

## 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 |

No triggers identified

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

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

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

No triggers identified

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10					
Grades GS-11 to SES					

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

OCHCO issued a memorandum via email to HR personnel and hiring managers describing the agency's commitment to meeting the numerical goals set forth under Section 501. The memorandum emphasized the Agency overall goals for hiring PWD/PWTD and improving hiring efforts in the major job occupations and hiring Vets with disabilities.

### 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

N/A

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	
Answering questions from the public about hiring authorities that take disability into account	12	0	4	Zakia Sullivan, Program Manager, Selective Placement Coordinator, DSHQ HRMS Jaurin Joseph, Director of Talent Management Division Office of Human Capital, CISA Amanda Martens, Cybersecurity Recruiter, Office of Human Capital, CISA
Processing applications from PWD and PWTB	12	0	4	Tanya Harris, HR Spec. , Office of Inspector General/Office of Management Barbara Williams, HR Spec., Office of Inspector General/Office of Management Zakia Sullivan, Program Manager, Selective Placement Coordinator, DSHQ HRMS
Special Emphasis Program for PWD and PWTB	3	0	1	Darlene Avery, Disability Program Manager, Equal Employment Opportunity Office Zakia Sullivan, Program Manager, Selective Placement Coordinator, DSHQ HRMS
Processing reasonable accommodation requests from applicants and employees	1	0	0	Darlene Avery, Reasonable Accommodation Program Manager, Equal Employment Opportunity Office Monica Peyton, OIG, Human Resource Specialist; Office of Human Capital;

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Section 508 Compliance	1	0	0	Ribkha Hailu HQ Section 508 Program Manager Department of Homeland Security, MGMT/OCIO/OAST
Architectural Barriers Act Compliance	2	0	0	Alicia D. Stukes Chief Readiness Support Office Office (OCRSO) of Facility and Operation Support Mark Monahan Architect, OCRSO of Facility and Operation Support

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

In FY 2019, the agency engaged in activities designed to increase the knowledge and skills among the disability program staff including the participation in Special Emphasis Program Manager Training. All staff whose responsible for initial contact has been trained. The agency’s HR staff (staffing and recruitment specialist) were trained in Schedule A Hiring and Disability Etiquette. Three separate training sessions were conducted (OIG, MS & CISA HR staff) in FY 2018 and will be redone in FY 2021.

**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

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

<b>Brief Description of Program Deficiency</b>	A.2.a.2. Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)]		
<b>Objective</b>	To develop a HQ RA Procedures document		
<b>Target Date</b>	Sep 30, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2020		Coordinate with CRCL on drafting an RA Procedures for HQ
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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.		
<b>Objective</b>	To develop a HQ RA Procedures document		
<b>Target Date</b>	Sep 30, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2020		Coordinate with CRCL on drafting an RA Procedures for HQ
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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)]		
<b>Objective</b>	To develop a HQ RA Procedures document		
<b>Target Date</b>	Sep 30, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2020		Coordinate with CRCL on drafting an RA Procedures for HQ
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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)]		
<b>Objective</b>	To develop a HQ RA Procedures document		
<b>Target Date</b>	Sep 30, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2020		Coordinate with CRCL on drafting an RA Procedures for HQ
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<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>	To develop a collaborative relationship between OCHCO and DHS HQ EEO to implement the Affirmative Action Plan for Individuals with Disabilities.		
<b>Target Date</b>	Apr 15, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2019		DHS HQ EEO Director will schedule meetings with OCHCO POCs to discuss how to work together in implementing an Affirmative Action Plan for persons with disabilities.
	Dec 31, 2019		OCHCO will track data and conduct barrier analysis for persons with disabilities and targeted disabilities on a quarterly basis and meet with DHS HQ EEO Director to develop action plans.
	Apr 1, 2020		OCHCO and DHS HQ EEO will meet quarterly to discuss outcomes, trends, analysis, and effectiveness of the Affirmative Action plan.
	Apr 1, 2020		OCHCO and DHS HQ EEO will work together to ensure items on the Affirmative Action plan are completed.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	Held initial meetings with OCHCO and OIG HR to inform need to coordinate on implementing affirmative action plan for persons with disabilities.	

<b>Brief Description of Program Deficiency</b>	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.		
<b>Objective</b>	Develop an affirmative action plan and post it on internal and external websites.		
<b>Target Date</b>	Dec 31, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2019		Develop an Affirmative Action plan, based on data and barrier analysis of the MD-715 Part J.
	Jul 1, 2020		Route the Affirmative Action plan through all necessary parties for comments, edits, and suggestions.
	Sep 30, 2020		Finalize the Affirmative Action plan.
	Dec 31, 2020		Post the approved Affirmative Action plan to public and internal-facing websites.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	Preparing Affirmative Action Plan for posting online by late 2020.	

## 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.

Headquarters utilizes the WRP Program and accepts Schedule A applicants for posted positions. In addition, USAJobs resume mining; some recruiting and hiring events focusing on veterans.

- 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

30% disabled, Schedule A, VRA applicant

- 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.

Schedule A applicants: When an individual applies for a position with DHS-HQ under the Schedule A hiring authority, the individual will be placed on a Schedule A saved list for review. The individual’s application package is reviewed to determine if he/she is eligible. The individual’s eligibility will be based on a certified Schedule A letter from a physician or a rehabilitation facility. After the eligibility is determined, the specialist will then review the resume to ensure that that individual meets the minimum qualifications identified in the vacancy announcement. If it is determined that the individual meets the eligibility and qualifications, then a certificate is issued to the hiring official. The hiring official is informed that absolute veteran’s preference is applied when selecting from a Schedule A certificate. 30% disabled veterans: When an individual applies for a position with DHS-HQ under the 30% disabled hiring authority, the individual will be placed on a non-competitive saved list for review. The individual’s application package is reviewed to determine if he/she is eligible. The individual’s eligibility will be based on disability rating letter (30% or more) from the Department of Veteran Affairs and an honorable DD214. After the eligibility is determined, the specialist will then review the resume to ensure that that individual meets the minimum qualifications identified in the vacancy announcement. If it is determined that the individual meets the eligibility and qualifications, then a certificate is issued to the hiring official. The hiring official is informed that anyone from the non-competitive certificate can be selected. Note: veteran’s preference is not applied on a non-competitive merit promotion certificate.

- 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

The agency hosted three Schedule A trainings during Fiscal Year 2018 for Human Resources staff and hiring managers that include information on the use of WRP, veterans with disabilities, reasonable accommodation, and disability etiquette. Plan to conduct refresher training in FY 2021.

**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 Cybersecurity and Infrastructure Security Agency (CISA) will continue to conduct recruiting visits colleges/universities to recruit students. The Office of Inspector will continue to collaborate within the DHS community in establishing and maintaining contacts with organizations that assist PWD, including PWTD.

**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

a. N/A b. PWTD new hires in permanent workforce is at 1.60% (Table B1) Tables B6-1's & B6-2's a. 1801; at 50% with QAP at 67% b. 0343; at 1.16% with QAP at 2.09% 2210; at .86% with QAP at 2.09% 0301; at 1.43% with QAP at 2.20% 1801; at 0% with QAP at 67% 1102; at 0% with QAP at 2.21%

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 Yes
- b. New Hires for MCO (PWTD) Answer Yes

Tables B6-1's & B6-2's 1801: at 50% with QAP at 67% 0343: at 1.16% with QAP at 2.09% 2210: at 0.86% with QAP at 2.09% 0301: at 1.43% with QAP at 2.20% 1801: at 0% with QAP at 67% 1102: at 0% with QAP at 2.21%

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	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

Tables B6-1's & B6-2's a. 1801; at 50% with QAP at 67% b. 0343; at 1.16% with QAP at 2.09% 2210; at .86% with QAP at 2.09% 0301; at 1.43% with QAP at 2.20% 1801; at 0% with QAP at 67% 1102; at 0% with QAP at 2.21%

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

Tables B6-1's & B6-2's a. 0343; at 8.44% with QAP at 25.07% 2201; at 6.10% with QAP at 19.52% 0301; at 9.93% with QAP at 26.55% 0080; at 8.37% with QAP at 37.22% 1801; at 3.04% with QAP at 28.30%, 0132; at 6.39% with QAP at 24.74%, 1102; at

3.32% with QAP at 12.46% b. 0080; 3.80% with QAP at 3.98%

## 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.

A priority list that identify veterans who are 30% or more disabled was created. When a vacancy for recruitment becomes available, staffing informs applicants so they can apply to the position. In addition, HQs provides all employees, including PWD & PWTD, the opportunity to apply for positions by releasing job announcements to the workforce on a weekly basis via email as well as the internal website page.

### B. CAREER DEVELOPMENT OPPORTUNITES

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

There are opportunities to participate in various career development programs including the following: Partnership for Public Service, Emerging HR Leaders, Forum DHS Leader Development Program, Senior Executive Service Candidate Development Program, DHS Fellows Program, Executive Capstone, Supervisor’s Cornerstone, and Manager’s Keystone, Team Lead Milestone and the HR Academy. The SES Candidate Development Program prepares high-performing GS-14/15 (or equivalent) individuals for SES positions through an intensive 12-18 month leadership development program that combines peer learning, mentoring, seminars by thought leaders, workshops by DHS experts, and a rotational assignment in an executive-level position that develops individuals in the Executive Core Qualifications. Successful graduates may be certified by the Office of Personnel Management and considered for non-competitive selection into an SES position for which they are qualified. The Office of Inspector General provides career development (non-technical) opportunities through its Centralized Development Program (CDP). The purpose of the CDP is to develop the managerial workforce by focusing on competencies identified as essential to effective performance at supervisory, managerial, and executive levels. CDP opportunities include Office of Personnel Management leadership programs, Master’s degree programs, Naval Post Graduate School, Center for Creative Leadership, Federal Executive Institute, DHS University and many other executive development programs. Most of the CDP programs range from one week to over a year. All CDP training and development initiatives, when appropriate, will be conducted under Merit Promotion Procedures, in accordance with 5 C.F.R. Part 335, and 5 C.F.R. Part 410 and 412. Employees are selected through the OIG CDP Training Board, which is comprised of the Inspector General and, when appropriate, other senior staff. However, in some cases, selection by the CDP Board does not guarantee a seat in a program or school. Many of the schools will request the applications to be forwarded to the institution and the institution will finalize the selection and approval of the applicants.

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

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



Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Detail Programs						
Other Career Development 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 No
- b. Selections (PWD) Answer No

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 No
- b. Selections (PWTD) Answer No

**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 Yes
- b. Awards, Bonuses, & Incentives (PWTD) Answer Yes

Table B9-2 In FY 2019, the agency identified triggers involving the percentages of PWD and PWTD who received time-off awards and cash awards. a. Time off: 21-30hrs; 13.17% vs. 13.99%, 31-40hrs; 13.17% vs. 13.78%, cash: \$1000-\$1,999; 33.41% VS. 38.33%, \$2,000-\$2,999; 15.21% VS. 25.46%, \$5,000 or more; 0.23% vs. 0.68% b. Time off: 11-20hrs; 8.70% vs. 13.08%, 21-30hrs; 9.32% vs. 13.99%, cash: \$501-\$999; 19.25 vs.21.84%, \$1000-\$1,999; 32.30% vs. 38.33%, \$2000-\$2,999; 16.15% vs. 25.46%.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards					

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

Table B9-2 In FY 2019, the agency identified triggers involving the percentages of PWD and PWTB who received quality step increases. a. QSI: 2.83% vs. 3.74% b. QSI: 1.24% vs. 3.74%

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

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

N/A

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

Tables B7-1 Qualified internal applicant data is unknown. In FY 2019, the percentage of PWD among the internal selectees fell below the benchmark compared to the relevant applicant pool: a. SES is at 12.14% versus 17.44% compared to the relevant applicant pool b. The GS-15 is at 17.44%, versus 22.07% compared to the relevant applicant pool c. The GS-14 is at 22.07% versus 23.11% compared to the relevant applicant pool

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

Table B7-1 Qualified internal applicant data is unknown. In FY 2019, the percentage of PWTD among the internal selectees fell below the benchmark compared to the relevant applicant pool: a. SES is at 1.46% versus 2.01% given the relevant applicant pool

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 No
- b. New Hires to GS-15 (PWD) Answer No
- c. New Hires to GS-14 (PWD) Answer Yes
- d. New Hires to GS-13 (PWD) Answer No

Table B7-1 In FY 2019, the percentage of PWD among new hires fell below the given qualified applicant pool: b. The new hires to GS-15 is at 6.0% versus 5.73%

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

Table B7-1 In FY 2019, the percentage of PWTD among new hires fell below the given qualified applicant pool: a. New hires to SES is at 0% versus 1.27% b. GS-15 is at 1.72% versus 2.56% c. GS-14 is at 1.33% versus 2.67% d. GS-13 is at 0.85% versus 1.53%

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 Yes

b. Managers

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

c. Supervisors

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

Table B8-1 Qualified internal applicant data is unknown. In FY 2019, the percentage of PWD among the qualified selectees for promotions to supervisory positions for the following fell below the benchmark given the relevant applicant pool: a. Executive (GS-15 and above) at 16.68% versus 96.26%, b. Managers (GS 13-14) at 24.84% versus 98.86%, c. No trigger identified.

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

a. Executives

- i. Qualified Internal Applicants (PWTD) Answer N/A
- ii. Internal Selections (PWTD) Answer No

b. Managers

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

c. Supervisors

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

Qualified internal applicant data is unknown. In FY 2019, the percentage of PWTD among the qualified selectees for promotions to supervisory positions for the following fell below the benchmark given the relevant applicant pool: a. No trigger identified b. Managers (GS-13-14) at 1.92% versus 2.27% c. Supervisors (GS-12 and below) at 2.53% versus 3.45%

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

Table B8-1 No triggers identified

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 No

Table B8-1 In FY 2019, the percentage of selectees for new hires to supervisor positions for PWTD all fell below the benchmark given the qualified applicant pool at 2%: a. Executive (SES) new hires at 0% b. Managers (GS-13-14) at 0.67%

## 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 No

The agency has 26 Schedule A employees eligible for conversion from the past fiscal year. The agency does not have a tracking system to notify HR employees of the two (2) year end of the employee’s probationary period.

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

Using the inclusion rate, triggers do exist for separations among PWD’s: a. Voluntary separations at 5.60% compared to the rate of persons without disabilities at 4.76% b. Involuntary separations at 4.30% compared to the rate of persons without disabilities at 4.21%

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
-------------	---------	---------------------------	-----------------------------------

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

Using the inclusion rate, triggers do exist for separations among PWTD’s; a. Voluntary separations at 6.83% compared to the rate of persons without disabilities at 4.76% b. No trigger identified

Separations	Total #	Targeted Disabilities %	Without 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.

N/A. No exit interviews are available to evaluate to explain reasons for separations.

**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.

<https://www.dhs.gov/accessibility>; <https://www.oig.dhs.gov/accessibility> Individuals may contact the HQ’s accessibility office via email at [Accessibility@hq.dhs.gov](mailto:Accessibility@hq.dhs.gov). The practice to resolve an issue concerning electronic (document) accessibility, individuals may contact the Office of Chief Information Officer, Section 508 Coordinator (accessibility team) via email and a ticket is generated. Staff will reach out to the individual to provide assistance. When there is a complaint within DHS-OIG an individual may file a Section 508-related complaint by contact the DHS-OIG Section 508 coordinator via email at [508OIG@oig.dhs.gov](mailto:508OIG@oig.dhs.gov) and they will address their concerns regarding a web address (URL), or website name and the specific problems they may have encountered electronically.

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.

There is no formal complaint process – individuals may contact the HQ’s facilities office if they have issues, concerns or complaints. To resolve an issue concerning facility accessibility, general practice is the following: an individual may contact the DHS/HQ’s Logistics Specialist assigned to their building to complain, they will then contact Property Manager for the building they are located at or make contact with Facility Manager or GSA Building Coordinator if building is not in compliance. If it’s an access control issue that has an impact on Physical Security, the Logistics Specialist might have to contact the physical security’s office to make associated repairs or address the concerns/issues.

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.

The agency’s Office of Facilities is working closely with the Safety and Health Manager, Disability Program Manager to ensure that all new facilities that are in the building stages to ensure that all ABA requirements are being met.

**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.)

The agency processed accommodation requests in an average of 54 days in FY 2019.

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.

The agency utilizes an online automated reasonable accommodation database to create an electronic file, to maintain records and reduce the average processing timeframes. The agency requests that supervisors respond to requests no greater than 30 days. The agency provides Reasonable Accommodation training on process and procedures to employees' supervisors and managers during new employee orientation and during supervisor essentials (new supervisors) trainings. The agency has a draft procedures document to be finalized; date TBD.

## **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.

The agency has a notice posted on its public website regarding PAS. There were no PAS requests during FY 2019.

## **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 Yes

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.

There were no findings of discrimination against the agency alleging harassment based on disability in FY 2019.

### **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 Yes

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 Yes

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.

The agency provided 8 hours of EEO training including EEO, Disability, Reasonable Accommodation and harassment training to the management official involved in the finding.

## Section VIII: Identification and Removal of Barriers

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

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

Answer No

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

Answer No

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

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

- 
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.
-