

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 | No |

*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 |

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical 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.

Members of the Enterprise Business Council were briefed on the Agency goals during the annual organizational review. Additionally, an email message was distributed to the entire DFAS workforce that communicated the DFAS 3% PWTD inclusion goal and asked that employees verify their disability status in their personnel file.

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	
Section 508 Compliance	1	0	0	Jaye Miller DFAS Section 508 Coordinator jaye.p.miller.civ@mail.mil
Architectural Barriers Act Compliance	1	0	0	scott.a.coburn2.civ@mail.n
Special Emphasis Program for PWD and PWTB	0	0	5	Cynthia Ice-Bones Deputy Director cynthia.g.ice-bones.civ@mail.mil
Processing applications from PWD and PWTB	1	0	0	Robert Bonk, Human Resources Assistant Human Resources Assistant robert.s.bonk.civ@mail.mil
Answering questions from the public about hiring authorities that take disability into account	2	0	0	scott.a.coburn2.civ@mail.n
Processing reasonable accommodation requests from applicants and employees	1	0	0	jacala.d.hodnett.civ@mail.r

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

Reasonable Accommodation for the Federal Workplace; U.S. Equal Employment Opportunity Commission Annual Training Seminar.

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	Increase the efficiency of the reasonable accommodation process		
Target Date	May 31, 2019		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2020		Deploy a workflow application to better track and manage the processing of requests for reasonable accommodation. The workflow provides clarity in the process and identifies exactly where the request is sitting, as well as the time spent at each coordination point. System security is paramount and currently being addressed. Steps to educate users on privacy considerations, as well as ensuring medical documentation is NOT included are a part of the implementation plan.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	Began systems acceptance testing of the workflow product.	

Section IV: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency’s recruitment program plan for PWD and PWTD

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

DFAS participates in the Workforce Recruitment Program (WRP). DFAS provides recruiters to conduct interviews with students. DFAS hired one summer hire under the WRP in 2018. Additionally, DFAS established a project team consisting of members of the Office of Equal Opportunity Programs, Human Resources, and Human Capital to improve the usage of the WRP. The project team conducted outreach and provided informational meetings to key DFAS site staff to encourage greater usage of the WRP. The project team also conducted searches of the WRP database and provided key DFAS site staff with the resumes of highly qualified candidates for consideration. DFAS established the Hire-a-Hero Program. DFAS is committed to providing employment opportunities for men and women who have honorably served on behalf of our nation. To support this commitment, we are currently using an applicant supply file that includes 10-point veteran’s preference eligible applicants. After a preliminary qualification determination is made, we place applicants in this file as a match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we can use this file and these possible matches as a means of recruitment using streamlined hiring authorities. DFAS has also established an applicant supply file for Schedule A eligible applicants. As with the Hire-a-Hero Program, after a preliminary qualification determination is made, we place applicants in this file as a match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we can use this file and these possible matches as a means of recruitment using this streamlined hiring authority. DFAS participated in the Opportunities for Ohioans with Disabilities Career Fair held in Cleveland, Ohio. DFAS also participated in the bi-annual Bender Virtual Career Fair for people with disabilities. DFAS hosted personal chat rooms to connect virtually with candidates. Representatives from DFAS met with 223 potential candidates during these career fairs.

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

DFAS participates in the Workforce Recruitment Program (WRP). DFAS provides recruiters to conduct interviews with students. DFAS hired one summer hire under the WRP in 2019. Additionally, DFAS established a project team consisting of members of the

Office of Equal Opportunity Programs, Human Resources, and Human Capital to improve the usage of the WRP. The project team conducted outreach and provided informational meetings to key DFAS site staff to encourage greater usage of the WRP. The project team also conducted searches of the WRP database and provided key DFAS site staff with the resumes of highly qualified candidates for consideration. DFAS continues its Hire-a-Hero Program efforts. DFAS is committed to providing employment opportunities for men and women who have honorably served on behalf of our nation. To support this commitment, we are currently using an applicant supply file that includes 10-point veteran’s preference eligible applicants. After a preliminary qualification determination is made, we place applicants in this file as a match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we can use this file and these possible matches as a means of recruitment using streamlined hiring authorities. DFAS has also established an applicant supply file for Schedule A eligible applicants. As with the Hire-a-Hero Program, after a preliminary qualification determination is made, we place applicants in this file as a match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we can use this file and these possible matches as a means of recruitment using this streamlined hiring authority. DFAS participated in the Opportunities for Ohioans with Disabilities Career Fair held in Cleveland, Ohio. As mentioned above, DFAS also participates in the bi-annual Bender Virtual Career Fair for people with disabilities. DFAS hosted personal chat rooms to connect virtually with candidates.

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.

HR Staffing performs a preliminary qualification review. Eligibility documentation (e.g., Schedule A) is also reviewed by Staffing. Applicants are then placed in an applicant supply file as a match for all of our specialties (series) and grades for which they are likely qualified.

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

The Disability Employment Program Manager has conducted Windmills Training at the Columbus and Indianapolis sites. Windmills Training is designed to address attitudinal barriers in the employment of people with disabilities. Included in the Windmills Training is a module on special hiring authorities for people with disabilities. Training at the Cleveland and Rome sites is planned for FY 2020.

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 Disability Program Manager maintains contacts with the Vocational Rehabilitation Services offices located at our 5 main sites. DFAS has participated in career fairs hosted by the Vocational Rehabilitation Services in Cleveland. Additionally, DFAS maintains an association with the Bender Program, having participated in 2 virtual career fairs for people with disabilities in the past year.

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 No

New hires of PWD was 13.87% of all new appointments in FY 2019. New hires of PWTD was 2.90% of all new appointments in FY 2019.

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

Triggers exist for PWD and PWTD in the mission-critical occupations of 0201 and 0511. Triggers exist for PWTD in the mission-critical occupations of 0501, 0510, and 2210.

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

Triggers exist for PWD and PWTD in the mission-critical occupations of 0501, 0510, 0511, and 2210. Triggers exist for PWTD in the mission-critical occupation of 0201.

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

Triggers exist for PWD and PWTD in the mission-critical occupations of 0501, 0510, 0511, and 2210. Triggers exist for PWTD in the mission-critical occupation of 0201.

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.

The DFAS Succession Program is intended to safeguard the DFAS mission, building leadership continuity and talent from within the agency. This is accomplished with an annual review of leadership talent through an assessment of leadership competencies, work experience, performance and professional credentials. The program is now open to all GS-12 supervisors and all GS-13 and above employees. The DFAS Mentoring Program provides career broadening opportunities that is available to employees.

B. CAREER DEVELOPMENT OPPORTUNITES

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

DFAS’ primary career development program is the DFAS Career Acclimation Program (DCAP). DCAP is a two-year formal developmental training program for non-supervisory entry-level personnel into professional and analytical positions typically targeted to GS-9 or GS-11. Employees hired after March 18, 2019, will enter DCAP. Program completion date will end two years from the entry date in the program. Participants are expected to complete the mandatory program requirements within this two-year period. In rare circumstances, if course work and assignments are not completed within two years, the participant will be extended until their program is successfully completed. The goal of this program is to enhance technical skills, broaden agency and organizational awareness, and develop process improvement skills to make mission area improvements by focusing development on learning the job and gaining exposure to related processes and functions. DFAS also offers the Aspiring Leader Program (ALP). ALP is as a two-year cohort-based program that develops critical leadership competencies for candidates at the GS-11 and GS-12 level. Unlike the DCAP program, this program is a competitive program where interested candidates must apply and are selected to be a part of the program. The basic framework of the ALP will include a training curriculum that focuses on competencies that align with the DoD leadership continuum and address skill gaps that emerged from interviews with senior agency leaders. Additionally, participants will have learning experiences such as rotations dictated by agency needs/mission (with possible rotations to different sites) and exposure to the strategic elements within the agency, with the goal of preparing the participants for an enterprise-wide perspective. ALP participants will also be required to obtain their Green Belt certification.

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

C1a. Time off awards 21-30 hours: PWD received 16.96% of awards in this category. This is 2.22 percentage points below the inclusion rate of 19.18%. C1a. PWD received cash awards in all awards categories of \$501 or more below their inclusion rate of 19.18%. C1b. PWTD received cash awards in all awards categories of \$501 or more below their inclusion rate of 3.36%.

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

C2a. Quality Step Increases: PWD received 13.4% of awards in this category. This is 5.78 percentage points below the inclusion rate of 19.18%. C2b. Quality Step Increases: PWTD received 2.06% of awards in this category. This is 1.3 percentage points below the inclusion rate of 3.36%.

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 PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If “yes”, describe the employee recognition program and relevant data in the text box.

- a. Other Types of Recognition (PWD) Answer N/A
- b. Other Types of Recognition (PWTD) Answer N/A

Not applicable

D. PROMOTIONS

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

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

GS-15: Zero selections were made from an applicant pool of 13. GS-14: Zero selections were made from an applicant pool of 26. GS-13: Only 24.49% of the relevant PWD applicant pool were qualified internal applicants compared to 69.95% of the overall relevant applicant pool that were qualified internal applicants. GS-13: Only 1.68% of qualified PWD applicants were selected compared to an overall selection rate of 4.88%.

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

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

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

GS-15: Zero of the relevant PWTD applicant pool (3) were qualified internal applicants compared to 70.76% of the overall relevant applicant pool that were qualified internal applicants. GS-14: Zero of the relevant PWTD applicant pool (24) were qualified internal applicants compared to 33.5% of the overall relevant applicant pool that were qualified internal applicants. GS-13: Zero of the relevant PWTD applicant pool (70) were qualified internal applicants compared to 68.95% of the overall relevant applicant pool that were qualified internal applicants.

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

GS-13: Zero of qualified PWD applicants were selected compared to an overall selection rate of 2.14%.

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

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

- a. Executives
 - i. Qualified Internal Applicants (PWD) Answer No

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

Could not be determined with available data.

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 No
 - ii. Internal Selections (PWTD) Answer No
- b. Managers
 - i. Qualified Internal Applicants (PWTD) Answer No
 - ii. Internal Selections (PWTD) Answer No
- c. Supervisors
 - i. Qualified Internal Applicants (PWTD) Answer No
 - ii. Internal Selections (PWTD) Answer No

Could not be determined with available data.

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

Could not be determined with available data.

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 No

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

Could not be determined with available data.

Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer Yes

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 %
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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.

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.

http://dodcio.defense.gov/DoDSection508/Std_Stmt.aspx The individual experiencing difficulties accessing content on a DFAS website may submit a DoD Section 508 Form to <http://dodcio.defense.gov/DoDSection508/Section508Form.aspx>

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.dfas.mil/dam/jcr:73a28d51-8d5c-4ea6-baa4-b48f2e684d98/dfas1020_1-i.pdf This link is to the agency's Reasonable Accommodation Instructions. These instructions contain guidance on how to initiate an EEO Discrimination Complaint.

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.

DFAS established a Section 508 ICT Accessibility Team. The purpose of this team is: 1. To assist the Accessibility Team Chair in implementing 508 standards through the maintenance of the Section 508 policy by keeping abreast of best industry practices and considering them during the revision of the policy. 2. Provide governance for the DFAS Section 508 program. 3. To be a liaison for each DFAS directorate or section by bringing issues, complaints or problems into the limelight and to disseminate information to management. Members of the Accessibility Team include personnel from the following organizations: • Contracting Services Division • Corporate Communications • Office of Equal Employment Opportunity Programs (OEOP) • Enterprise Solutions and Standards (ESS) • Human Resources • IT Audit Support • Resource Management Additionally, DFAS will be revising the Desktop Management Initiative (DMI) III Change Control Board (CCB) Change Management Plan to include the DFAS Section 508 Program Coordinator and Disability Program Manager to the CCB. The CCB is the approval authority for all proposed change requests pertaining to the DFAS DMI III Information Technology (IT) Infrastructure. The Section 508 Program Coordinator and Disability Program Manager are being added to the CCB to ensure that matters related to accessibility are considered when making changes to the IT infrastructure. DFAS will also be establishing an Employee Resource Group (ERG) for people with disabilities. This ERG will advise management on matters affecting employment of people with disabilities, to include accessibility of Agency facilities and technology.

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 average processing time for reasonable accommodation requests in FY 2019 was 54.3 days.

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.

DFAS has established a workflow to better manage and track requests for reasonable accommodation. The projected deployment of this workflow is January 2020. Additionally, DFAS continues to maintain full-time ASL interpreting staff at 4 of the 5 main sites.

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 process for requesting PAS was included in the revised DFAS instruction for requests for reasonable accommodation, DFAS 1020.1-I. No requests for PAS were made in 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 No

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer No

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Answer No

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer No

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

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 N/A

- 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 majority of PWD and PWTD are concentrated in the Grades GS-12 and below. In FY 2020, a barrier analysis has been completed. Recommendations are being briefed, and action plans are scheduled to be implemented.</p>
<p>STATEMENT OF BARRIER GROUPS:</p>	<p><i>Barrier Group</i></p> <hr/> <p>People with Disabilities</p>

- Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.
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- For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).
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- 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.
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