

## 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 |

This information will be reported during FY20. DO-S started servicing DSCA during 3rd Quarter FY19.

\*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 |

This information will be reported during FY20. DO-S started servicing DSCA during 3rd Quarter FY19.

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.

August 2019, DO-S met with DSCA leadership concerning assumption of EEO servicing. The hiring goals were communicated initially by DO-S at that time. DO-S will add to its EEO training information about the hiring goals in effort to inform the entire DSCA staff - supervisors/managers and non-supervisors.

### 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

DO-S has a full-time Disability Program Coordinator (DPC) who primarily services the reasonable accommodations requests of DO-S serviced agencies. Also, the AEP/SEP Program Manager monitors the hiring of PW(T)Ds at DO-S serviced agencies. Due to limited FTEs and funding, no positions will be added to the EEO staff.

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	
Architectural Barriers Act Compliance	0	0	0	
Processing applications from PWD and PWTD	1	0	0	Sabrina Seals Human Resource (HR) Specialist
Section 508 Compliance	0	0	0	
Processing reasonable accommodation requests from applicants and employees	1	0	0	Monique Ray
Special Emphasis Program for PWD and PWTD	1	0	0	Michael Bellinger, Jr.
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Sabrina Seals

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

The DO-S DPC/RA Coordinator has attended RA Disability Program manager Training. In addition, the DLA Enterprise EEO Office, Affirmative Employment and Diversity Division hosts regular meetings to discuss complaint and RA issues. The meetings also give an opportunity to receive updates to disability-related issues, discuss challenges, and share best practices.

**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

DO-S has full-time DPC/RA Coordinator whose primary duties of this person's positions have been to process RA requests. This person is getting acclimated to the other responsibilities of a DPC. In the meantime, the AEP/SEP Managers continues to monitor PW(T)D participation rates within the DO-S serviced agencies and building relationship with the Soldiers for Life - Technical Assistance Program (SEL-TAP) at Fort Belvoir to increase outreach opportunities to veterans with disabilities. Due to limited FTEs and funding, no positions will be added to the EEO staff.

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

<b>Brief Description of Program Deficiency</b>	C.2.a.6. Do the agency's training materials on its anti-harassment policy include examples of disability-based harassment? [see 29 CFR §1614.203(d)(2)]
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<b>Brief Description of Program Deficiency</b>	D.4.a. Does the agency post its affirmative action plan on its public website? [see 29 CFR §1614.203(d)(4)] If yes, please provide the internet address in the comments.		
<b>Objective</b>	DO-S and DSCA work together to post the Agency's affirmative action plan and other required items on its website.		
<b>Target Date</b>	Sep 28, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	May 29, 2020		DO-S and DSCA will meet to discuss the posting of the Agency's affirmation action plan and other required items on its website. Other items include the NoFEAR report annually and quarterly, and how to address IT accessibility.
	Sep 28, 2020		DSCA posts the required items on its website.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	Accomplishments toward this objective will be reported in DSCA FY20 MD715 report,	

### 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.

The Agency continued its use of Schedule A and Veterans appointing authorities to hire IwD. In addition to the available mechanisms to hire, DO-S will explore the possibility of DSCA participating in or expanding participation in the Workforce Recruitment Program for College Students with Disabilities (WRP), as a resource to include individuals with targeted disabilities (IwTDs) in the workforce. The WRP allows agencies to employ Iw(T)Ds for 14 weeks of experience with the Agency. This program provides the opportunity for both students and DSCA to assess skills, capability, and desire to work for the Agency. At the end of the 14 weeks, the Agency has the opportunity to hire a student on its rolls. DO-S will expand its outreach efforts to reach Iw(T)Ds for DSCA.

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

DSCA continued its use of Schedule A (5 CFR 213.3102(u)) to hire persons with intellectual, severely physical, and psychiatric disabilities. Persons eligible for each appointment must apply against specific job announcements and submit required documentation. Unsolicited resumes that are not for specific job opportunity announcements are not accepted. DSCA also utilized Veteran's Preference appointments to hire veterans with disabilities. DSCA vacancy announcements on USAJOBS are nearly always open to Veterans eligible for Veterans Recruitment Appointment, GS-11 and below, 30% Disabled Veteran (no grade limitation); and Veterans Employment Opportunity Act (VEOA), competitive with no grade limitation.

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.

Individuals eligible for Schedule A or Veterans appointing authorities must apply for specific vacancies. They are encouraged to apply via USAJOBS. Candidates must submit the proper documents to substantiate their Schedule A or Veterans appointment eligibility. Depending on the appointment authority, documentation is a letter for a physician or care provider certifying their hiring eligibility, a DD form 214, Military Discharge paperwork, and letter from the Department of Veterans' Affairs or military branch of service certifying their overall service connected disability. DFAS HR reviews the documentation to determine eligibility. Hiring managers may coordinate with HR when desiring to utilize Schedule A or Veterans appointing authorities to hire. They are to provide HR with the candidate's resume, Schedule A letter and veterans documentation if applicable. HR also refers qualified applicants to hiring managers based on their identified appointing authority (e.g., Schedule A, 30% or more disabled veteran, or both).

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

DO-S servicing of DSCA started August 2019, DO-S plans to provide comprehensive EEO training for the DSCA workforce. Training will include information on hiring authorities that take into account Iw(T)Ds (e.g., Schedule A and Veteran's hiring authorities) and will be tailored to the needs of supervisors/managers/hiring officials.

## 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.

DO-S will connect DSCA with the Fort Belvoir Soldiers for Life - Technical Assistance Program Office to increase its outreach footprint to soldiers who are planning to retire and current veterans. DO-S has an informal partnership that has led to increased awareness of an participation in SFL-TAP outreach events for increasing awareness of DLA. DO-S and DSCA can partner to do the same for DSCA. DO-S can also share information with DSCA about Operation Warfighter (OWF) and Wounded Warrior Outreach/Recruitment events. During FY19, DO-S participated in outreach events of SFL-TAP, OWF and Wounded Warrior for the first time for the Defense Logistics Agency (DLA). As such, an assessment was made concerning the ROI on loss of manpower and resources. DO-S determined that these events effectively serve the purpose of outreach - publicizing DLA to attendees, and will recommend them to DSCA for their participation as well. DO-S works with the Computer/Electronic Accommodations Program to assist PW(T)D with maintaining successful employment through the attainment of equipment that will make it possible and/or easier to successfully execute the duties of the job.

## 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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

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

a. New Hires for MCO (PWD)

Answer No

b. New Hires for MCO (PWTD)

Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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 No

b. Qualified Applicants for MCO (PWTD)

Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

a. Promotions for MCO (PWD)

Answer No

b. Promotions for MCO (PWTD)

Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with

DSCA on collection of this data for required and necessary data analysis.

## 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.

DO-S servicing of DSCA started August 2019, This plan will be examined and enhanced if possible during FY20.

### B. CAREER DEVELOPMENT OPPORTUNITES

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

DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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						
Training Programs						
Detail Programs						
Other Career Development Programs						
Internship Programs						
Mentoring Programs						
Fellowship 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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

**C. AWARDS**

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If “yes”, please describe the trigger(s) in the text box.
  - a. Awards, Bonuses, & Incentives (PWD) Answer No
  - b. Awards, Bonuses, & Incentives (PWTD) Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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 No
  - b. Pay Increases (PWTD) Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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 No
  - b. Other Types of Recognition (PWTD) Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

**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 No

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

d. Grade GS-13

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

a. SES

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

b. Grade GS-15

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

c. Grade GS-14

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

d. Grade GS-13

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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 No

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

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

DO-S servicing of DSCA started August 2019. Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

## 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

DO-S servicing of DSCA started August 2019. DO-S will work with DSCA on collection and monitoring of this data on a scheduled basis.

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

DO-S servicing of DSCA started August 2019. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

Separations	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

DO-S servicing of DSCA started August 2019, DO-S will work with DSCA on collection of this data for required and necessary data analysis.

Separations	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.

DO-S servicing of DSCA started August 2019, Triggers and barriers have not yet been examined in this area. DO-S will work with DSCA on collection of this data for required and necessary data analysis.

### 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.

DO-S servicing of DSCA started August 2019. DO-S will work with DSCA to get this information added to its website.

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.

DO-S servicing of DSCA started August 2019. DO-S will work with DSCA to get this information added to its website.

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.

DO-S servicing of DSCA started August 2019. DO-S will become familiar with DSCA activities to address any concerns about facility and technology issues, and improvements made for either or both.

### **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 time frame for initial processing is 40 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.

During FY19, DO-S provided substantive assistance and subject matter expertise to employees of DSCA in the area of RA. DO-S conducted numerous counseling sessions with management and employees regarding RA processes and disability concerns, and processed RA requests and contacts/inquiries. DO-S increased awareness of the RA process by serviced employees and first line supervisors, and has increased the amount and quality of the interactive process between employees, management officials, and the RA Coordinator. As the facilitator of the process, the RA Coordinator provides individual guidance to the employee and management in order for the Agency to provide an effective means of accommodation agreed upon by all. DO-S will educate the DSCA workforce through formal training about RAs and disabilities, to include hidden disabilities, and hiring appointing authorities for IwDs.

### **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 Personal Assistance Services procedures was added to the DLA RA Individuals with Disabilities Instruction. DSCA follows DLA's RA/PAS procedures as one of DO-S EEO customers. DSCA employees are made aware of the PAS procedure on a case-by-case basis. DO-S will include the PAS procedures in the training it will provide to the DSCA workforce, and will work with DSCA to add this information onto its website. In the meantime, DSCA has access to the DLA EEO and Diversity Office webpage, which includes explanation of the PAS rights and procedures. The website detailing PAS rights and procedures is ([http://www.dla.mil/EEO/Offers/Personal Assistance Services/](http://www.dla.mil/EEO/Offers/Personal_Assistance_Services/)).

## 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.

DSCA did not have any findings of discrimination during the reporting period.

### 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.

DSCA did not have any findings of discrimination during the reporting period.

## Section VIII: Identification and Removal of Barriers

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

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

Answer No

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

Answer No

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

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

DO-S assumed servicing of DSCA August 2019, and will utilize FY20 to set of DSCA for MD-715 reporting and continuous workforce demographic monitoring.

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

DO-S assumed servicing of DSCA August 2019, and will utilize FY20 to set of DSCA for MD-715 reporting and continuous workforce demographic monitoring. Planned activities for FY20 are reflected in Part H.1 -H.2 of this report.

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

N/A