

## 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 Yes

b. Cluster GS-11 to SES (PWD) Answer Yes

In FY 2021, the percentage of PWD in the GS-1 to GS-10 cluster of the permanent workforce was at a rate of 10.56%, which was an increase from the 9.88% rate in FY 2020. The 10.56% rate is lower than the expected 12% benchmark, indicating a trigger. PWD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 7.94% in FY 2021, which was an increase from the FY 2020 rate of 5.94%. The 7.94% 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 2021, the percentage of PWTD in the GS-1 to GS-10 cluster of the permanent workforce was 0.62%, which was a decrease from the rate of 1.16% rate in FY 2020. The FY 2021 rate of 0.62% 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 1.50% in FY 2021, which was an increase from FY 2020's rate of 1.34%. The FY 2021 rate of 1.50% 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-1 to GS-10	161	17	10.56	1	0.62
Grades GS-11 to SES	870	69	7.93	13	1.49

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 these goals and provides additional 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 2021, 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 assist with developing ideas for the structure, design, goals, and objectives of the Disability Advisory Committee (ADAC) to improve the participation rate for PWD and PTWD. Those efforts led the Agency to relaunch the ADAC in FY 2021, which will take a leading role in communicating and encouraging supervisors to consider using Schedule A hiring authority. The ADAC began a campaign to remind employees annually about the importance of reporting and updating their disability status 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, the ADAC began discussing its efforts to oversee OHR and OCHM's 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 ADAC began discussing the possibility of creating a working group of various stakeholders to conduct an examination of barriers as well as agency policies and procedures pertaining to the recruitment, hiring, and retention of women, minorities and 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 No

In April 2021, the EEOC approved and the Agency implemented its revised 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. The Agency will continue to monitor the trend in requests and the timeliness of the request processing over the next year and then 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	
Section 508 Compliance	0	2	0	william.kirkendale@csosa.gov
Processing applications from PWD and PWTB	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 Placement Coordinator, OHR

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	1	0	0	Jillian Martin, Assistant Director, OHR, E&LR
Architectural Barriers Act Compliance	0	2	0	Wikita.Stegman@csosa.gov
Special Emphasis Program for PWD and PWTD	0	0	1	Marjorie.Owens@csosa.gov

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 No

During FY 2021, 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 2021 (MD-715 Disability and Reasonable Accommodation Track) 2. Mandatory EEO training on Reasonable Accommodation and the No FEAR Act. The Agency will continue to focus on providing training opportunities to the OHR staff serving as the RAC.

**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 No

In April 2021, the EEOC approved and the Agency implemented its revised 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 due to COVID-19 related illnesses and the concern that an increase in onsite operations was imminent. The Agency will continue to monitor the trend in requests and the timeliness of the request processing over the next year and then may be in a better position to assess what, if any, additional resources may be necessary.

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

<b>Brief Description of Program Deficiency</b>	B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]		
<b>Objective</b>	Evaluate Agency’s current staffing, training, and funding levels to determine sufficiency for effectively managing the Reasonable Accommodation program.		
<b>Target Date</b>	Dec 30, 2019		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Nov 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.
	Dec 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.
	Dec 30, 2018		Revise the Reasonable Accommodation policy and procedures.
	Dec 30, 2018		Identify the OHR position to serve as Reasonable Accommodation Coordinator in revised Reasonable Accommodation policy and procedures.
	Jan 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.
	Jun 30, 2023		Review the trend in the number of requests and the timeliness in processing to determine if training and staffing are sufficient.
	Feb 28, 2024 Jun 30, 2024		If training insufficient, identify additional training resources to provide. If staffing level is insufficient, determine if a full-time and/or part-time FTE can be established to increase timeliness in complaint processing.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	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. 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	The Agency will continue to monitor the timeliness of request processing and explore ways to gain greater efficiency in processing requests.	
	2019	The Agency completed the review of the staffing levels of EEO and OHR and identified the OHR position to serve as the Reasonable Accommodation Coordinator.	
	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>
	Sep 20, 2019	April 30, 2021	Consult with OHR to discuss impediments to timely processing of all reasonable accommodation requests.
	Jan 31, 2020	April 30, 2021	Once revised Reasonable Accommodation procedures are implemented, designated Reasonable Accommodation Coordinator (RAC) will process all reasonable accommodation requests.
	Mar 30, 2020	July 26, 2021	Schedule training for supervisors on Reasonable Accommodation policy and procedures.
	Apr 30, 2020		Begin monitoring timeliness of request processing under revised program.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2018	The working group began drafting a revised Reasonable Accommodation policy.	
	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	The Agency will continue to monitor the timeliness of request processing and explore ways to gain greater efficiency in processing requests.	
2019	The working group completed a draft on November 1, 2018, which was submitted for further review.		

<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>	Establish a process for 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>
	Oct 30, 2018		EEO, CSOSA's OHR and PSA's OHCM begin to formulate viable plans to implement the Affirmative Action Plan for Individuals with Disabilities.
	Oct 30, 2018		Explore the current usage of the Agency's Schedule A database and identify methods or processes to increase usage of the database.
	Jan 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.
	Jan 30, 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.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2022	The Agency expects to continue its outreach efforts as well as work on developing training on hiring authorities that take disability into account.	
	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.	

## 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 PWTDD

### 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 2021, 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 PWTDD. In FY 2021, the Agency was below the 12% goal of PWD in the GS-1 to GS-10 cluster at 10.56% and the GS-11 to SES cluster at 7.94%. The Agency was below the goal of 2% of PWTDD in the same clusters at 0.62% and 1.50%, respectively. The Agency will continue to implement the following multi-pronged and multi-year recruitment strategies in FY 2021, FY 2022, FY 2023, and FY 2024: 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 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 will explore 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 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 its practice of annually 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.

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

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

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

Using the goals of 12% for PWD and 2% for PWTD, a trigger exists among new hires for PWTD only. In FY 2021, 12, or 28.57%, of the Agency’s new hires identified as having a disability. None identified as having a targeted disability.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	0				
% of Qualified Applicants	0				
% of New Hires	0				

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 Yes

In FY 2021, the Agency hired 19 individuals for its MCO series 0101. Of the 19, 4, or 21.05%, identified as having a disability. None identified as having a targeted disability.

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 No
- b. Qualified Applicants for MCO (PWTD) Answer Yes

In FY 2021, the Agency selected 17 internal applicants for its MCO series 0101. Of those 17 selectees, 2, or 11.76%, identified as having a disability. None identified as having a targeted disability, suggesting a trigger for PWTD.

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 No



b. Promotions for MCO (PWTD)

Answer Yes

In FY 2021, the Agency competitively promoted 17 internal applicants in MCO series 0101. Of those 17 selectees, 2, or 11.76%, identified as having a disability. None identified as having a targeted disability, suggesting a trigger for PWTD.

## 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 2021, FY 2022, FY 2023, FY 2024, and FY 2025, the Agency plans to continue 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.
- 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 OPPORTUNITIES

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

Employees are encouraged to take advantage of the variety of programs the Agency usually offers because training promotes professional and personal development. 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 o Partnership for Public Service: Emerging Human Resources Leaders

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

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

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 2021, the Agency did not have the data available to determine triggers for all EEO groups, although there was limited information to suggest that there is a trigger for PWD/PWTD. However, the Agency’s current 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 2021, the Agency did not have the data available to determine triggers for all EEO groups, although there is limited information to suggest that there is a trigger for PWD and PWTD. However, the Agency’s current 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 2021, PWD received awards at a slightly greater rate than their percentage representation in the Agency’s total workforce. For example, 8.38% of the Agency’s total workforce identified as having a disability, and 8.59% of the Agency’s awards were provided to individuals with disabilities. For time-off awards, the Agency awarded 560 time-off awards and 51 of those time-off awards (9.11%) were provided to individuals with disabilities. Of the Agency’s highest time-off awards (31-40 hours), 10.07% were provided to individuals with disabilities. For cash awards, 8.40% of the Agency’s total cash awards were awarded to individuals with disabilities. The distribution of cash awards for individuals with disabilities was spread across the Agency, with the following distribution to PWD: <\$501 = 10.69%, \$501-\$999 = 0%, \$1,000 – \$1,999 = 9.55%, \$2,000 - \$2,999 = 3.80%, \$3,000-\$3999 = 10.74%, \$4,000-\$4,999=10.00%, >\$4,999=6.67%. In FY 2021, PWTD received awards at an equivalent rate as compared to other groups of employees. For example, 1.35% of the CSOSA workforce identified as having a targeted disability, and a slightly higher percent (1.57%) of awards were provided to individuals with targeted disabilities. For time-off awards, the Agency awarded 11 of those time-off awards (1.963%) to individuals with targeted disabilities, and 3.60% of the Agency’s highest time-off awards (31-40 hours) were provided to individuals with targeted disabilities. For cash awards, 1.38% of the total cash awards were provided to individuals with targeted disabilities. The distribution of cash awards for individuals with targeted disabilities was spread across the Agency as follows: <\$501 = 1.53%, \$501-\$999 = 0%, \$1,000 – \$1,999 = 1.40%, \$2,000 - \$2,999 = 0%, \$3,000-\$3,999 = 2.68%, \$4,000-\$4,999=4.00%, >\$4,999=0.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	168	16.28	16.05	21.43	15.28
Time-Off Awards 1 - 10 Hours: Total Hours	1112	113.95	105.46	171.43	102.78
Time-Off Awards 1 - 10 Hours: Average Hours	6.62	8.14	0.72	57.14	-1.39
Time-Off Awards 11 - 20 hours: Awards Given	189	20.93	18.01	14.29	22.22
Time-Off Awards 11 - 20 Hours: Total Hours	2957	324.42	281.88	257.14	337.50
Time-Off Awards 11 - 20 Hours: Average Hours	15.65	18.02	1.71	128.57	-3.47
Time-Off Awards 21 - 30 hours: Awards Given	64	5.81	6.33	7.14	5.56
Time-Off Awards 21 - 30 Hours: Total Hours	1582	146.51	156.33	171.43	141.67
Time-Off Awards 21 - 30 Hours: Average Hours	24.72	29.30	2.70	171.43	1.67
Time-Off Awards 31 - 40 hours: Awards Given	139	16.28	13.43	35.71	12.50
Time-Off Awards 31 - 40 Hours: Total Hours	5098	567.44	494.54	1200.00	444.44
Time-Off Awards 31 - 40 Hours: Average Hours	36.68	40.53	4.02	240.00	1.75
Time-Off Awards 41 or more Hours: Awards Given	100	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	3	0.00	0.33	0.00	0.00
Cash Awards: \$501 - \$999: Total Amount	2475	0.00	270.20	0.00	0.00
Cash Awards: \$501 - \$999: Average Amount	825	0.00	90.07	0.00	0.00
Cash Awards: \$1000 - \$1999: Awards Given	356	39.53	33.73	35.71	40.28
Cash Awards: \$1000 - \$1999: Total Amount	497979	59348.84	46687.88	54778.57	60237.50
Cash Awards: \$1000 - \$1999: Average Amount	1398.82	1745.56	151.09	10955.71	-45.31
Cash Awards: \$2000 - \$2999: Awards Given	237	10.47	24.45	0.00	12.50
Cash Awards: \$2000 - \$2999: Total Amount	559008	24719.77	57585.37	0.00	29526.39
Cash Awards: \$2000 - \$2999: Average Amount	2358.68	2746.64	257.08	0.00	3280.71
Cash Awards: \$3000 - \$3999: Awards Given	149	18.60	14.52	28.57	16.67
Cash Awards: \$3000 - \$3999: Total Amount	496973	62963.95	48343.23	98328.57	56087.50
Cash Awards: \$3000 - \$3999: Average Amount	3335.39	3935.24	363.48	24582.14	-79.43
Cash Awards: \$4000 - \$4999: Awards Given	50	5.81	4.69	14.29	4.17
Cash Awards: \$4000 - \$4999: Total Amount	218953	25854.65	20488.32	62857.14	18659.72
Cash Awards: \$4000 - \$4999: Average Amount	4379.06	5170.93	476.47	31428.57	65.28
Cash Awards: \$5000 or more: Awards Given	15	1.16	1.53	0.00	1.39
Cash Awards: \$5000 or more: Total Amount	81470	7558.14	8184.50	0.00	9027.78
Cash Awards: \$5000 or more: Average Amount	5431.33	7558.14	584.61	0.00	9027.78

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 2021, PWD received 1 of the 24 quality step increases (QSIs), which was 4.17% of the QSIs. However, PWTd did not receive any QSIs.

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 | No  |
| ii. Internal Selections (PWD)          | Answer | No  |
| b. Grade GS-15                         |        |     |
| i. Qualified Internal Applicants (PWD) | Answer | Yes |
| ii. Internal Selections (PWD)          | Answer | Yes |
| c. Grade GS-14                         |        |     |
| i. Qualified Internal Applicants (PWD) | Answer | Yes |
| ii. Internal Selections (PWD)          | Answer | Yes |
| d. Grade GS-13                         |        |     |
| i. Qualified Internal Applicants (PWD) | Answer | Yes |
| ii. Internal Selections (PWD)          | Answer | Yes |

For FY 2021, the Agency did not have the data available to determine triggers, although there is limited information to suggest that there is a trigger for PWD and PWTD.

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 | No |
| ii. Internal Selections (PWTD)          | Answer | No |
| b. Grade GS-15                          |        |    |
| i. Qualified Internal Applicants (PWTD) | Answer | No |

ii. Internal Selections (PWTD)	Answer	No
c. Grade GS-14		
i. Qualified Internal Applicants (PWTD)	Answer	No
ii. Internal Selections (PWTD)	Answer	No
d. Grade GS-13		
i. Qualified Internal Applicants (PWTD)	Answer	No
ii. Internal Selections (PWTD)	Answer	No

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	Yes
b. New Hires to GS-15 (PWD)	Answer	Yes
c. New Hires to GS-14 (PWD)	Answer	Yes
d. New Hires to GS-13 (PWD)	Answer	Yes

In FY 2020, there were 16 new hires at grade GS 13-SES. None of the new hires 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	Yes
b. New Hires to GS-15 (PWTD)	Answer	Yes
c. New Hires to GS-14 (PWTD)	Answer	Yes
d. New Hires to GS-13 (PWTD)	Answer	Yes

The Agency continues to work on the process for improving the analysis of the triggers involving PWTD among the new hires to the senior grade level.

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	No

- 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

The Agency continues to work on the process for improving the analysis of the triggers involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions.

6. Does your agency have a trigger involving PWTDD 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 (PWTDD) Answer Yes
  - ii. Internal Selections (PWTDD) Answer Yes
- b. Managers
  - i. Qualified Internal Applicants (PWTDD) Answer Yes
  - ii. Internal Selections (PWTDD) Answer Yes
- c. Supervisors
  - i. Qualified Internal Applicants (PWTDD) Answer Yes
  - ii. Internal Selections (PWTDD) Answer Yes

The Agency continues to work on the process for improving the analysis of the triggers involving PWTDD among the qualified internal applicants and/or selectees for promotions to supervisory positions.

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 Yes
- b. New Hires for Managers (PWD) Answer Yes
- c. New Hires for Supervisors (PWD) Answer Yes

The Agency continues to work on the process of improving the analysis of the triggers involving PWD among the selectees for new hires to supervisory positions.

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

- a. New Hires for Executives (PWTD) Answer Yes
- b. New Hires for Managers (PWTD) Answer Yes
- c. New Hires for Supervisors (PWTD) Answer Yes

The Agency continues to work on the process of improving the analysis of the triggers involving PWTD among the selectees for new hires to supervisory positions.

## 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 2 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 No

In FY 2021, 10.14 % of PWD voluntarily separated. There were no PWD who were involuntarily separated.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	1	0.00	0.11
Permanent Workforce: Resignation	9	1.15	0.84
Permanent Workforce: Retirement	23	3.45	2.10
Permanent Workforce: Other Separations	34	2.30	3.36
Permanent Workforce: Total Separations	67	6.90	6.41

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

- a. Voluntary Separations (PWTD) Answer No
- b. Involuntary Separations (PWTD) Answer Yes



One PWTD voluntarily separated from the Agency in FY 2021.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	1	0.00	0.10
Permanent Workforce: Resignation	9	0.00	0.88
Permanent Workforce: Retirement	23	0.00	2.25
Permanent Workforce: Other Separations	34	0.00	3.32
Permanent Workforce: Total Separations	67	0.00	6.54

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. During the reporting period, there was insufficient data collected to allow for analysis. In FY 2021, the most common reasons for separation for both PWD and PWTD 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 2022, the Agency conducted an audit of the Agency’s field offices to determine the accessibility of the Agency’s facilities for disabled persons. The Agency also began discussing a plan to determine and catalogue the accessibility features of the Agency’s current technology. The Agency’s plan is to publicize the accessibility features and encourage employees to begin to explore using 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 2021, the Agency's guideline for Reasonable Accommodation request processing was 60 days. Based on those guidelines, 22.8% 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 2021, the Agency began providing training 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 2021, the Agency began 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 2021, 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 2021, 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> Participation rate of PWD and PWTD		<b>Description of Policy, Procedure, or Practice</b> 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