40.00	60.00	0.00	0.00	20.00	0.00	20.00	60.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-12 #	5	2	3	0	0	0	0	2	3	0	0	0	0	0	0	0	0
GS-12 %	100	40.00	60.00	0.00	0.00	0.00	0.00	40.00	60.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-13 #	15	11	4	0	0	0	1	7	1	3	2	0	0	1	0	0	0
GS-13 %	100	73.34	26.67	0.00	0.00	0.00	6.67	46.67	6.67	20.00	13.34	0.00	0.00	6.67	0.00	0.00	0.00
GS-14 #	24	16	8	0	0	1	3	7	4	8	1	0	0	0	0	0	0
GS-14 %	100	66.67	33.34	0.00	0.00	4.17	12.50	29.17	16.67	33.34	4.17	0.00	0.00	0.00	0.00	0.00	0.00
GS-15 #	5	4	1	0	0	1	0	2	1	1	0	0	0	0	0	0	0
GS-15 %	100	80.00	20.00	0.00	0.00	20.00	0.00	40.00	20.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Occupational CLF %	100	70.9	29.1	4.5	1.6	54.3	21.6	3.6	2.5	7	2.6	0.1	0	0.1	0.1	1.3	0.7

**Table A6T: MISSION-CRITICAL OCCUPATIONS - Distribution by Race, Ethnicity, and Sex (Participation Rate)**

Mission-Critical Occupations	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
SOCIAL SCIENCE AID AND TECHNICIAN (0102) #	3	1	2	0	0	0	0	1	2	0	0	0	0	0	0	0	0
SOCIAL SCIENCE AID AND TECHNICIAN (0102) %	100	33.34	66.67	0.00	0.00	0.00	0.00	33.34	66.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-04 #	3	1	2	0	0	0	0	1	2	0	0	0	0	0	0	0	0
GS-04 %	100	33.34	66.67	0.00	0.00	0.00	0.00	33.34	66.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Occupational CLF %	100	57.1	42.9	6.4	4.8	40.9	28.6	4.4	4.4	3.4	3.7	0.1	0.1	0.5	0.3	1.4	1.1

**Table A7: Senior Grade Levels by Race, Ethnicity, and Sex (Participation Rate)**

Senior Grade Levels	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Upward Mobility Benchmark %	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Alternative Benchmark %	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Senior Grades #</b>	350	134	216	7	14	20	26	87	165	19	10	0	0	1	1	0	0
Total Senior Grades %	100	38.29	61.72	2.00	4.00	5.72	7.43	24.86	47.15	5.43	2.86	0.00	0.00	0.29	0.29	0.00	0.00
<b>INTERNAL COMPETITIVE PROMOTIONS</b>																	
Vacancy Announcements #	0																
Relevant Applicant Pool %	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Applications #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Applications %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified Internal Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qualified Internal Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Internal Selections #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Selections %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>NEW HIRES</b>																	
Vacancy Announcements #	0																
Voluntarily Identified Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voluntarily Identified Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified External Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qualified External Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
External Selections #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Selections %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>CAREER DEVELOPMENT PROGRAM</b>																	









Court Services and Offender Supervision Agency for the District of Columbia

File Process Date and Time: 05/13/2024 10:36 AM

**Table A8: MANAGEMENT POSITIONS - Distribution by Race, Ethnicity, and Sex (Participation Rate)**

<b>Upward Mobility To Management Positions</b>	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Upward Mobility Benchmark %	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Alternative Benchmark %	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Management #</b>	211	82	129	5	9	14	14	62	102	1	4	0	0	0	0	0	0
Total Management %	100	38.87	61.14	2.37	4.27	6.64	6.64	29.39	48.35	0.48	1.90	0.00	0.00	0.00	0.00	0.00	0.00
<b>EXECUTIVES</b>																	
Executives #	55	30	25	3	0	9	4	17	20	1	1	0	0	0	0	0	0
Executives %	100	54.55	45.46	5.46	0.00	16.37	7.28	30.91	36.37	1.82	1.82	0.00	0.00	0.00	0.00	0.00	0.00
<b>INTERNAL COMPETITIVE PROMOTIONS</b>																	
Vacancy Announcements #	0																
Relevant Applicant Pool %	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Applications #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Applications %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified Internal Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qualified Internal Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Internal Selections #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Selections %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>NEW HIRES</b>																	
Vacancy Announcements #	0																
Voluntarily Identified Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voluntarily Identified Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified External Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qualified External Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
External Selections #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Selections %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>CAREER DEVELOPMENT PROGRAM</b>																	







**Table A9: EMPLOYEE RECOGNITION AND AWARDS - Distribution by Race, Ethnicity, and Sex (Participation Rate)**

Awards	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Permanent Workforce #	1045	374	671	25	37	45	55	277	559	24	14	0	0	2	3	1	3
Permanent Workforce %	100	35.79	64.22	2.40	3.55	4.31	5.27	26.51	53.50	2.30	1.34	0.00	0.00	0.20	0.29	0.10	0.29
<b>TIME OFF AWARDS</b>																	
Time-Off Awards 1 - 10 hours: Awards Given #	66	22	44	1	1	1	5	19	36	1	0	0	0	0	2	0	0
Time-Off Awards 1 - 10 hours: Awards Given %	100	33.34	66.67	1.52	1.52	1.52	7.58	28.79	54.55	1.52	0.00	0.00	0.00	0.00	3.04	0.00	0.00
Time-Off Awards 1 - 10 Hours: Total Hours #	529	175	354	8	6	8	38	149	292	10	0	0	0	0	18	0	0
Time-Off Awards 1 - 10 Hours: Average Hours #	8	7	8	8	6	8	7	7	8	10	0	0	0	0	9	0	0
Time-Off Awards 11 - 20 hours: Awards Given #	115	37	78	2	4	6	8	24	66	4	0	0	0	1	0	0	0
Time-Off Awards 11 - 20 hours: Awards Given %	100	32.18	67.83	1.74	3.48	5.22	6.96	20.87	57.40	3.48	0.00	0.00	0.00	0.87	0.00	0.00	0.00
Time-Off Awards 11 - 20 Hours: Total Hours #	1758	552	1206	32	64	87	120	364	1022	53	0	0	0	16	0	0	0
Time-Off Awards 11 - 20 Hours: Average Hours #	15	14	15	16	16	14	15	15	13	0	0	0	0	16	0	0	0
Time-Off Awards 21 - 30 hours: Awards Given #	6	1	5	0	0	0	0	1	5	0	0	0	0	0	0	0	0
Time-Off Awards 21 - 30 hours: Awards Given %	100	16.67	83.34	0.00	0.00	0.00	0.00	16.67	83.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Total Hours #	144	24	120	0	0	0	0	24	120	0	0	0	0	0	0	0	0
Time-Off Awards 21 - 30 Hours: Average Hours #	24	24	24	0	0	0	0	24	24	0	0	0	0	0	0	0	0
Time-Off Awards 31 - 40 hours: Awards Given #	4	0	4	0	0	0	2	0	2	0	0	0	0	0	0	0	0
Time-Off Awards 31 - 40 hours: Awards Given %	100	0.00	100.00	0.00	0.00	0.00	50.00	0.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Total Hours #	128	0	128	0	0	0	64	0	64	0	0	0	0	0	0	0	0
Time-Off Awards 31 - 40 Hours: Average Hours #	32	0	32	0	0	0	32	0	32	0	0	0	0	0	0	0	0
Time-Off Awards 41 or more Hours: Awards Given #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Time-Off Awards 41 or more Hours: Awards Given %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Time-Off Awards 41 or more Hours: Average Hours #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>CASH AWARDS</b>																	
Cash Awards \$500 and Under: Awards Given #	162	43	119	8	21	4	8	30	84	1	3	0	0	0	0	0	3
Cash Awards \$500 and Under: Awards Given %	100	26.55	73.46	4.94	12.97	2.47	4.94	18.52	51.86	0.62	1.86	0.00	0.00	0.00	0.00	0.00	1.86
Cash Awards \$500 and Under: Total Amount \$	45820	12682	33138	2650	6426	884	1867	8865	23079	283	899	0	0	0	0	0	867
Cash Awards \$500 and Under: Average Amount \$	282.84	294.93	278.47	331.25	306	221	233.38	295.5	274.75	283	299.67	0	0	0	0	0	289
Cash Awards: \$501 - \$999: Awards Given #	39	17	22	2	0	0	2	15	20	0	0	0	0	0	0	0	0
Cash Awards: \$501 - \$999: Awards Given %	100	43.59	56.42	5.13	0.00	0.00	5.13	38.47	51.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cash Awards: \$501 - \$999: Total Amount \$	29450	12773	16677	1356	0	0	1216	11417	15461	0	0	0	0	0	0	0	0
Cash Awards: \$501 - \$999: Average Amount \$	755	751	758	678	0	0	608	761	773	0	0	0	0	0	0	0	0
Cash Awards: \$1000 - \$1999: Awards Given #	501	177	324	14	30	16	17	136	269	10	5	0	0	2	1	1	1
Cash Awards: \$1000 - \$1999: Awards Given %	100	35.33	64.68	2.80	5.99	3.20	3.40	27.15	53.70	2.00	1.00	0.00	0.00	0.00	0.40	0.20	0.20
Cash Awards: \$1000 - \$1999: Total Amount \$	776992	266569	510423	20197	47950	24671	23906	204962	425385	15482	7720	0	0	0	3604	1257	1858
Cash Awards: \$1000 - \$1999: Average Amount \$	1550	1506	1575	1442	1598	1541	1406	1507	1581	1548	1544	0	0	0	1802	1257	1858



**Table B1-1: TOTAL WORKFORCE - Distribution by Disability Status (Participation Rate)**

Employment Tenure	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurer [93]
<b>TOTAL WORKFORCE</b>																	
Total Workforce: Prior FY #	1034	901	47	86	14	0	2	0	3	3	0	2	1	0	3	0	0
Total Workforce: Prior FY %	100	87.14	4.55	8.32	1.36	0.00	0.20	0.00	0.30	0.30	0.00	0.20	0.10	0.00	0.30	0.00	0.00
Total Workforce: Current FY #	1048	886	73	89	13	0	2	0	1	3	0	2	1	0	4	0	0
Total Workforce: Current FY %	100	84.55	6.97	8.50	1.25	0.00	0.20	0.00	0.10	0.29	0.00	0.20	0.10	0.00	0.39	0.00	0.00
Total Workforce: 501 Goal %				12.00	2.00												
Total Workforce: Difference #	14	-15	26	3	-1	0	0	0	-2	0	0	0	0	0	1	0	0
Total Workforce: Ratio Change %	0.00	-2.59	2.42	0.18	-0.11	0.00	0.00	0.00	-0.20	-0.01	0.00	0.00	0.00	0.00	0.09	0.00	0.00
Total Workforce: Net Change %	1.36	-1.66	55.32	3.49	-7.14	0.00	0.00	0.00	-66.66	0.00	0.00	0.00	0.00	0.00	33.34	0.00	0.00
<b>EMPLOYEE GAINS</b>																	
Total Workforce: New Hires #	91	52	30	9	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: New Hires %	100	57.15	32.97	9.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>EMPLOYEE LOSSES</b>																	
Total Workforce: Reduction in Force #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Reduction in Force %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Removal #	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Removal %	100	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Resignation #	13	6	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Resignation %	100	46.16	30.77	23.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Retirement #	40	35	2	3	1	0	0	0	1	0	0	0	0	0	0	0	0
Total Workforce: Retirement %	100	87.50	5.00	7.50	2.50	0.00	0.00	0.00	2.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Other Separations #	30	23	4	3	1	0	0	0	1	0	0	0	0	0	0	0	0
Total Workforce: Other Separations %	100	76.67	13.34	10.00	3.34	0.00	0.00	0.00	3.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Total Separations #	85	64	10	11	2	0	0	0	2	0	0	0	0	0	0	0	0
Total Workforce: Total Separations %	100	75.30	11.77	12.95	2.36	0.00	0.00	0.00	2.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>PERMANENT WORKFORCE</b>																	
Permanent Workforce: Prior FY #	1033	900	47	86	14	0	2	0	3	3	0	2	1	0	3	0	0
Permanent Workforce: Prior FY %	100	87.13	4.55	8.33	1.36	0.00	0.20	0.00	0.30	0.30	0.00	0.20	0.10	0.00	0.30	0.00	0.00
Permanent Workforce: Current FY #	1045	884	73	88	13	0	2	0	1	3	0	2	1	0	4	0	0
Permanent Workforce: Current FY %	100	84.60	6.99	8.43	1.25	0.00	0.20	0.00	0.10	0.29	0.00	0.20	0.10	0.00	0.39	0.00	0.00
Permanent Workforce: Difference #	12	-16	26	2	-1	0	0	0	-2	0	0	0	0	0	1	0	0
Permanent Workforce: Ratio Change %	0.00	-2.53	2.44	0.10	-0.11	0.00	0.00	0.00	-0.20	-0.01	0.00	0.00	0.00	0.00	0.09	0.00	0.00
Permanent Workforce: Net Change %	1.17	-1.77	55.32	2.33	-7.14	0.00	0.00	0.00	-66.66	0.00	0.00	0.00	0.00	0.00	33.34	0.00	0.00
<b>EMPLOYEE GAINS</b>																	



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<b>Employment Tenure</b>	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurer [93]
Temporary Workforce: Other Separations #	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary Workforce: Other Separations %	100	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Temporary Workforce: Total Separations #	5	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary Workforce: Total Separations %	100	20.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>SCHEDULE A EMPLOYEES IN PERMANENT WORKFORCE</b>																	
<b>EMPLOYEE GAINS</b>																	
<b>EMPLOYEE LOSSES</b>																	

**Table B1-2: TOTAL WORKFORCE - Distribution by Disability Status (Inclusion Rate)**

Employment Tenure	Total	Persons Without Disability	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurement [93]	
<b>TOTAL WORKFORCE (Participation Rate)</b>																			
Total Workforce: Prior FY #	1034	948	901	47	86	14	0	2	0	3	3	0	2	1	0	3	0	0	
Total Workforce: Prior FY %	100	91.69	87.14	4.55	8.32	1.36	0.00	0.20	0.00	0.30	0.30	0.00	0.20	0.10	0.00	0.30	0.00	0.00	
Total Workforce: Current FY #	1048	959	886	73	89	13	0	2	0	1	3	0	2	1	0	4	0	0	
Total Workforce: Current FY %	100	91.51	84.55	6.97	8.50	1.25	0.00	0.20	0.00	0.10	0.29	0.00	0.20	0.10	0.00	0.39	0.00	0.00	
Total Workforce: 501 Goal %					12.00	2.00													
Total Workforce: Difference #	14	11	-15	26	3	-1	0	0	0	-2	0	0	0	0	0	1	0	0	
Total Workforce: Ratio Change %	0.00	-0.18	-2.59	2.42	0.18	-0.11	0.00	0.00	0.00	-0.20	-0.01	0.00	0.00	0.00	0.00	0.09	0.00	0.00	
Total Workforce: Net Change %	1.36	1.17	-1.66	55.32	3.49	-7.14	0.00	0.00	0.00	-66.66	0.00	0.00	0.00	0.00	0.00	33.34	0.00	0.00	
<b>EMPLOYEE GAINS (Participation Rate)</b>																			
Total Workforce: New Hires #	91	82	52	30	9	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Workforce: New Hires %	100	90.11	57.15	32.97	9.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>EMPLOYEE LOSSES (Inclusion Rate)</b>																			
Total Workforce: Reduction in Force #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Workforce: Reduction in Force %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total Workforce: Removal #	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Workforce: Removal %	0.20	0.00	0.00	0.00	2.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total Workforce: Resignation #	13	10	6	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Workforce: Resignation %	1.25	1.05	0.68	5.48	3.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total Workforce: Retirement #	40	37	35	2	3	1	0	0	0	1	0	0	0	0	0	0	0	0	
Total Workforce: Retirement %	3.82	3.86	3.96	2.74	3.38	7.70	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total Workforce: Other Separations #	30	27	23	4	3	1	0	0	0	1	0	0	0	0	0	0	0	0	
Total Workforce: Other Separations %	2.87	2.82	2.60	5.48	3.38	7.70	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total Workforce: Total Separations #	85	74	64	10	11	2	0	0	0	2	0	0	0	0	0	0	0	0	
Total Workforce: Total Separations %	8.12	7.72	7.23	13.70	12.36	15.39	0.00	0.00	0.00	200.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>PERMANENT WORKFORCE (Participation Rate)</b>																			
Permanent Workforce: Prior FY #	1033	947	900	47	86	14	0	2	0	3	3	0	2	1	0	3	0	0	
Permanent Workforce: Prior FY %	100	91.68	87.13	4.55	8.33	1.36	0.00	0.20	0.00	0.30	0.30	0.00	0.20	0.10	0.00	0.30	0.00	0.00	
Permanent Workforce: Current FY #	1045	957	884	73	88	13	0	2	0	1	3	0	2	1	0	4	0	0	
Permanent Workforce: Current FY %	100	91.58	84.60	6.99	8.43	1.25	0.00	0.20	0.00	0.10	0.29	0.00	0.20	0.10	0.00	0.39	0.00	0.00	
Permanent Workforce: Difference #	12	10	-16	26	2	-1	0	0	0	-2	0	0	0	0	0	1	0	0	
Permanent Workforce: Ratio Change %	0.00	-0.10	-2.53	2.44	0.10	-0.11	0.00	0.00	0.00	-0.20	-0.01	0.00	0.00	0.00	0.00	0.09	0.00	0.00	
Permanent Workforce: Net Change %	1.17	1.06	-1.77	55.32	2.33	-7.14	0.00	0.00	0.00	-66.66	0.00	0.00	0.00	0.00	0.00	33.34	0.00	0.00	
<b>EMPLOYEE GAINS (Participation Rate)</b>																			



<b>Employment Tenure</b>	Total	Persons Without Disability	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurement [93]
Temporary Workforce: Other Separations #	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary Workforce: Other Separations %	33.34	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Temporary Workforce: Total Separations #	5	5	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary Workforce: Total Separations %	0.48	0.53	0.12	5.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>SCHEDULE A EMPLOYEES IN PERMANENT WORKFORCE (Participation Rate)</b>																		
<b>EMPLOYEE GAINS (Participation Rate)</b>																		
<b>EMPLOYEE LOSSES (Inclusion Rate)</b>																		

**Table B2: PERMANENT WORKFORCE BY COMPONENT - Distribution by Disability Status (Participation Rate)**

Subordinate Component	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurer [93]
501 Goal %				12.00	2.00												
FQ00 #	695	590	48	57	8	0	1	0	1	2	0	2	1	0	1	0	0
FQ00 %	100	84.90	6.91	8.21	1.16	0.00	0.15	0.00	0.15	0.29	0.00	0.29	0.15	0.00	0.15	0.00	0.00
FQ02 #	350	294	25	31	5	0	1	0	0	1	0	0	0	0	3	0	0
FQ02 %	100	84.00	7.15	8.86	1.43	0.00	0.29	0.00	0.00	0.29	0.00	0.00	0.00	0.00	0.86	0.00	0.00





























Court Services and Offender Supervision Agency for the District of Columbia

For period covering October 1, 2022 to September 30, 2023.

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<b>Upward Mobility to Senior Grade Levels</b>	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurement [93]
Eligible for Career Development Program #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Eligible for Career Development Program %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicants for Career Development Program #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Applicants for Career Development Program %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Selections for Career Development Program #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Selections for Career Development Program %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>GS-15 or Equivalent #</b>																	
GS-15 or Equivalent #	43	32	5	6	1	0	0	0	0	0	0	0	0	0	1	0	0
GS-15 or Equivalent %	100	74.42	11.63	13.96	2.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.33	0.00	0.00
<b>INTERNAL COMPETITIVE PROMOTIONS</b>																	
<b>Vacancy Announcements #</b>																	
Vacancy Announcements #	0																
<b>Relevant Applicant Pool %</b>																	
Relevant Applicant Pool %	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Internal Applications #</b>																	
Internal Applications #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Internal Applications %</b>																	
Internal Applications %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Qualified Internal Applicants #</b>																	
Qualified Internal Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Qualified Internal Applicants %</b>																	
Qualified Internal Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Referred Applicants #</b>																	
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Referred Applicants %</b>																	
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Interviewed Applicants #</b>																	
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Interviewed Applicants %</b>																	
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Internal Selections #</b>																	
Internal Selections #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Internal Selections %</b>																	
Internal Selections %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>NEW HIRES</b>																	
<b>Vacancy Announcements #</b>																	
Vacancy Announcements #	0																
<b>Voluntarily Identified Applicants #</b>																	
Voluntarily Identified Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Voluntarily Identified Applicants %</b>																	
Voluntarily Identified Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Qualified External Applicants #</b>																	
Qualified External Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Qualified External Applicants %</b>																	
Qualified External Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Referred Applicants #</b>																	
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Referred Applicants %</b>																	
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Interviewed Applicants #</b>																	
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Interviewed Applicants %</b>																	
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>External Selections #</b>																	
External Selections #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>External Selections %</b>																	
External Selections %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>CAREER DEVELOPMENT PROGRAM</b>																	























COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
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