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

The GS-11 to SES Cluster is at 7% PWD

*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   Yes

The GS-11 to SES Cluster is at 1% PWTD

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.

All Department managers/supervisors are required to take "Supervisory Essentials" training, in which the numerical goals for PWD and PWTD are communicated. The recruiters are members of the OHR staff and they are aware of the numerical goals which have been communicated to them via collaboration with OEEOS.

Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If "no", describe the agency's plan to improve the staffing for the upcoming year.

                                                                    Answer   Yes

2. Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing reasonable accommodation requests from applicants and employees	1	0	0	Kenton Stalder Reasonable Accommodations Program Manager/Disability Employment Program Manager Kenton.Stalder@ed.gov
Processing applications from PWD and PWTD	1	0	0	Karen Cobbs Selective Placement Program Coordinator/ Veteran Program Officer Karen.Cobbs@ed.gov
Section 508 Compliance	1	0	0	Denise McGland Supervisor, Assistive Technology Team Denise.McGland@ed.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Cobbs Selective Placement Program Coordinator/ Veteran Program Officer Karen.Cobbs@ed.gov
Architectural Barriers Act Compliance	1	0	0	Mark Hotchberg Director, Facilities Services Division Mark.Hochberg@ed.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Kenton Stalder Reasonable Accommodations Program Manager/Disability Employment Program Manager Kenton.Stalder@ed.gov

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 Acting Reasonable Accommodations Program Manager/Disability Employment Program Manager completed COR II certification training, EEO essentials training, and Reasonable Accommodations for Supervisors training.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If "no", describe the agency's plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer   Yes

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If "no", please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.

Brief Description of Program Deficiency	C.2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]		
Objective	To establish official guidelines/handbook on processing request for Personal Assistance Services (PAS).		
Target Date	Sep 30, 2020		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Apr 16, 2019		Submitted the (draft) Department of Education (ED) Personal Assistant Services (PAS) Handbook to the Departmental Directives Management Officer. They then forwarded the aforementioned draft PAS handbook to all ED Principal Office Executive Officers to vet the proposed PAS draft handbook. Once completed, this draft will be returned to the Office of Equal Employment Opportunity Services for final review and then forwarded to the Principal Deputy Assistant Secretary for Management for final approva
Accomplishments	*Fiscal Year*	*Accomplishment*	

Brief Description of Program Deficiency	C.2.c.1. Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If "yes", please provide the internet address in the comments column.		
Objective	To post the PAS on the Agency's public website once the draft PAS has been approved. See draft PAS.		
Target Date	Sep 30, 2020		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Apr 16, 2019		Submitted the (draft) Department of Education (ED) Personal Assistant Services (PAS) Handbook to the Departmental Directives Management Officer. They then forwarded the aforementioned draft PAS handbook to all ED Principal Office Executive Officers to vet the proposed PAS draft handbook. Once completed, this draft will be returned to the Office of Equal Employment Opportunity Services for final review and then forwarded to the Principal Deputy Assistant Secretary for Management for final approva
Accomplishments	*Fiscal Year*	*Accomplishment*	

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 Human Resources (HR) Specialist reviews applications for all vacancy announcements and identifies those applicants who identify as Schedule A certified, or a veteran with a service connected disability or otherwise identifies as a PWD or PWTD.

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

The Department's use of hiring authorities that take into account Schedule A to recruit PWD and PWTD are primarily tied into OPM's website with Karen Cobbs listed as the Selective Placement Program Coordinator, with a direct phone number and email to contact for assistance with finding Federal jobs, resume assistance, and interview tips/preparation. The Department has been under a "hiring freeze" from February 2017 until present, and so there has been no other outreach (job fairs, etc.). Workshops that educate Schedule A candidates have been conducted for both internal and external candidates.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The Department determines eligibility of PWD and PWTD that apply for positions by qualification process that is very similar to those applicants who do not have a special hiring authority based on the qualifications of the posted job announcement. However, if the Schedule A applicant is "minimally qualified" they will be forwarded for consideration to the hiring manager. The Selective Placement Program Coordinator through outreach (received emails, phone calls, and through the OPM listing of the services provided) actively seeks positions that are not posted as job vacancies, but can be filled by Schedule A direct hiring authority. This is done by consistent communication with other HR Specialist who service sub-organizations (Principal Offices) that have a need which qualified Schedule A applicants potentially may fill without a job announcement being posted. The Department maintains an active database of Schedule A applicants, as well as Veterans who have contacted the Department, with their resumes, hiring authority documents, and their qualifications (including what grade level(s) they qualify for). Once an opening is identified, this database is searched for qualified suitable Schedule A candidates to forward to hiring managers.

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.

<div align="right">Answer   Yes</div>

All Department managers/supervisors are required to take "Supervisory Essentials" training annually. This training includes instruction on the various hiring authorities (e.g. Schedule A). Also, when a hiring manager consults with OHR to advertise a vacancy, OHR staff provides a briefing to the hiring manager on the various hiring authorities.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The Department maintains contact with internal and external organizations to market the Selective Placement Program Coordinator

Services and by conducting workshops and informational sessions that serves as marketing tools to recruit possible candidates to our database for future employment. Again, the Department is still under a hiring freeze and thus there has been no meaningful outreach through job fairs.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

      a. New Hires for Permanent Workforce (PWD)   Answer   No

      b. New Hires for Permanent Workforce (PWTD)   Answer   No

New Hires	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

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

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

Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

A. ADVANCEMENT PROGRAM PLAN

Describe the agency's plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

The Department educates and promotes awareness regarding advancement opportunities to employees, including People with Disabilities, on available developmental opportunities. Developmental opportunities are promoted across the Department through various means, such as: conducting meetings with Principal Offices, disseminating articles on ConnectED (internal agency website), spotlighting trainings on ConnectED, and placement of posters and flyers in all buildings.

B. CAREER DEVELOPMENT OPPORTUNITES

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

Some of career development opportunities and programs/trainings provided by the Department are: detail assignments, Excellence in Government Fellow Program, Pathways to Leadership Program, Executive Coaching, Transition to Supervisors Program, Supervisory Essentials, White House Leadership Development, and many more.

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 (%)
Other Career Development Programs						
Fellowship Programs	0	0	0	0	0	0
Detail Programs						
Internship Programs	0	0	0	0	0	0
Coaching Programs		10		3		0
Mentoring Programs		27		5		1
Training Programs		18		1		0

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

  a. Applicants (PWD) Answer No

  b. Selections (PWD) Answer No

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

        a. Applicants (PWTD)   Answer   No

        b. Selections (PWTD)   Answer   No

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If "yes", please describe the trigger(s) in the text box.

        a. Awards, Bonuses, & Incentives (PWD)   Answer   No

        b. Awards, Bonuses, & Incentives (PWTD)   Answer   No

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

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

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

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

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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

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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

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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

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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

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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

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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

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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

Section VI: Plan to Improve Retention of Persons with Disabilities

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

                                                Answer   Yes

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

          a.Voluntary Separations (PWD)   Answer   No

b.Involuntary Separations (PWD)   Answer   No

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %

3. Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If "yes", describe the trigger below.

a.Voluntary Separations (PWTD)   Answer   No

b.Involuntary Separations (PWTD)   Answer   No

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

N/A

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b)), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

The Department's public website is found at https://www2.ed.gov an directly at the bottom of the home page, is a link titled "Accessibility" – that link is https://www2.ed.gov/notices/accessibility/index.html?src=ft which takes you to a page that provides an Accessibility Statement including a description and forms on how to file a 508 complaint.

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.

The Department's public website is found at https://www2.ed.gov and towards the bottom of the home page is the topic "Laws & Guidance" is the link "Civil Rights" at https://www2.ed.gov/about/offices/list/ocr/know.html?src=ft and then to the right of that page is the link "How to file a complaint". The Office for Civil Rights is responsible for coordinating the implementation of Section 504 and resolving complaints claiming that programs or activities conducted by the Department (non-employment related issues) are not accessible to person with disabilities. (see 34 CFR § 105.41(c)). The Department will notify the Architectural and Transportation Barriers Compliance Board of any complaint alleging that any Department building or facility that is subject to the Architectural Barriers Act of 1968, as amended, is not readily accessible to and useable by individuals with disabilities. (See 34 CFR § 105.41(f)).

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

The Department provides reasonable accommodation when needed for transportation for work-related activities while on-site. The

Department has two lift-equipped vans (separate and apart from the shuttle services) in its motor pool for use by headquarters employees; employees who use wheelchairs have priority over all other users in reserving these vans. The Department is working to secure accessible vans in regional office motor pools and will provide an accessible vehicle through rental or contract if necessary. The Assistive Technology Team, Office of the Chief Information Officer, provides assessments and preventative equipment for employees who experience computer-related repetitive stress injuries, which cause impairments that may not be severe enough to be disabilities, but that would worsen without adaptive equipment. The Assistive Technology Team can also provide installation and training on how to use the equipment, or the Team can arrange for a qualified vendor to do so. These services can be provided in the office or at a telecommuting location.

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

The average processing time for implementing and issuing the reasonable accommodation is 30 days after the initial request.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

The Department has an effective reasonable accommodation (RA) program. RA request are responded to as soon as possible, but no later than 30 calendar days from the date the request is made, absent extenuating circumstances. The Department has entered into an Interagency Agreement with the Federal Occupational Health (FOH), Department of Health and Human, services to provide Medical Review Officer (MRO) services. The MRO neither decides whether to grant or deny any accommodation, nor determines whether an undue hardship exists. Such decisions are management decisions and are made by the employee's supervisor. The MRO's role is to evaluate the accuracy and completeness of the RA documentation, to advise the Department managers on the severity and nature of the employee's impairment, and to advise whether a requested accommodation is likely to be effective, given the functional limitations described. The Reasonable Accommodations Program Manager (RAPM) provides Department-wide technical assistance, training, and support to managers and employees as they move through the RA process. The RAPM may be consulted by managers and employees to facilitate the RA process and serves as a neutral party to provide information and resources. The RAPM tracks and monitors RA requests, particularly the number and types of RA requests, and whether those requests have been granted or denied; the jobs (occupational series, grade level, and agency component) for which RAs have been requested; the types of accommodations requested; the reasons for denial of the RA requests, etc. The Department has established a centralized funding for RA purchases, managed by the RAPM. This funding is available to cover the costs on any equipment, services, or training needed to provide a RA, or to assess the employee's impairment and /or need for an accommodation.

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 Department has an effective Personal Assistive Services (PAS) program. During the reporting period, there was one request for PAS, and the personal assistant was provided within one day of the request. In this instance the employee had a personal assistant who was an FTE employee. The personal assistant was taking annual leave and so the employee requested a temporary personal assistant. The RAPM is aware of those employees requiring PAS and monitors PAS requests for trends; and routinely provides training to both the employees and their supervisors regarding requesting these 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.

N/A

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.

N/A

Section VIII: Identification and Removal of Barriers

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

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

   Answer   No

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

   Answer   No

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

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

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

N/A

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.