Meeting of the Federal Exchange on Employment and Disability (FEED)

April 12, 2023
**Agenda**

**Introduction** (1:00-1:05 p.m.)
- Akinyemi Banjo, Policy Advisor, Employer and Workplace Policy Team, ODEP, Department of Labor

**Welcoming Remarks** (1:05-1:10 p.m.)
- Taryn Williams, Assistant Secretary for Disability Employment Policy, Department of Labor

**Presentation: Section 508 Updates** (1:10-1:40 p.m.)
- Andrew Nielson, Director, Government-wide IT Accessibility Program, Office of Government-wide Policy, GSA
- Alison Levy, Director, Office of Technical and Information Services, U.S. Access Board

**Presentation: Including Assistive Technology Support in IT Help Desk** (1:40-2:10 p.m.)
- Alex Koudry, Program Analyst, Office of Administrative Services, General Services Administration (GSA)
- Kevin Grogg, Global Product Owner for Assistive Technologies, EY

**Agency Spotlight: Federal Aviation Administration (FAA) Air Traffic Controller Program** (2:10-2:40 p.m.)
- Mike Looney, Management & Program Analyst, FAA
- Laura Tronge, Disability/Diversity Program Manager, FAA

**Question and Answer Session** (2:40-2:55 p.m.)

**Closing Remarks** (2:55-3:00 p.m.)
- Wendy Strobel Gower, Employer Assistance & Resource Network on Disability Inclusion (EARN)

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AskEARN.org
Our Presenters

Andrew Nielson
- Director, Government-wide IT Accessibility Program, Office of Government-wide Policy, General Services Administration (GSA)

Alison Levy
- Director, Office of Technical and Information Services, U.S. Access Board

Alex Koudry
- Program Analyst, Office of Administrative Services, General Services Administration (GSA)

Kevin Grogg
- Global Product Owner for Assistive Technologies, EY

Mike Looney
- Management & Program Analyst, FAA

Laura Tronge
- Disability/Diversity Program Manager, FAA
Section 508 Updates

Andrew Nielson
Director, Government-wide IT Accessibility Program, Office of Government-wide Policy, General Services Administration (GSA)

Alison Levy
Director, Office of Technical and Information Services, U.S. Access Board
Section 508 of the Rehabilitation Act

Requires Federal departments, agencies, and the USPS to:

- Develop, procure, maintain or use information and communications technology (ICT) that is accessible to and usable by individuals with disabilities, and to give
  - Employees with disabilities and
  - Members of the public with disabilities
- access to information comparable to the access available to others.

Citation: 29 U.S.C. § 794d
Our Agencies

U.S. Access Board (USAB)

• Issue and interpret the 508 Standards.
• Provide technical assistance and respond to questions about the Section 508 standards and guidelines.
• Maintain help desks where we respond to emails and phone calls about Section 508 of the Rehabilitation Act.
• Leader of Federal Accessibility Community of Practice (ACOP) and subcommittees.
• Sponsor bi-monthly 508 Best Practices webinar series.

General Services Administration (GSA)

• Provide technical assistance on implementation of the Section 508 standards and guidelines.
• Maintain help desks where we respond to emails about Section 508 of the Rehabilitation Act.
• Maintain Section508.gov as the primary source of guidance and best practices for implementing Section 508 requirements.
• Develop tools, training, guidance, and other resources to assist agencies in implementing Section 508 requirements with USAB and ACOP.
• Host bi-monthly 508 PM and quarterly 508 Huddle Meetings for practitioners.
Senate Section 508 Activity

• 2022 Senate letters to agencies: VA, DOJ, GAO, GSA

• Senate Hearing: Accessible Federal Technology for People with Disabilities, Older Americans, and Veterans

• Unlocking the Virtual Front Door (PDF) - The Aging Committee Section 508 Report

• New requirements for Section 508 Assessment and Reporting (§ 752 of Consolidated Appropriations Act, 2023)
DOJ & GSA Section 508 Report

• DOJ transmitted *Section 508 Report to Congress and the President* Feb. 21, 2023
• Joint report, produced in collaboration between GSA and DOJ
• Data primarily gathered from semi-annual reporting by CFO Act agencies (and other voluntary reporters) via OMB’s Integrated Data Collection program
• GSA published semi-annual *Section 508 Program Maturity Reports*, April 3, 2023
New Section 508 Reporting Requirements

Consolidated Appropriations Act, 2023, §752: Update of Section 508 Assessment Criteria

- April 8, 2023 (100 days) - OMB (in consultation with GSA and USAB) publish updated Section 508 Assessment Criteria (https://www.section508.gov/section-508-assessment/)
- August 11, 2023 (225 days) – Agencies submit reports/data using revised Assessment Criteria
- December 29, 2023 (1 year) – GSA (in consultation with OMB) provide report to Congress with assessment of agency compliance
## Assessment Criteria Overview

### 40 Accessibility Maturity Questions
Questions focused on assessing maturity and health of agency accessibility, categories are:
- IT Accessibility Program Office
- Policies, Procedure, and Practices
- Acquisition and Procurement
- Technology Lifecycle Activities
- Testing and Validation
- Communications
- Content Creation
- Training
- Human Capital, Culture and Leadership

### 43 Conformance Questions
Questions focused on specific performance metrics for: web, hardware, software, documents, selected enterprise applications, and targeted program outcomes

### 22 General Information Questions
Questions collecting general/background information on the program including: federal FTEs, contracting support, financials, task organization, and complaints, among others

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*Questionnaire is accompanied by an instructions document. Supplemental guidance by question is also under development.*
Simple Steps to Support Accessibility

1. Create accessible documents and teach others: https://www.section508.gov/training-home/#Onlinetraining

2. Communicate with employees with disabilities on their experiences.

3. Team up with Section 508 Program Managers.

4. Volunteer and attend the annual Interagency Accessibility Forum, November 7-9, 2023: https://www.section508.gov/iaaf/
Contact Us

U.S. Access Board
202-272-0080, Ext. 3
508@access-board.gov | access-board.gov

GSA IT Accessibility Program
Office of Government-wide Policy
section.508@gsa.gov | section508.gov
Including Assistive Technology Support in IT Help Desk

Alex Koudry
Program Analyst, Office of Administrative Services, General Services Administration (GSA)

Kevin Grogg
Global Product Owner for Assistive Technologies, EY
Background - GSA Accommodations

- GSA has Local Reasonable Accommodation Coordinators (LRACs), that work for our Office of Human Resource Management (OHRM). It is critical to have this framework in place.
- OHRM has some centralized reasonable accommodations (RA) funding.
- Our technology office, GSA IT, manages hardware and software RAs - installations, tracking, maintenance, etc.
- HR needs to work closely with our information technology organization to ensure that accommodations selected are supported, managed, and installed for the customer.
Example Stakeholder Needs

- OHRM - Only supervisor approved accommodations are implemented.
- GSA IT - Requested accommodations are approved as working with our IT infrastructure.
- OHRM - Supervisors and Employees are Informed that LRACs can help and that centralized funding is available.
- GSA IT - Needs persons purchasing accommodations to provide documentation to update inventory and create software entitlements.
- OHRM - LRACs to be recognized for providing and documenting solutions.
● When employees contact the IT Helpdesk for accommodations they are referred to a list of LRACs, copied to a central LRAC email address.
● LRAC facilitates the good faith interactive dialogue between Decision Maker (DM) and the employee requesting accommodation.
● IT organization also has a dedicated assistive technology team with a central email box. They can assist with options that work in our environment, what the capabilities of laptops are, etc.
● When accommodation is selected, the LRAC contacts a different OHRM organization that manages the centralized funding, they procure the accommodation.

● The OHRM team acquiring the accommodation creates an asset record or software entitlement in the IT Helpdesk application, informing the LRAC when this is complete.

● The LRAC who informs customer, copying the DM, to contact the IT helpdesk for installation.
Federal Aviation Administration (FAA) Air Traffic Controller Program

Mike Looney
Management & Program Analyst, FAA

Laura Tronge
Disability/Diversity Program Manager, FAA
Federal Aviation Administration (FAA)

- Regulates civil aviation to promote safety
- Develops and operates a system of air traffic control & navigation for both civil & military aircraft
- Develops and carries out programs to control aircraft noise & other environmental effects of civil aviation
- Issues, suspends, or revokes pilot certificates
- Researches & develops National Airspace System & Civil aeronautics
Everyday, the FAA provides service to more than 45,000 flights and 2.9 million airline passengers across more than 29 million square miles of airspace.
The FAA’s Aviation Development Program (ADP) uses FAA’s On-the-Spot hiring authority (Schedule A) to hire People with Disabilities and Targeted disabilities as paid Air traffic Controller Specialist trainees.
Aviation Development Program Framework

April 2018
- Business Case Development
- Charter/SOP
- Benchmarking
- SOP

July 2018
- Identify Positions
- Corporate Engagement
- Database Development
- Facility Selection

October 2018
- External Outreach
- Data Tracking
- Internal Training

July 2019
- Identify Barriers
- Data Tracking
- Phase I Candidate Selection

July 2020
- Phase II ARTCC Recruitment
- Document Success

AskEARN.org
The Office of Civil Rights (ACR) and the Air Traffic Organization (ATO) initiated the concept of the program and the ADP Taskforce Governance Structure to include the following the Lines of Business (LOB) and Staff Offices:

- Office of Civil Rights (ACR)
- Air Traffic Organization (ATO)
- Office of Human Resources (AHR)
- Office of Aviation Safety (AVS)
- Office of Security and HAZMAT Safety (ASH)
- National Air Traffic Controller Association (NATCA)

*Office of Chief Counsel (AGC) to provide Legal Counsel*
### ADP Pilot Locations

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<tr>
<th>Facility ID</th>
<th>Facility Name</th>
<th>Facility Location</th>
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<tbody>
<tr>
<td>ZBW</td>
<td>Boston ARTCC</td>
<td>Nashua, NH</td>
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<tr>
<td>ZME</td>
<td>Memphis ARTCC</td>
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<td>Seattle ARTCC</td>
<td>Auburn, WA</td>
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<td>ZOB</td>
<td>Cleveland ARTCC</td>
<td>Oberlin, OH</td>
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<td>ZJX</td>
<td>Jacksonville ARTCC</td>
<td>Hilliard, FL</td>
</tr>
<tr>
<td>ZLC</td>
<td>Salt Lake City ARTCC</td>
<td>Salt Lake City, UT</td>
</tr>
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<td>ZFW</td>
<td>Fort Worth ARTCC</td>
<td>Fort Worth, TX</td>
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<td>ZKC</td>
<td>Kansas City ARTCC</td>
<td>Olathe, KS</td>
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<tr>
<td>ZMP</td>
<td>Minneapolis ARTCC</td>
<td>Farmington, MN</td>
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<tr>
<td>ZDV</td>
<td>Denver ARTCC</td>
<td>Longmont, CO</td>
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<td>ENA</td>
<td>Kenai FSS</td>
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<td>Juneau FSS</td>
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<tr>
<td>FAI</td>
<td>Fairbanks FSS</td>
<td>Fairbanks, AK</td>
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ADP Process

1. Application (Resume and Schedule A)
2. ATSA Testing
3. FAA Sends Tentative Offer Letters
4. Clearances (Med/Sec)
5. On-the-Job Training Program (Selected Facility)
6. Attend ATC Academy
7. Successful Academy Completion
8. Candidate becomes ATC
9. Report to Facility
# From ATC Student to Specialist

## AVIATION DEVELOPMENT PILOT

### Required (Non Technical) Training (1 Week)
- Basic Orientation
- ASH SAVI
- Drug and Alcohol Testing
- Ethics

### Required (Technical) Training (15-17 weeks)
- Air Traffic Basics (5 weeks)
- En Route Stage 2 (selected modules (8 weeks)
- Flight Data Communication Specialist (2-4 weeks)

### Introduction to ATC (4-8 weeks)
- Shadow and Position Observation (On the Job Familiarization)
- RADAR Assist and RADAR positions (2-4 weeks each)

### Shadowing and Assignments (16-24 weeks)
- Flight Data Clearance Delivery (2-4 weeks)
- Traffic Management Unit (4 weeks)
- Center Weather Unit (2-4 weeks)
- Quality Control Office (2-4 weeks)
- Training Department (6-8 weeks)

### Training Immersion (13-17 weeks)
- En Route Automation Modernization (ERAM) Remote Pilot Training (1 week)
- Remote Pilot Operator in En Route D and R Side Training Lab (12-16 weeks)
Air Traffic Control Specialist (ATCS)

- The primary responsibility of an ATCS is to move air traffic safely and efficiently.
- Control air traffic on both ground and air.
- Work to safely guide over 50,000 aircraft per day.
- Be in constant verbal communication with pilots.
ATCS Qualifications

• U.S. citizen age 30 or below
• Registered for Selective Service (males born after 1959)
• Have three years of progressively responsible work experience, or a four-year degree, or any combination of education, and experience equaling three years of experience
• Successfully complete the Air Traffic Skills Assessment (AT-SA) exam
• Pass a medical and psychological exam
• Pass a security background investigation
• Be proficient in reading, writing, and understanding the English language
ADP QUALIFICATION REQUIREMENTS

• Schedule A Eligible
• U.S. Citizen age 30 or below
• Registered for Selective Service (males born after 1959)
• Have three years of progressively responsible work experience or four year degree or a combination of post-secondary education and work experience
• Successfully complete the Air Traffic Skills Assessment Exam
• Pass a medical and psychological exam
• Pass a security background investigation
• Be proficient in reading, writing, and understanding the English language
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<th>Phase 1</th>
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<tbody>
<tr>
<td>Applicants: <strong>62</strong></td>
<td>Qualified: <strong>43</strong></td>
<td>Passed AT-SA: <strong>14</strong></td>
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<td>Passed Medical and Security: <strong>3</strong></td>
<td>Completed On-the-Job Training: <strong>3</strong></td>
<td>Graduated Air Traffic Academy: <strong>1</strong></td>
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<td>Phase 2</td>
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<tr>
<td>Applicants: <strong>47</strong></td>
<td>Qualified: <strong>13</strong></td>
<td>Passed AT-SA: <strong>5</strong></td>
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<td>Passed Medical and Security: <strong>4</strong></td>
<td>Completed On-the-Job Training: <strong>3</strong></td>
<td>Graduated Air Traffic Academy: <strong>N/A</strong></td>
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<td>Phase 3</td>
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<td>Outreach Currently Underway</td>
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ADP Outreach Strategy

• Areas of Focus
  o People with Disabilities & People with Targeted Disabilities
  o Veteran’s Recruitment Appointment (VRA)
  o 30% or more Disabled Veterans

• Outreach Initiatives
  o USAJobs Public Notice
  o College/University Outreach Plan
  o Disability/Veteran Organizations Outreach Plan
  o Workforce Recruitment Program
  o Information Sessions
  o External Messaging
  o Social Media Promotion
Next Steps

- Complete Evaluation of Phase II
- Expand ADP into Other Mission Critical Occupations
- Identify Additional ARTCC Facilities
- Phase III Recruitment and Outreach
Resources

• ADP Public Notice - https://www.usajobs.gov/job/715348300

• ADP Website - https://www.faa.gov/jobs/diversity_inclusion/aviation_development_program/

Contact

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FAA Office of Civil Rights
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Upcoming EARN Events

EARN Webinar: Navigating Mental Health in Skilled Trade and Industrial Occupations
  o May 17, 2023, 2:00-3:00pm ET

June FEED Meeting
  o June 14, 2023, 1:00-3:00pm ET

September FEED Meeting
  o September 13, 2023, 1:00-3:00pm ET
The Employer Assistance and Resource Network on Disability Inclusion (EARN) is a resource for employers seeking to recruit, hire, retain, and advance qualified employees with disabilities. This publication is fully funded by the U.S. Department of Labor’s Office of Disability Employment Policy (ODEP) under cooperative agreement No. OD-33975-19-75-4-36 with Cornell University. The total four-year cost of this agreement amounts to $10,000,000. This document does not necessarily reflect the views or policies of the U.S. Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.