

## Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

### Section I: Efforts to Reach Regulatory Goals

*EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government*

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

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

In FY 2019, PWD accounted for 17.47 percent of all permanent employees in cluster GS-1 to GS-10, which exceeds the 12 percent benchmark. Cluster GS-11 to SES was 10.97 percent, which falls below the 12 percent benchmark. Workforce participation rates include 30% or more disabled veterans not indicating a disability, and individuals who chose not to identify their disability.

\*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 |

In FY 2019, for the cluster GS-1 to GS-10 PWTD, workforce participation was 5.11 percent, and for cluster GS-11 to SES, PWTD workforce participation was 3.14 percent. Both figures exceed the benchmark goal of 2 percent.

Grade Level Cluster(GS or Alternate Pay Plan)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10	2074	369	17.79	105	5.06
Grades GS-11 to SES	11654	1334	11.45	350	3.00

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

Hiring goals were communicated and briefed to the Department's Senior Managers and Human Resources Officers at meetings and during trainings on Schedule A Hiring and Special Hiring Authorities. Activities to increase the hiring of people with disabilities are monitored, reviewed and evaluated throughout the fiscal year. A workforce statistical data dashboard is posted on DOL's Diversity and Inclusion website to promote diversity and inclusion efforts and to ensure transparency.

## 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

- 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

- 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	
Processing applications from PWD and PWTDD	25	0	0	Multiple HR personnel across all DOL HR Offices
Answering questions from the public about hiring authorities that take disability into account	4	0	0	Heidi Ortiz Acting Disability Program Manager
Processing reasonable accommodation requests from applicants and employees	5	0	12	WECO and CRC Staff
Section 508 Compliance	0	0	3	CRC Staff and OCIO Staff
Architectural Barriers Act Compliance	0	0	3	CRC Staff and Building Operations Staff
Special Emphasis Program for PWD and PWTDD	0	0	0	Heidi Ortiz Acting Disability Program Manager

- Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If “yes”, describe the training that disability program staff have received. If “no”, describe the training planned for the upcoming year.

Answer Yes

In FY 2019, DOL continued to provide HR Professionals and Hiring Managers with information on employee disability awareness and recruiting, hiring, and retaining employees with disabilities. DOL’s Regional Offices continue to use the NPWE Veterans Program, which supports Veterans with disabilities in gaining meaningful work experience. All Human Resources Specialists and managers are required to complete the Veteran Employment Training which also includes information on the use of Schedule A hiring authorities. This information is tracked via the agency’s learning management system.

### 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

DOL funds the Centralized Accommodation Fund, which funds services and equipment for employees with disabilities across the United States. The Centralized Accommodation Fund was fully funded in FY 2019, and continues to be fully funded for FY 2020.

## Section III: Program Deficiencies In The Disability Program

## 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.

• DOL continued to utilize the DEPM, Schedule A Coordinators, and Human Resources Specialists to identify and recruit applicants with disabilities. Several Schedule A hires and candidates were referred by the DEPM. The manager maintained partnerships with DC, Virginia, and Maryland and continued to lead outreach events. The manager also conducted workshops and mock interviews for people with disabilities and provided technical support to DOL Recruitment Coordinators throughout the country. • DOL continued to provide HR Professionals and Hiring Managers with training on Special Hiring Authorities, Disability Etiquette, and Disability Recruitment, Hiring, and Retention. DOL’s Regional Offices continue to use the NPWE Veterans Program, which supports Veterans with disabilities in gaining meaningful work experience. • The VEPM continued to facilitate the referral of qualified Veterans with disabilities for vacancies. Utilization of veteran entities to include Wounded Warrior Office, military installations and transition offices; Department of Defense, Operation Warfighter Program; and the Navy Yard Officers Association. The Office of Employee Engagement has a standard list of professional organizations and academic institutions that receive a copy of job announcements from DOL agencies posted on USAJobs. • As a leader in disability employment, ODEP continued to work closely with OPM to help inform federal agencies how to increase the federal employment population of individuals with disabilities using the Schedule A hiring process. ODEP continues to promote best practices such as leveraging the WRP to provide federal agencies with a direct pipeline to qualified individuals with disabilities. During the Americans with Disabilities Act (Anniversary Month, ODEP provided training to National Office and Regional employees in partnership with OHR. Guest speakers from the JAN presented on “Practical Solutions for Workplace Success.” Attendees learned about JAN’s services and the important role accommodations play in ensuring America’s and DOL’s workforce is powered by the skills and talents of all people, including people with disabilities. • BLS utilized e-recruitment processes to disseminate information about career opportunities through on-campus e-postings and outreach to the academic community, including students with disabilities. In FY 2019, BLS hired 20 people who self-identified as having a disability, including seven disabled veterans. Two of the applicants, who self-identified as having a disability, claimed a targeted disability. • The DAG affinity group continued to participate in Departmental events and to recruit new members during FY 2019. Guest speakers presented on relevant topics, including neurodiversity. DAG members met with DOL leadership to discuss enhanced electronic accessibility.

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

DOL and its operating agencies utilize Schedule A hiring authority to recruit PWD and PWTD into the workforce. In FY 2019, the Department hired 104 individuals with a disability, representing 12.6 percent of all new hires. DOL uses the Veteran’s Hiring Process for new hiring, which includes veterans with service-connected disabilities.

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.

All vacancies that are advertised “government-wide” and “all sources” include a statement on People with Disabilities and consideration under special appointing authorities. Eligibility criteria are addressed on open competitive vacancy announcements to educate those candidates unfamiliar with application procedures, forms, and requirements. Additionally, reasonable accommodation statements are included on vacancy announcements to ensure applicants with disabilities are informed of available accommodations. Applicants who meet the job qualifications are referred to hiring managers on a non-competitive certification list. The DEPM, and Human Resources Specialists discuss with hiring officials the use of hiring flexibilities, non-competitive appointment authorities to include Schedule A and disabled veterans’ appointments. Additionally, people with disabilities can send their resumes to the DEPM who in turn engages agency hiring managers about their interest in the potential applicants.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If “yes”, describe the type(s) of training and frequency. If “no”, describe the agency’s plan to provide this training.

Answer Yes

In FY 2019, the Diversity and Inclusion Branch provided disability-related training such as Schedule A, and Veterans Hiring Authorities for hiring managers and HR professionals. DOL added a Special Hiring Authorities course to the Department’s mandatory Leadership Development@Labor training curriculum, which includes comprehensive information about Schedule A. DOL mandates the completion of Essential HR Competencies training for all new managers, which includes information about Schedule A. Additionally, the Civil Rights Center(CRC) provides Reasonable Accommodations training to all managers.

**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, DOL continued to maintain and develop strategic partnerships with affinity organizations, professional associations, and educational institutions focused on groups with low participation rates to perform recruitment outreach. DOL maintained its contact with the Virginia Department of Aging and Rehabilitative Services with which there is a formal Memorandum of Understanding. This formal partnership continues to provide DOL with an excellent pipeline of qualified Schedule A applicants, many of which have been hired. In FY 2020, DOL plans to extend its outreach to individuals with hearing impairments by engaging individuals and counselors at Gallaudet University. Additionally, DOL has a formal MOU with the Department of Veterans Affairs (VA) Veteran’s Vocational Rehabilitation and Employment Office that allows us to bring in Disabled Veterans under the NPWE Program.

**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

(Table B1: Employee Gains – Permanent Workforce) Among FY 2019 new hires for the permanent workforce, triggers exist for PWD (11.36%), which falls below the 12 percent benchmark, while triggers do not exist for the PWTD (3.85%), which exceeds the 2 percent benchmark for PWTD.

New Hires	Total	Reportable Disability		Targeted Disability	
		Permanent Workforce	Temporary Workforce	Permanent Workforce	Temporary Workforce

	(#)	(%)	(%)	(%)	(%)
% of Total Applicants	15792	11.59	0.85	6.19	0.40
% of Qualified Applicants	11426	10.27	0.84	5.23	0.34
% of New Hires	463	8.64	0.43	4.75	0.22

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

(Table B6-1: New Hires) In FY 2019, DOL identified triggers for PWD in the following mission critical occupations: • Series 0110, qualified applicants=6.50%, hires=4.41% • Series 0140, qualified 12.09, hires=0% • Series 0201, qualified=10.98%, Hires=6.67% • Series 0243, qualified=5.1%, hires=0% • Series 0301, qualified=9.67%, hires=3.92% • Series 0360, qualified=12.18%, hires=4.35% • Series 0510, qualified=4.9%, hires=0% • Series 0511, qualified=7.65%, hires=0% • Series 690, qualified=4.92%, hires=0% • Series 0905, qualified=6.30%, hires=3.7% • Series 0991, qualified=10.78%, hires=10.26% • Series 1102, qualified=8.12%, hires 6.67% • Series 11.09%, qualified 4.41%, hires=0% • Series 1529, qualified=5.7%, hires=0% • Series 1530, qualified=6.56%, hires=0% • Series 1801, qualified=7.54%, hires=5.41% • Series 1822, qualified=5.44%, hires=2.27% • Series 1849, qualified=6.55%, hires=6.0% • Series 2210, qualified 7.11%, hires=6.09% In FY 2019, DOL identified triggers for PWTD in the following mission critical occupations: • Series 0110, qualified applicants=3.75%, hires=2.94% • Series 0140, qualified 5.58% hires=0% • Series 0142, qualified=3.83%, Hires=0% • Series 0201, qualified=4.85%, Hires=3.33% • Series 0243, qualified=1.35%, hires=0% • Series 0301, qualified=4.84%, hires=0% • Series 0360, qualified=4.92%, hires=4.35% • Series 0510, qualified=1.02%, hires=0% • Series 0511, qualified=4.12%, hires=0% • Series 0690, qualified=2.46%, hires=0% • Series 0905, qualified=3.42%, hires=0% • Series 1109, qualified 1.47%, hires=0% • Series 1529, qualified=3.8%, hires=0% • Series 1530, qualified=4.37%, hires=0% • Series 1801, qualified=3.77%, hires=0% • Series 1822, qualified=2.65%, hires=0% • Series 2210, qualified 3.22%, hires=1.72%

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	New Hires (%)
Numerical Goal	--	12%		2%	
0018SAFETY & OCCUPATIONAL HEALTH MANAGEMENT	34	247.06	8.82	100.00	5.88
0106UNEMPLOYM INSURANCE	6	666.67	16.67	366.67	16.67
0110ECONOMIST	41	219.51	12.20	143.90	7.32
0140WORKFORCE RESEARCH AND ANALYSIS	10	680.00	20.00	250.00	10.00
0142WORKFORCE DEVELOPMENT	5	480.00	0.00	160.00	0.00
0201HUMAN RESOURCES MANAGEMENT	16	143.75	6.25	62.50	0.00
0243APPRENTICES & TRAINING	6	200.00	16.67	100.00	16.67

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	New Hires (%)
Numerical Goal	--	12%		2%	
0301MISCELLANEOUS ADMINISTRATION PROGRAM	36	475.00	2.78	208.33	2.78
0360EQUAL OPPORTUNITY COMPLIANCE	3	166.67	0.00	33.33	0.00
0510ACCOUNTING	0	0.00	0.00	0.00	0.00
0511AUDITING	3	0.00	0.00	0.00	0.00
0690INDUSTRIAL HYGIENE	26	30.77	3.85	19.23	3.85
0801ENGINEERING	3	0.00	0.00	0.00	0.00
0905GENERAL ATTORNEY	11	263.64	0.00	154.55	0.00
0958PENSION LAW SPECIALIST	1	200.00	0.00	0.00	0.00
0991WORKERS COMP CLAIMS EXAMINING	18	477.78	44.44	255.56	22.22
1102CONTRACTING	0	0.00	0.00	0.00	0.00
1109GRANTS MANAGEMENT	2	700.00	0.00	350.00	0.00
1529MATHEMATICAL STATISTICIAN	11	109.09	9.09	63.64	9.09
1530STATISTICIAN	0	0.00	0.00	0.00	0.00
1801GENERAL INSPECTION, INVESTIGATION & COMPLIANCE	22	518.18	9.09	354.55	9.09
1822MINE SAFETY & HEALTH INSPECTION	27	133.33	11.11	107.41	7.41
1849WAGE & HOUR INSPECTION	25	856.00	32.00	400.00	12.00
2210INFORMATION TECHNOLOGY MANAGEMENT	0	0.00	0.00	0.00	0.00

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

In FY 2019, DOL identified triggers for PWD in all mission critical occupations among internal applicants, with the exception of: Series 0958, and Series 2210. In FY 2019, DOL identified triggers for PWTD in the following mission critical occupations among internal applicants: • Series 0018, relevant applicant pool (RAP)=1.42%, qualified=0.64% • Series 0201, RAP=3.87%, qualified=3.62% • Series 0243, RAP=5.13%, qualified=0% • Series 0301, RAP=5.63%, qualified=4.62% • Series 0360, RAP=5.81%, qualified=5.43% • Series 0511, RAP=2.5%, qualified=0% • Series 0690, RAP=1.66%, qualified=0% • Series 0905, RAP=2.47%, qualified=0% • Series 1109, RAP=5.13%, qualified=0% • Series 1529, RAP=5.68%, qualified=0% • Series 1530, RAP=1.85%, qualified=0% • Series 1801, RAP=2.25%, qualified=2.06% • Series 2210, RAP=2.44%, qualified=0%

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

(Table B6-1: Internal Competitive Promotions) In FY 2019, DOL identified triggers for PWD among employees promoted in all of the following mission critical occupations, with the exception of the following series: 0106, 2210. In FY 2019, DOL identified triggers for PWTD among employees promoted in all of the following mission critical occupations, with the exception of the following series: 0106, 0110, and 0360.

## 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.

In FY 2020, DOL will continue to engage in initiatives designed to ensure employees with disabilities and employees with targeted disabilities have sufficient advancement opportunity. DOL encourages and provides training and career development opportunities for all employees, including those with disabilities. DOL utilizes all available resources and methods to provide internal advancement to all employees, to include persons with disabilities. Employees are notified of training opportunities through their training administrators, DOL Affinity Groups, Division of Workforce Training and Inclusion, and the Department’s training management system, LearningLink. DOL ensures that advertisement materials for training and workshops include language on reasonable accommodations. Marketing and promotional materials designed to inform DOL of training and professional development opportunities are 508-compliant. The Department of Labor utilizes all available methods to provide and improve internal advancement opportunities for persons with disabilities within fiscal and staffing resources. These methods include as many of the activities listed, including others that may be available. • Increase the awareness of managers to encourage their full commitment to affirmative action goals and the need to provide advancement and training opportunities for persons with disabilities. • Encourage managers to work with human resources to restructure jobs, design bridge positions, and develop and implement Individual Development plans as tools to help advance persons with disabilities. • Identify career enhancing opportunities such as details, developmental assignments, mentoring programs, etc. Developmental details should be structured to expose a broad range of employees to a variety of positions within DOL. • Encourage referrals of persons with disabilities when filling vacancies. • Modify training methods to incorporate reasonable accommodations for persons with disabilities, e.g., Braille, captioned films, large print, etc. • Ensure facilities are accessible to and useable by persons with disabilities. • Evaluate program effectiveness and achievement in a systematic manner and at regular intervals. • Encourage persons with disabilities to participate in available training that includes in-house training, college courses, and correspondence courses for work or self-development. • Conduct workforce analyses of persons with disabilities to identify business policies and practices that create barriers that are not substantiated by a legitimate business case. Investigate whether less exclusionary policies or practices can be used that serves the same business purpose. • Encourage the use of a skills-building survey, including but not limited to, current and potential gaps in

skills and the distribution of competencies that will be utilized to fill vacancies as appropriate. • Encourage persons with disabilities to participate in training opportunities provided by the DAG.

**B. CAREER DEVELOPMENT OPPORTUNITES**

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

DOL continues to promote and create opportunities for all employees, to include persons with disabilities. In FY 2019, DOL continued to offer employees and managers one-day and four-day Core Leadership@Labor Sessions. The CoreLeadership@Labor program aims to improve supervisory effectiveness through the core and technical competencies, and information on developmental experiences. DOL also continued to offer the Emerging Leaders Course, for non-supervisory employees at the GS-12/13/14 level who are interested in leadership; LeadershipDevelopment@Labor, a program that consists of a series of learning activities that include classroom as well as blended learning sessions, and a Leadership COP. The Leading@Labor program aims to improve supervisory effectiveness through a shared vision of management success, a standard set of tools, skills, language, and knowledge. The sessions cover Communicating Effectively, Developing, Building Trust, and Recognizing Employees. SES personnel participated in the SES Onboarding Program, offering new career SES a unique developmental experience to support the transition into their new roles within DOL. The nine month program provides strategic development opportunities to sharpen executive management skills and foster collaboration. The program includes executive management workshops, mentoring, executive coaching, and coach led action learning. Leadership training and development can help maximize productivity, shape a positive culture, and drive the accomplishment of organizational goals. Leadership Development@Labor was established to help DOL leaders enhance the competencies they need to manage individuals and teams more effectively. The program addresses DOL’s need to develop the leadership skills of leaders systematically and as part of ongoing efforts to comply with the continuous learning requirements under 5 C.F.R. § 412. The program consists of a series of learning activities that include instructor-led classroom courses, blended learning sessions, and a Leadership Community of Practice. The learning activities are intended to equip managers with guidance and tools to effectively manage a variety of situations that create challenges to productivity and business results and to help bring out the best in the DOL workforce through engaging leadership practices and cross-department collaboration. The ROAD Program continued to facilitate temporary developmental assignments for employees which exposed them to other types of work teams, and other DOL agencies and environments for up to 120 days. In addition, DOL Leadership encourages the use of the ROAD program for regional, short-term, part-time, and telework-based opportunities and appreciates that the program promotes cross-training between offices and agencies, improves employee engagement by supporting employee careerdevelopment, and helps widen DOL’s internal candidate pool for vacancies.

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs	1	1	100	100	0	0
Fellowship Programs	21	4	0	0	0	0
Mentoring Programs	200	200	0	0	0	0
Coaching Programs	0	0	0	0	0	0
Training Programs	0	0	0	0	0	0
Detail Programs	294	132	12	15	3	5
Other Career Development Programs	17	16				

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

Note: DOL does not capture any data for career development programs in its workforce tables. The information provided is from internal tracking mechanisms established by program managers running these programs. DOL is unable to identify triggers for the remaining leadership programs because an applicant pool does not exist for these programs. Selections are made based on those eligible for participating in the program.

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

Note: DOL does not capture any data for career development programs in its workforce tables. The information provided is from internal tracking mechanisms established by program managers running these programs. DOL is unable to identify triggers for the remaining leadership programs because an applicant pool does not exist for these programs. Selections are made based on those eligible for participating in the program.

**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

Given the Inclusion rate of 12% for PWD: Total Cash Awards greater than \$1500 – 10% of those in this award category were to PWD Total Time-Off Awards 1-9 Hours – 9% of those in this award category were to PWD Total Cash Awards between \$501 and \$1500 – 7% of those in this award category were to PWD Given the Inclusion rate of 3% for PWTD: Total Time-Off Awards 1-9 Hours – 2% of those in this award category were to PWTD Total Cash Awards between \$501 and \$1500 – 1% of those in this category were to PWTD

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	2670	14.13	20.63	11.38	15.14
Time-Off Awards 1 - 10 Hours: Total Hours	14023	77.54	107.33	64.11	82.45
Time-Off Awards 1 - 10 Hours: Average Hours	5.25	0.32	0.05	1.23	-0.01
Time-Off Awards 11 - 20 hours: Awards Given	602	5.04	4.17	5.91	4.73
Time-Off Awards 11 - 20 Hours: Total Hours	9466	80.94	65.15	95.40	75.64
Time-Off Awards 11 - 20 Hours: Average Hours	15.72	0.94	0.14	3.53	-0.01
Time-Off Awards 21 - 30 hours: Awards Given	663	5.28	4.71	4.81	5.45
Time-Off Awards 21 - 30 Hours: Total Hours	15922	126.69	113.24	110.28	132.69
Time-Off Awards 21 - 30 Hours: Average Hours	24.02	1.41	0.21	5.01	0.09

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 31 - 40 hours: Awards Given	686	5.75	4.80	8.53	4.73
Time-Off Awards 31 - 40 Hours: Total Hours	24112	201.76	168.68	302.84	164.74
Time-Off Awards 31 - 40 Hours: Average Hours	35.15	2.06	0.31	7.77	-0.03
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	1741	13.43	12.71	12.69	13.70
Cash Awards: \$501 - \$999: Total Amount	1371299.92	10329.22	10049.14	9843.08	10507.24
Cash Awards: \$501 - \$999: Average Amount	787.65	45.11	6.88	169.71	-0.52
Cash Awards: \$1000 - \$1999: Awards Given	2985	23.75	21.64	20.79	24.84
Cash Awards: \$1000 - \$1999: Total Amount	4317681.95	34128.55	31351.15	29577.54	35795.07
Cash Awards: \$1000 - \$1999: Average Amount	1446.46	84.27	12.60	311.34	1.12
Cash Awards: \$2000 - \$2999: Awards Given	2811	16.07	21.49	16.63	15.87
Cash Awards: \$2000 - \$2999: Total Amount	6897469.04	39151.88	52771.95	41523.13	38283.57
Cash Awards: \$2000 - \$2999: Average Amount	2453.74	142.89	21.37	546.36	-4.85
Cash Awards: \$3000 - \$3999: Awards Given	1653	8.09	12.76	11.16	6.97
Cash Awards: \$3000 - \$3999: Total Amount	5628182.55	27543.92	43450.82	37996.90	23716.19
Cash Awards: \$3000 - \$3999: Average Amount	3404.83	199.59	29.62	745.04	-0.14
Cash Awards: \$4000 - \$4999: Awards Given	786	3.58	6.16	4.60	3.21
Cash Awards: \$4000 - \$4999: Total Amount	3469556.03	15750.52	27185.56	20196.57	14122.44
Cash Awards: \$4000 - \$4999: Average Amount	4414.19	258.21	38.40	961.74	0.58
Cash Awards: \$5000 or more: Awards Given	818	3.93	6.39	4.16	3.85
Cash Awards: \$5000 or more: Total Amount	5117675.85	23831.05	40172.34	24416.61	23616.63
Cash Awards: \$5000 or more: Average Amount	6256.33	355.69	54.66	1285.09	15.35

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

There were no triggers involving PWD and/or PWTD for quality step increases or performance-based pay increases.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	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

DOL Secretary’s Honor Awards; data for this award is not included in the workforce data tables.

**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 Yes

ii. Internal Selections (PWD)

Answer Yes

c. Grade GS-14

i. Qualified Internal Applicants (PWD)

Answer Yes

ii. Internal Selections (PWD)

Answer Yes

d. Grade GS-13

i. Qualified Internal Applicants (PWD)

Answer Yes

ii. Internal Selections (PWD)

Answer Yes

DOL identified triggers for PWD in the GS 13 -15 grades. DOL has no information on internal applicants and/or selectees for promotion in the SES.

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 Yes
- c. Grade GS-14
  - i. Qualified Internal Applicants (PWTD) Answer Yes
  - ii. Internal Selections (PWTD) Answer Yes
- d. Grade GS-13
  - i. Qualified Internal Applicants (PWTD) Answer Yes
  - ii. Internal Selections (PWTD) Answer Yes

(Table B-7) DOL identified triggers for PWTD in the GS 13-15 grade levels in the internal selections category. Trigger identified for PWTD in GS 13 grade level: Relevant applicant pool was 3.08%, the qualified internal applicants was 3.48%, and the internal selection was 1.60%. Trigger identified for PWTD in the GS-14 grade level: Relevant applicant pool was 3.13%, the qualified applicant pool was 1.89%, and the internal selection was 2.41%. Trigger identified in the PWTD in the GS-15 grade level: Relevant applicant pool was 3.09%, the qualified applicant pool was 0%, and the internal selection was 0%. DOL has no information on internal applicants and/or selectees for promotion in the SES.

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

N/A: Data not available to determine triggers (B8).

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

N/A: Data not available to determine triggers (B8).

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

N/A: Data not available to determine triggers (B8).

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

N/A: Data not available to determine triggers (B8).

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

N/A: Data not available to determine triggers (B8).

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

N/A: Data not available to determine triggers (B8).

## 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

DOL did not convert 100% of Schedule A hires. It has been and continues to be DOL’s practice to convert Schedule A applicants into the competitive service after satisfactory completion of two years. However, note that DOL systems currently do not have that capability to identify those individuals automatically; therefore, we rely on managers or the individuals themselves to assist HR and managers.

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

In FY 2019, DOL did not exceed separation rates for PWTD when compared to employees without disabilities.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	52	0.69	0.33
Permanent Workforce: Resignation	207	1.74	1.44
Permanent Workforce: Retirement	488	3.82	3.43

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Other Separations	354	2.31	2.55
Permanent Workforce: Total Separations	1101	8.56	7.75

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 %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	52	1.52	0.33
Permanent Workforce: Resignation	207	2.17	1.45
Permanent Workforce: Retirement	488	4.77	3.44
Permanent Workforce: Other Separations	354	2.17	2.54
Permanent Workforce: Total Separations	1101	10.63	7.75

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.

DOL did not identify triggers involving the separation rate of PWD/PWTD.

**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.dol.gov/agencies/oasam/centers-offices/civil-rights-center/internal/statutes-regulations-2> <https://www.dol.gov/agencies/oasam/ocio/ocio-508.htm> <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/internal/statutes-regulations>

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.dol.gov/agencies/oasam/centers-offices/civil-rights-center/internal/statutes-regulations>

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.

DOL improved the accessibility of the reasonable accommodation request process by implementing Section 508 compliant forms for requesting reasonable accommodations. In FY 19, the Reasonable Accommodation Resource Center (RARC) continued to work with OCIO to design the Reasonable Accommodation Tracking System. The tracking system is an electronic tracking and reporting

system, has streamlined the processing of reasonable accommodation requests. In FY 2020, RARC expects to fully realize the benefits of having an electronic system (e.g., reduced time to process a reasonable accommodation request, accurate and timely data reporting, centralized data repository, and an electronically generated status update for requestors). In FY 2020, RARC will further develop its web presence to promote services and solutions on CRC's public website by developing additional resources, including a fact sheet on the role of CRC and the WECOs in the reasonable accommodation process, a list of frequently asked questions, and success stories.

### 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.)

DOL's procedure on reasonable accommodation requires that requests be processed within 60 business days. The average time frame for processing requests during the reporting period is 28 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.

DOL has an effective reasonable accommodation program. The DOL PDF forms for requesting reasonable accommodations are Section 508 compliant. In FY 2019, DOL continued to train managers and supervisors on the reasonable accommodation process and will continue this training to DOL employees in FY 2020. DOL revised its reasonable accommodation policy, which went into effect in December 2016. These revisions incorporated changes under the ADAAA, timeframes for processing, and procedures for issuing decisions. In FY 2019 RARC successfully closed 181 Reasonable Accommodations requests. In FY 2019, RARC received 503 requests, of which 260 were processed in-house, significantly more than were received in FY 2018. In FY 2018 and FY 2019 DOL trained all DOL managers and supervisors throughout the U.S. on DOL's reasonable accommodation process as a mandatory training.

### 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.

DOL currently provides PAS to approximately 10 employees with severe disabilities. DOL had a PAS program prior to the requirement. DOL is planning to expand the PAS program in FY 2020 to formally adhere to the EEOC's requirements on telework and travel.

## 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.

There were no findings of discrimination against 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

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

<b>Source of the Trigger:</b>	Workforce Data (if so identify the table)				
<b>Specific Workforce Data Table:</b>	Workforce Data Table - B11				
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>  Provide a brief narrative describing the condition at issue.  How was the condition recognized as a potential barrier?	Although, qualified internal applicants for GS-13 were above the 12% benchmark, internal selections were below the benchmark for PWD.				
<b>STATEMENT OF BARRIER GROUPS:</b>	<i>Barrier Group</i> People with Disabilities				
<b>Barrier Analysis Process Completed?:</b>	Y				
<b>Barrier(s) Identified?:</b>	Y				
<b>STATEMENT OF IDENTIFIED BARRIER:</b>  Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	<b>Barrier Name</b>		<b>Description of Policy, Procedure, or Practice</b>		
	Internal competitive promotions to senior grade positions		Although, qualified internal applicants for GS-13 were above the 12% benchmark, internal selections were below the benchmark for PWD.		
<b>Objective(s) and Dates for EEO Plan</b>					
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>
09/30/2020	09/30/2021	Yes			Identify specific workplace issues related to career development opportunities; including educating employees and managers about available career development opportunities; and promoting awareness and reasonable accommodations.
<b>Responsible Official(s)</b>					
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>	
Chief Human Capital Officer		Syndey T. Rose		Yes	
<b>Planned Activities Toward Completion of Objective</b>					
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>
					<b>Completion Date</b>

<b>Report of Accomplishments</b>	
<b>Fiscal Year</b>	<b>Accomplishment</b>
2020	<p>DOL launched an Enterprise-wide Shared Services (ESS) Initiative to transform the delivery of administrative services into a streamlined, consistent, and efficient service delivery model supporting all DOL mission agencies. The objective led to analysis of the current administrative services operating model, identify improvements, and holistically implement solutions to create a Department-wide shared services environment. The Enterprise-Wide Shared Services Initiative was a priority for Departmental Leadership in conjunction with the administration.</p> <p>The main functional focus areas impacted by this initiative were Human Resources (HR), Information Technology (IT), Personnel Security, and Procurement. Effective October 1, 2019, marked the official implementation of the Office of Human Resources (OHR) which consolidated eleven serving Human Resources Offices into one OHR providing services to 22 different DOL agencies. OHR's Division of Staffing was in the latter part of the transition of the newly formed OHR. As the new staffing branches were getting acclimated to a new structure, teams, supervisors, agency assignments, processes, customer service agreements, etc., the COVID-19 pandemic emerged. The emergence of the COVID-19 pandemic shifted the agency's focus on its employee's safety and wellness.</p> <p>In response to the pandemic and to ensure employee safety and wellness, DOL moved into a 100% telework posture which required ensuring employees had resources and means to function in a remote working environment. While recruitment was being maintained for the needs of our clients while transitioning into shared services and the unexpected COVID-19 pandemic, DOL did have overall hiring successes increasing representation of persons with disabilities and targeted disabilities.</p>

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

N/A

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

The planned activities are designed to remove barriers for PWD entering the DOL workforce. The Bureau of Labor Statistics (BLS) utilized e-recruitment processes to disseminate information about career opportunities through on-campus e-postings and outreach to the academic community, including students with disabilities. In FY 2019, BLS hired 20 people who self-identified as having a disability, including seven disabled veterans. Two of the applicants, who self-identified as having a disability, claimed a targeted disability. DOL Recruitment Coordinators provide Internship opportunities and job placement assistance to veterans with disabilities in non-paid work programs, such as the Operation Warfighter program. In FY 2019, DOL's Business Operation Center (BOC) sponsored a disabled veteran under the Operation Warfighter Program for a three month internship. The Office of Workers' Compensation Programs (OWCP) continues to use various methods for recruiting and employing qualified disabled veterans through Direct Hiring Authority, Schedule A, Delegated Examining Hiring Authority, participation in the Navy's Wounded Warrior Program, targeted use of veteran hiring fairs that focus on disabled veterans and women veterans, and outreach to various VA medical centers and vocational and educational services for individuals with disabilities.

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.

Many of the activities remain ongoing with a 2020 target date for completion.