

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

The percentage of Persons with Disabilities in the GS-1 to GS-10 cluster was 4% in FY 2019, which falls below the goal of 12%. The percentage of Persons with Disabilities in the GS-11 to SES cluster was 5.39% in FY 2019, which falls below the goal of 12%.

*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

The percentage of Persons with Targeted Disabilities in the GS-1 to GS-10 cluster was .71% in FY 2019, which falls below the goal of 2%. The percentage of Persons with Targeted Disabilities in the GS-11 to SES cluster was 1% in FY 2019, which falls below the goal of 2%.

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.

The agency has communicated the numerical goals through emails, broadcast messages and information sessions.

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

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	2	0	0	Mark Escherich, Veterans Hiring Coordinator, Human Capital, Mark.Escherich@tsa.dhs.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Michael Looney, Disability Program Manager, Civil Rights & Liberties, Ombudsman and Traveler Engagement, Michael.Looney@tsa.dhs.gov Position was vacated in the Fall of 2019
Processing applications from PWD and PWTD	2	0	0	
Processing reasonable accommodation requests from applicants and employees	4	0	0	

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	Thomas Lockley, Section 508 Coordinator, Information Technology, Thomas.Lockley@tsa.dhs.g
Architectural Barriers Act Compliance	1	0	0	Michael Looney, Disability Program Manager, Civil Rights & Liberties, Ombudsman and Traveler Engagement, Michael.Looney@tsa.dhs.g

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 FY19, the Disability Program Manager participated in ten Job Accommodation Network (JAN) reasonable accommodation training webinars, and four Employee Assistance and Resource Network on Disability Inclusion training webinars. The Reasonable Accommodation Program staff participated in webinars that provided training on reasonable accommodation, reasonable accommodation for federal employees with mental health issues, FMLA, religious accommodations, telework and flexible leave polices and reasonable accommodation law, challenges and solutions.

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

Brief Description of Program Deficiency	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
Objective	To increase the total percentage of RA request being processed within the required timeframe.		
Target Date	Sep 30, 2020		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2019		Address the matter of cases involved in the reassignment process that take longer than 60 days to close.
	Sep 30, 2020		Continue to focus on process improvement as it relates to cases going through the reassignment process.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	The TSA Reasonable Accommodation Program office processed a total of 1,555 requests for reasonable accommodation. This total consists of both applicants and employees. A total of 1,482 cases were closed at the end of the fiscal year with 73 carryovers into FY20. In addition, the RA office manages the TSO job search program for medically disqualified TSO’s. During the fiscal year, the number of successful reassignments increased with 16 successfully reassigned out of 87 cases processed. These efforts enabled 16 individuals who would have been otherwise separated from the Agency to remain employed. The RA Program continued to provide training to the workplace and partnered with TSA offices to provide training (web-based, virtual and on-site) and also participated in outreach and awareness activities.	

Brief Description of Program Deficiency	D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]		
Objective	Update TSA Exit Survey to include new targeted disability list and questions about improving the hiring and retention of individuals with disabilities.		
Target Date	Jun 20, 2021		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2018	November 14, 2018	Provide list of new targeted disabilities
	Dec 31, 2018	November 30, 2018	Review TSA Exit Survey to determine what questions need to be added to obtain feedback about TSA efforts to hire and retain individuals with disabilities.
	Sep 30, 2019	September 30, 2019	Submit questions to Human Capital, Workforce Assessments Office to be added to TSA Exit Survey
	Jun 30, 2021		Finalize proposed questions and submit them to the review board for approval.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	Reviewed TSA Exit Survey and submitted questions to HC Workforce Assessment Program to be added to TSA Exit Survey.	

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.

Over the last fiscal year, TSA utilized a variety of recruitment sources designed to increase the number of qualified applicants with disabilities and applicants with targeted disabilities within TSA occupations. The following offices and organizations were utilized to conduct targeted recruitment for potential PWD/PWTDs and Disabled Veterans applicants for TSA vacancies. • State Vocational Rehabilitation Offices; • Disability Support Organizations; • Veterans Administration Vocational Rehabilitation & Employment Offices; • DoD Transition Assistance Program (TAP); • Workforce Recruitment Program Database

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

TSA utilizes their own appropriate hiring authorities to recruit and hire PWDs and PWTDs. These hiring authorities are: • HCM POLICY NO. 300-28, Hiring Individuals with Disabilities (Schedule A Equivalent): This policy applies to the recruitment and appointment of individuals with intellectual disabilities, severe physical disabilities, or psychiatric disabilities, directly to TSA positions that have been approved for the use of the non-competitive procedures. This policy does not apply to appointments made under the Transportation Security Executive Service (TSES). This appointing authority may not be used to fill positions with mandatory applicant assessment(s) and/or physical and medical requirements (e.g., Transportation Security Officer (TSO) and Federal Air Marshal (FAM) positions). • HCM POLICY NO. 337-2, Veterans' Appointing Authority: This establishes the policy and procedures for a non-competitive hiring authority for veteran appointments within TSA. TSA "Jobs at TSA" website has webpages specifically for applicants with disabilities and Veterans. The sites contain information for eligible applicants and provides the contact information of the agency point of contact. TSA's Disability Program Manager on a bi-weekly basis sent out broadcast emails with a list of current TSA vacancies and information on how to apply through our non-competitive hiring authorities. These broadcasts were sent to individuals with disabilities who have expressed interest in TSA through our recruitment and outreach efforts. TSA participated in 26 recruitment/outreach events in FY 2019 exclusively for qualified applicants who are eligible for appointment under the TSA Hiring Authority for Individuals with Disabilities and Veterans Appointing Authority and hired six IWD's using TSA's special hiring authority.

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 TSA Selective Placement Program Manager reviews the documentation submitted (schedule A letter) by the individual to confirm they qualify for the TSA Hiring Authority for Individuals with Disabilities. All qualified individuals are then forwarded to the hiring official for consideration for the position.

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 No

In FY2019, TSA was not able to train all hiring managers on using the hiring authorities that take disability into account. TSA's Selective Placement Program Manager and Disability Program Manager did conduct information sessions on recruiting and hiring Persons with Disabilities/Persons with Targeted Disabilities to hiring managers which included information on our non-competitive hiring authorities for veterans and individuals with disabilities. In FY 2020, information sessions on hiring IWDs will continue to be provided to hiring officials in the TSA Resource Management Offices and POCs who assist hiring managers with staffing efforts. TSA will also be developing training on recruiting and hiring Persons with Disabilities/Persons with Targeted Disabilities that can be utilized by Human Capital to train HC personnel and TSA hiring managers on how to recruit and hire Persons with Disabilities/Persons with Targeted Disabilities. TSA will also examine ways to utilize new manager training to introduce information on non-competitive hiring authorities for Veterans and Individuals with Disabilities.

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.

In FY 2019, TSA continued to work with State Vocational Rehabilitation Offices and Disability Support Organizations by providing them with information on TSA’s Mission Critical Occupations and the hiring process for Persons with Disabilities/ Persons with Targeted Disabilities. Virginia, District of Columbia and Maryland vocational rehabilitation offices provided candidates with an opportunity to participate in TSA’s 4th Annual Disability Mentoring Day. TSA also participated in career fairs with Gallaudet University and Bender Consulting Services. TSA’s DPM also sent out bi-weekly broadcast emails with a list of current TSA vacancies and information on how to apply through our non-competitive hiring authorities. These broadcasts were sent to vocation rehabilitation, university and disability organization contacts. In FY 2020, TSA’s new Disability Program Manager (DPM), once the vacancy is filled, and the Selective Placement Program Manager (SPPM) will continue to conduct information sessions with the VA, DC, and MD vocational rehabilitation offices and also establish relationships with colleges/universities that have high populations of Persons with Disabilities/Persons with Targeted Disabilities.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

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

Among the new hires in the permanent workforce, triggers exist for Persons with Disabilities (4.39%), which is below the respective benchmark of 12%.

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

Among the qualified applicant pool for MCO’s, triggers exist for Persons with Disabilities and Persons with Targeted Disabilities. 2210 - Information Technology Management: Qualified PWD= 10.45 percent; Selections 2.86 percent; Qualified PWTD= 6.47 percent; Selections 2.86 percent. Note: 3 out of 4 of TSA’s MCO’s (1801, 1802 and 1811) have physical and medical standards that significantly limit the total number of potential candidates with Persons with Disabilities and Persons with Targeted Disabilities in MCO’s.

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

Relevant applicant pool data is not available. Identifying which current DHS employees would qualify for a job series they are not currently in is a difficult undertaking. Human Capital does not adjudicate applicant qualifications until an applicant applies for a specific position, and the applicant may qualify based on experience obtained prior to entry into their current job series, or into DHS. DHS has not attempted to develop an estimate for job series-relevant applicant pools to date. Based on this, we are not attempting to tabulate relevant applicant pools for future reporting cycles.

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

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

Among employees promoted to any MCO, triggers exist for Persons with Disabilities. 2210 - Information Technology Management: Qualified PWD= 1.64 percent; Selections 0 percent; Qualified PWTD= 0 percent; Selections 0 percent. Note: Three out of 4 of TSA’s MCOs have physical and medical standards that significantly limit the total number of candidates with Persons with Disabilities and Persons with Targeted Disabilities.

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.

Pending selection and hiring of the Transportation Security Administration’s (TSA’s) new Disability Program Manager, we will continue to use the communication plan developed in FY 2018 to promote programs that support PWDs and PWTDs. This plan includes the following actions: • Issuing weekly and monthly announcements about hiring PWDs, with information about reasonable accommodations assistance and the importance of self-disclosure • Hosting brown bag sessions on a variety of disability-related topics • Using internal websites to provide information to employees with disabilities • Speaking to TSA program offices to promote agency programs The TSA Accessibility Support Services Program continues to work with Training and Development (T&D) to ensure all online training modules are accessible for employees with disabilities.

B. CAREER DEVELOPMENT OPPORTUNITES

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

T&D has development programs to equip all employees with the knowledge, skills, and abilities to succeed in their current and future positions. Education: TSA’s educational programs are provided to employees to advance their education and skills. Individuals who meet the eligibility criteria of these programs can elect whether or not they would like to apply. • TSA Associates Program – TSA provides the workforce the opportunity to earn a Certificate of Achievement in Homeland Security by taking three online courses: Introduction to Homeland Security, Intelligence Analysis and Security Management, and Transportation and Border Security. The program is available to all TSA employees through an online partnership with Des Moines Area Community College. The T&D point of contact is Hans Harris (Hans.Harris@tsa.dhs.gov). • Leadership Education Program – Several educational opportunities are available to eligible TSA employees through various DHS-sponsored executive leadership and degree programs, to include the Naval Postgraduate School’s Center for Homeland Defense and Security, the Department of Defense Senior Service Schools, and the President’s Management Council. The T&D point of contact is Diane Burkhardt (Diane.Burkhardt@tsa.dhs.gov). • College Credit for Work Life Experience. Training: These courses focus on day-to-day behavioral leadership and supervisory skills critical to becoming a successful leader within TSA. Many of these courses are a requirement for new supervisors. • A Day in the Life of a TSA Supervisor • Working through Strategic Change • Real Time Leadership Skills • TSA Leadership Institute – point of contact Suzanne Cryan (Suzanne.Cryan@tsa.dhs.gov) • Fundamentals of Leadership – point of contact Patrese Cofield (Patrese.Cofield@tsa.dhs.gov) • Essentials of Managing Security Operations • Essentials of Directing Security Operations – pilot in March 2020 Development: These programs give participants a higher level of preparedness for future career positions in homeland security. Individual employees who meet the eligibility criteria of these programs can elect whether or not they would like to apply. • Rising Leaders Development Program – point of contact Greg Sims (Gregory.Sims@tsa.dhs.gov) • Mid-Level Leadership Development Program – point of contact Holly Jones-Woodley (Holly.Jones-Woodley@tsa.dhs.gov) • DHS Fellows Program – not sponsored by T&D DHS Senior Executive Service Candidate Development Program – point of contact Vickie Hartless (Vickie.I.Hartless@tsa.dhs.gov)

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Fellowship Programs			N/A	N/A	N/A	N/A
Mentoring Programs			N/A	N/A	N/A	N/A
Coaching Programs			N/A	N/A	N/A	N/A
Training Programs			N/A	N/A	N/A	N/A
Detail Programs			N/A	N/A	N/A	N/A
Other Career Development Programs	1171	188	N/A	N/A	N/A	N/A
Internship Programs			N/A	N/A	N/A	N/A

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

In FY 2019, TSA did not have the relevant applicant pool data to determine if triggers exist for Persons with Disabilities in all of the career development programs. However, of the number of program applicants and selectees, no PWDs were identified.

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 (PWTB) Answer Yes
- b. Selections (PWTB) Answer Yes

In FY 2019, TSA did not have the relevant applicant pool data to determine if triggers exist for Persons with Targeted Disabilities in all of the career development programs. However, of the number of program applicants and selectees, no PWTBs were identified.

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTB 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 (PWTB) Answer Yes

Using the inclusion rate, a trigger exists for Persons with Disabilities and Persons with Targeted Disabilities receiving Awards, Bonuses & incentives.

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 PWTB 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 (PWTB) Answer Yes

Using the inclusion rate, a trigger exists for Persons with Disabilities and Persons with Targeted Disabilities for quality step increases or performance-based pay increases.

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

D. PROMOTIONS

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”,

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

- a. SES
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
- b. Grade GS-15
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Disabilities in promotions to senior grade levels.

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

- a. SES
 - i. Qualified Internal Applicants (PWTD) Answer N/A
 - ii. Internal Selections (PWTD) Answer N/A
- b. Grade GS-15
 - i. Qualified Internal Applicants (PWTD) Answer N/A
 - ii. Internal Selections (PWTD) Answer N/A
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWTD) Answer N/A
 - ii. Internal Selections (PWTD) Answer N/A
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWTD) Answer N/A
 - ii. Internal Selections (PWTD) Answer N/A

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Targeted Disabilities in promotions to senior grade levels.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. New Hires to SES (PWD) Answer N/A
 - b. New Hires to GS-15 (PWD) Answer N/A
 - c. New Hires to GS-14 (PWD) Answer N/A
 - d. New Hires to GS-13 (PWD) Answer N/A

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Disabilities in new hires the senior grade levels.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. New Hires to SES (PWTD) Answer N/A
 - b. New Hires to GS-15 (PWTD) Answer N/A
 - c. New Hires to GS-14 (PWTD) Answer N/A
 - d. New Hires to GS-13 (PWTD) Answer N/A

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Targeted Disabilities for new hires in the senior grade levels.

5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. Executives
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
 - b. Managers
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
 - c. Supervisors
 - i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Disabilities for promotions to supervisory positions. .

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

a. Executives

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

ii. Internal Selections (PWTD) Answer N/A

b. Managers

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

ii. Internal Selections (PWTD) Answer N/A

c. Supervisors

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

ii. Internal Selections (PWTD) Answer N/A

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Targeted Disabilities 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 N/A

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

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

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Disabilities among the selectees 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 N/A

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

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

TSA is currently working to collect the qualified applicant pool data to determine if triggers exist for Persons with Targeted Disabilities among the selectees 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 No

Unfortunately, TSA did not have eligible Schedule A employees to convert during this period. However, TSA did make 6 IWD (Schedule A) appointments in FY19.

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

a. Voluntary Separations (PWD) Answer No

b. Involuntary Separations (PWD) Answer No

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

a. Voluntary Separations (PWTD) Answer No

b. Involuntary Separations (PWTD) Answer No

Seperations	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

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.tsa.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.

<https://www.tsa.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.

TSA will be relocating to new headquarters in 2020/2021. Planning for this began in 2017. TSA's former Disability Program Manager was a member of the TSA Headquarters Consolidation Team that met bi-weekly to discuss the progress of the project. The former DPM did review plans and provide input on accessibility issues with the floor plans, furniture and general access areas. This will continue when the Disability Program Manager vacancy is filled.

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.)

TSA processed reasonable accommodation requests in an average of 45 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.

TSA has policies and procedures in place specific to processing requests for reasonable accommodation. Staff work to adhere to processing requests within the specified time frame of 60 days. Training has been conducted by the RAPM for supervisors and managers and training is available online. Information specific to RA requests are recorded in a database where information can be extracted regarding number and types of requests, number of days for processing, etc.

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.

TSA has not received a request for PAS services. TSA has incorporated PAS information in its reasonable accommodation policy guidance.

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 Yes

- 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.

One Finding in FY2019 with the following corrective actions taken: The Agency modified its policies to ensure that an employee whose removal is being proposed based on inability to meet medical standards is entitled to the same terms and conditions as are provided to an employee whose removal is being proposed for reasons unrelated to the ability to meet medical standards. Back Pay Compensatory Damages Attorney’s Fees Purged any adverse personnel file items related to the complaint Considered disciplining RMOs Provided Training on Rehabilitation Act Posted notice of finding

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 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.

One Finding in FY2019 with the following corrective actions: Provided EEO training to all HR staff, OWCP staff and managers Conducted reassignment search for complainant, reinstate if suitable job is found and accepted Back Pay Considered disciplining RMOs Compensatory Damages Attorney’s Fees Posted notice of 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 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

<p>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>The percentage of Persons with Disabilities/Persons with Targeted Disabilities in the GS-1 to SES cluster in FY 2018 falls below the respective benchmark goal of 12% and 2%.</p>
<p>STATEMENT OF BARRIER GROUPS:</p>	<p><i>Barrier Group</i></p> <hr/> <p>People with Disabilities</p> <hr/> <p>People with Targeted Disabilities</p>
<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>	
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Limited perception of the ability of Persons with Disabilities to fulfill requirements of TSA Management, Administrative and Professional (MAP), Transportation Security Officer (TSO) and Federal Air Marshal (FAM) positions.</p>

Objective	Increase the awareness of the abilities of Persons with Disabilities/Persons with Targeted Disabilities in the TSA workforce.			
	Date Objective Initiated	Jan 1, 2016		
	Target Date For Completion Of Objective	Sep 30, 2019		
	Increase the participation rate of Persons with Disabilities in TSO and FAM positions.			
	Date Objective Initiated	Jan 1, 2016		
	Target Date For Completion Of Objective	Sep 30, 2019		
Increase the participation rate of Persons with Disabilities in MAP positions.				
Date Objective Initiated	Jan 1, 2016			
Target Date For Completion Of Objective	Sep 30, 2019			
Increase the promotion of career development opportunities to Persons with Disabilities/Persons with Targeted Disabilities.				
Date Objective Initiated	Jan 1, 2016			
Target Date For Completion Of Objective	Sep 30, 2019			
Improve the tracking of Persons with Disabilities/Persons with Targeted Disabilities in applicant flow data, career development programs and promotions.				
Date Objective Initiated	Jan 1, 2016			
Target Date For Completion Of Objective	Sep 30, 2019			
Responsible Officials	Michael Looney DPM Darrett Lomax Selective Placement Program Coordinator			
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2021	Work with HC and T&D to develop a tracking mechanism to accurately record the participation rate of Persons with Disabilities and Persons with Targeted Disabilities in career development opportunities.	Yes	09/30/2019	
09/30/2020	Conduct a Resurvey campaign (broadcasts, video vignettes, poster and flyers) for TSA employees to anonymously identify as individuals with disabilities.	Yes	09/30/2019	
09/30/2021	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
09/30/2020	Educate applicants and current employees on reasonable accommodations.	Yes	09/30/2019	
09/30/2020	Maintain iShare webpage communicating TSA's commitment to individuals with disabilities.	Yes	09/30/2019	
09/30/2020	Conduct training on disability awareness to TSA workforce.	Yes	09/30/2019	

Fiscal Year	Accomplishments
2019	Sent out annual broadcast encouraging employees to self-identify their disability.
2019	Continued the TSA Individuals with Disabilities Inclusion Council.
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.
2018	Created an internal iShare page with information and resources for employees with disabilities.
2018	Created the TSA Individuals with Disabilities Inclusion Council
2018	Sent out annual broadcast encouraging employees to self-identify their disability.

<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>																					
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Specific medical/physical requirements for TSO and FAM positions.</p>																				
<p>Objective</p>	<p>Increase the awareness of the abilities of Persons with Disabilities/Persons with Targeted Disabilities in the TSA workforce.</p> <table border="1" data-bbox="438 919 1515 1066"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the participation rate of Persons with Disabilities in TSO and FAM positions.</p> <table border="1" data-bbox="438 1108 1515 1255"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the participation rate of Persons with Disabilities in MAP positions.</p> <table border="1" data-bbox="438 1297 1515 1444"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the promotion of career development opportunities to Persons with Disabilities/Persons with Targeted Disabilities.</p> <table border="1" data-bbox="438 1486 1515 1633"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Improve the tracking of Persons with Disabilities/Persons with Targeted Disabilities in applicant flow data, career development programs and promotions.</p> <table border="1" data-bbox="438 1675 1515 1822"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table>	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019
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Responsible Officials		Michael Looney DPM Darrett Lomax Selective Placement Program Coordinator		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2021	Work with HC and T&D to develop a tracking mechanism to accurately record the participation rate of Persons with Disabilities and Persons with Targeted Disabilities in career development opportunities.	Yes	09/30/2019	
09/30/2020	Conduct a Resurvey campaign (broadcasts, video vignettes, poster and flyers) for TSA employees to anonymously identify as individuals with disabilities.	Yes	09/30/2019	
09/30/2021	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
09/30/2020	Educate applicants and current employees on reasonable accommodations.	Yes	09/30/2019	
09/30/2020	Maintain iShare webpage communicating TSA's commitment to individuals with disabilities.	Yes	09/30/2019	
09/30/2020	Conduct training on disability awareness to TSA workforce.	Yes	09/30/2019	
Fiscal Year	Accomplishments			
2019	Sent out annual broadcast encouraging employees to self-identify their disability.			
2019	Continued the TSA Individuals with Disabilities Inclusion Council.			
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.			
2018	Created an internal iShare page with information and resources for employees with disabilities.			
2018	Created the TSA Individuals with Disabilities Inclusion Council			
2018	Sent out annual broadcast encouraging employees to self-identify their disability.			
BARRIER ANALYSIS:				
Provide a description of the steps taken and data analyzed to determine cause of the condition.				
STATEMENT OF IDENTIFIED BARRIER:	Fear of disclosing a disability for employees in the TSOs and FAMs positions.			
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.				

Objective	Increase the awareness of the abilities of Persons with Disabilities/Persons with Targeted Disabilities in the TSA workforce.		Date Objective Initiated	Jan 1, 2016
			Target Date For Completion Of Objective	Sep 30, 2019
	Increase the participation rate of Persons with Disabilities in TSO and FAM positions.		Date Objective Initiated	Jan 1, 2016
			Target Date For Completion Of Objective	Sep 30, 2019
	Increase the participation rate of Persons with Disabilities in MAP positions.		Date Objective Initiated	Jan 1, 2016
			Target Date For Completion Of Objective	Sep 30, 2019
	Increase the promotion of career development opportunities to Persons with Disabilities/Persons with Targeted Disabilities.		Date Objective Initiated	Jan 1, 2016
			Target Date For Completion Of Objective	Sep 30, 2019
	Improve the tracking of Persons with Disabilities/Persons with Targeted Disabilities in applicant flow data, career development programs and promotions.		Date Objective Initiated	Jan 1, 2016
			Target Date For Completion Of Objective	Sep 30, 2019
Responsible Officials		Michael Looney DPM Darrett Lomax Selective Placement Program Coordinator		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2021	Work with HC and T&D to develop a tracking mechanism to accurately record the participation rate of Persons with Disabilities and Persons with Targeted Disabilities in career development opportunities.	Yes	09/30/2019	
09/30/2020	Conduct a Resurvey campaign (broadcasts, video vignettes, poster and flyers) for TSA employees to anonymously identify as individuals with disabilities.	Yes	09/30/2019	
09/30/2021	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
09/30/2020	Educate applicants and current employees on reasonable accommodations.	Yes	09/30/2019	
09/30/2020	Maintain iShare webpage communicating TSA's commitment to individuals with disabilities.	Yes	09/30/2019	
09/30/2020	Conduct training on disability awareness to TSA workforce.	Yes	09/30/2019	

Fiscal Year	Accomplishments
2019	Sent out annual broadcast encouraging employees to self-identify their disability.
2019	Continued the TSA Individuals with Disabilities Inclusion Council.
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.
2018	Created an internal iShare page with information and resources for employees with disabilities.
2018	Created the TSA Individuals with Disabilities Inclusion Council
2018	Sent out annual broadcast encouraging employees to self-identify their disability.

<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>																					
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	Limited knowledge and awareness about reasonable accommodations for TSA employees.																				
<p>Objective</p>	<p>Increase the awareness of the abilities of Persons with Disabilities/Persons with Targeted Disabilities in the TSA workforce.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td style="width: 25%;">Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <hr/> <p>Increase the participation rate of Persons with Disabilities in TSO and FAM positions.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td style="width: 25%;">Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <hr/> <p>Increase the participation rate of Persons with Disabilities in MAP positions.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td style="width: 25%;">Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <hr/> <p>Increase the promotion of career development opportunities to Persons with Disabilities/Persons with Targeted Disabilities.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td style="width: 25%;">Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <hr/> <p>Improve the tracking of Persons with Disabilities/Persons with Targeted Disabilities in applicant flow data, career development programs and promotions.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td style="width: 25%;">Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table>	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019
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Responsible Officials		Michael Looney DPM Darrett Lomax Selective Placement Program Coordinator		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2021	Work with HC and T&D to develop a tracking mechanism to accurately record the participation rate of Persons with Disabilities and Persons with Targeted Disabilities in career development opportunities.	Yes	09/30/2019	
09/30/2020	Conduct a Resurvey campaign (broadcasts, video vignettes, poster and flyers) for TSA employees to anonymously identify as individuals with disabilities.	Yes	09/30/2019	
09/30/2021	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
09/30/2020	Educate applicants and current employees on reasonable accommodations.	Yes	09/30/2019	
09/30/2020	Maintain iShare webpage communicating TSA's commitment to individuals with disabilities.	Yes	09/30/2019	
09/30/2020	Conduct training on disability awareness to TSA workforce.	Yes	09/30/2019	
Fiscal Year	Accomplishments			
2019	Sent out annual broadcast encouraging employees to self-identify their disability.			
2019	Continued the TSA Individuals with Disabilities Inclusion Council.			
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.			
2018	Created an internal iShare page with information and resources for employees with disabilities.			
2018	Created the TSA Individuals with Disabilities Inclusion Council			
2018	Sent out annual broadcast encouraging employees to self-identify their disability.			
BARRIER ANALYSIS:				
Provide a description of the steps taken and data analyzed to determine cause of the condition.				
STATEMENT OF IDENTIFIED BARRIER:	Career Development Opportunities at TSA have limited access for employees with disabilities.			
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.				

Objective	Increase the awareness of the abilities of Persons with Disabilities/Persons with Targeted Disabilities in the TSA workforce.	Date Objective Initiated	Jan 1, 2016
		Target Date For Completion Of Objective	Sep 30, 2019
	Increase the participation rate of Persons with Disabilities in TSO and FAM positions.	Date Objective Initiated	Jan 1, 2016
		Target Date For Completion Of Objective	Sep 30, 2019
	Increase the participation rate of Persons with Disabilities in MAP positions.	Date Objective Initiated	Jan 1, 2016
		Target Date For Completion Of Objective	Sep 30, 2019
	Increase the promotion of career development opportunities to Persons with Disabilities/Persons with Targeted Disabilities.	Date Objective Initiated	Jan 1, 2016
		Target Date For Completion Of Objective	Sep 30, 2019
	Improve the tracking of Persons with Disabilities/Persons with Targeted Disabilities in applicant flow data, career development programs and promotions.	Date Objective Initiated	Jan 1, 2016
		Target Date For Completion Of Objective	Sep 30, 2019

Responsible Officials Michael Looney DPM
Darrett Lomax Selective Placement Program Coordinator

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2021	Work with HC and T&D to develop a tracking mechanism to accurately record the participation rate of Persons with Disabilities and Persons with Targeted Disabilities in career development opportunities.	Yes	09/30/2019	
09/30/2020	Conduct a Resurvey campaign (broadcasts, video vignettes, poster and flyers) for TSA employees to anonymously identify as individuals with disabilities.	Yes	09/30/2019	
09/30/2021	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
09/30/2020	Educate applicants and current employees on reasonable accommodations.	Yes	09/30/2019	
09/30/2020	Maintain iShare webpage communicating TSA's commitment to individuals with disabilities.	Yes	09/30/2019	
09/30/2020	Conduct training on disability awareness to TSA workforce.	Yes	09/30/2019	

Fiscal Year	Accomplishments
2019	Sent out annual broadcast encouraging employees to self-identify their disability.
2019	Continued the TSA Individuals with Disabilities Inclusion Council.
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.
2018	Created an internal iShare page with information and resources for employees with disabilities.
2018	Created the TSA Individuals with Disabilities Inclusion Council
2018	Sent out annual broadcast encouraging employees to self-identify their disability.

<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>																					
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Data collection and reporting on Persons with Disabilities/Persons with Targeted Disabilities at TSA is inadequate and doesn't provide an accurate representation.</p>																				
<p>Objective</p>	<p>Increase the awareness of the abilities of Persons with Disabilities/Persons with Targeted Disabilities in the TSA workforce.</p> <table border="1" data-bbox="438 924 1515 1071"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the participation rate of Persons with Disabilities in TSO and FAM positions.</p> <table border="1" data-bbox="438 1113 1515 1260"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the participation rate of Persons with Disabilities in MAP positions.</p> <table border="1" data-bbox="438 1302 1515 1449"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the promotion of career development opportunities to Persons with Disabilities/Persons with Targeted Disabilities.</p> <table border="1" data-bbox="438 1491 1515 1638"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Improve the tracking of Persons with Disabilities/Persons with Targeted Disabilities in applicant flow data, career development programs and promotions.</p> <table border="1" data-bbox="438 1680 1515 1827"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table>	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019
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Responsible Officials		Michael Looney DPM Darrett Lomax Selective Placement Program Coordinator		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2021	Work with HC and T&D to develop a tracking mechanism to accurately record the participation rate of Persons with Disabilities and Persons with Targeted Disabilities in career development opportunities.	Yes	09/30/2019	
09/30/2020	Conduct a Resurvey campaign (broadcasts, video vignettes, poster and flyers) for TSA employees to anonymously identify as individuals with disabilities.	Yes	09/30/2019	
09/30/2021	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
09/30/2020	Educate applicants and current employees on reasonable accommodations.	Yes	09/30/2019	
09/30/2020	Maintain iShare webpage communicating TSA's commitment to individuals with disabilities.	Yes	09/30/2019	
09/30/2020	Conduct training on disability awareness to TSA workforce.	Yes	09/30/2019	
Fiscal Year	Accomplishments			
2019	Sent out annual broadcast encouraging employees to self-identify their disability.			
2019	Continued the TSA Individuals with Disabilities Inclusion Council.			
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.			
2018	Created an internal iShare page with information and resources for employees with disabilities.			
2018	Created the TSA Individuals with Disabilities Inclusion Council			
2018	Sent out annual broadcast encouraging employees to self-identify their disability.			

<p>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>In the permanent workforce, hiring Persons with Disabilities/Persons with Targeted Disabilities fall below the respective benchmark goal of 12% for Persons with Disabilities and 2% for Persons with Targeted Disabilities.</p>																
<p>STATEMENT OF BARRIER GROUPS:</p>	<p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p>																
<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>																	
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Limited targeted outreach and recruitment of Persons with Disabilities/Persons with Targeted Disabilities candidates for TSA positions.</p>																
<p>Objective</p>	<p>Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in TSOs and FAMs positions.</p> <table border="1" data-bbox="487 961 1502 1104"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in MAP positions.</p> <table border="1" data-bbox="487 1150 1502 1293"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the targeted recruitment of Persons with Disabilities/Persons with Targeted Disabilities.</p> <table border="1" data-bbox="487 1339 1502 1482"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the awareness of TSAs hiring goals and non-competitive hiring authorities.</p> <table border="1" data-bbox="487 1528 1502 1671"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table>	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019
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<p>Responsible Officials</p>	<p>Michael Looney DPM</p> <p>Darrett Lomax Selective Placement Program Coordinator</p>																

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2020	Conduct a TSA Career Exploration Day for Persons with Disabilities/Persons with Targeted Disabilities.	Yes	09/30/2019	
09/30/2021	Conduct information sessions to National Capital Region colleges and universities to promote TSA and our hiring authority for Persons with Disabilities/Persons with Targeted Disabilities.	Yes	09/30/2019	
09/30/2020	Provide training for HC staff and hiring managers on TSA's non-competitive hiring authorities.	Yes	09/30/2019	
09/30/2021	Develop a targeted recruitment plan for Persons with Disabilities/Persons with Targeted Disabilities.	Yes	09/30/2019	
09/30/2021	Continue to populate a database with Persons with Disabilities/Persons with Targeted Disabilities candidates.	Yes	09/30/2019	
09/30/2021	Send out bi-weekly broadcasts with current vacancy announcements to Persons with Disabilities applicants.	Yes	09/30/2019	

Fiscal Year	Accomplishments
2018	Created an Persons with Disabilities applicant database for recruitment purposes.
2019	In FY19 TSA conducted /attended 26 recruitment & outreach events for Persons with Disabilities, Persons with Targeted Disabilities and Disabled Veterans.
2019	The Disability Program Manager conducted four disability training sessions this FY
2019	Disability Program Plan continued to be improved for FY 20 and beyond usage
2018	Conducted 15 targeted recruitment events for Persons with Disabilities/Persons with Targeted Disabilities candidates.
2018	Hosted Disability Mentoring Day during October that lead to the hire of one Individual with Disabilities.

BARRIER ANALYSIS:	
Provide a description of the steps taken and data analyzed to determine cause of the condition.	
STATEMENT OF IDENTIFIED BARRIER:	Limited perception of the ability of Persons with Disabilities/Persons with Targeted Disabilities to fulfill job requirements.
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	

Objective	Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in TSOs and FAMs positions.	Date Objective Initiated	Jan 1, 2016
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	Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in MAP positions.	Date Objective Initiated	Jan 1, 2016
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Responsible Officials	Michael Looney DPM Darrett Lomax Selective Placement Program Coordinator		

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09/30/2021	Develop a targeted recruitment plan for Persons with Disabilities/Persons with Targeted Disabilities.	Yes	09/30/2019	
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<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Medical and physical standards for TSO's and FAMs positions.</p>																
<p>Objective</p>	<p>Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in TSOs and FAMs positions.</p> <table border="1" data-bbox="487 588 649 646"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in MAP positions.</p> <table border="1" data-bbox="487 777 649 835"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the targeted recruitment of Persons with Disabilities/Persons with Targeted Disabilities.</p> <table border="1" data-bbox="487 966 649 1024"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the awareness of TSAs hiring goals and non-competitive hiring authorities.</p> <table border="1" data-bbox="487 1155 649 1213"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table>	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019
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09/30/2021	Develop a targeted recruitment plan for Persons with Disabilities/ Persons with Targeted Disabilities.	Yes	09/30/2019	
09/30/2021	Continue to populate a database with Persons with Disabilities/ Persons with Targeted Disabilities candidates.	Yes	09/30/2019	
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<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Limited understanding of TSAs Persons with Disabilities/Persons with Targeted Disabilities goals and non-competitive hiring authorities by hiring managers.</p>																
<p>Objective</p>	<p>Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in TSOs and FAMs positions.</p> <table border="1" data-bbox="440 877 1503 1020"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the hiring of Persons with Disabilities/Persons with Targeted Disabilities in MAP positions.</p> <table border="1" data-bbox="440 1066 1503 1209"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the targeted recruitment of Persons with Disabilities/Persons with Targeted Disabilities.</p> <table border="1" data-bbox="440 1255 1503 1398"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table> <p>Increase the awareness of TSAs hiring goals and non-competitive hiring authorities.</p> <table border="1" data-bbox="440 1444 1503 1587"> <tr> <td>Date Objective Initiated</td> <td>Jan 1, 2016</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2019</td> </tr> </table>	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019	Date Objective Initiated	Jan 1, 2016	Target Date For Completion Of Objective	Sep 30, 2019
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2018	Conducted 15 targeted recruitment events for Persons with Disabilities/Persons with Targeted Disabilities candidates.
2018	Hosted Disability Mentoring Day during October that lead to the hire of one Individual with Disabilities.

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

The TSA Disability Program Manager position has been vacant since Fall 2019.

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

The number of disability outreach events and training increased and TSA made 6 new IWD hires using the special hiring authority.

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.

With the slight improvements, TSA will continue to perform activities that have yielded positive results and will also add additional activities as the year progresses.