

Federal Exchange on Employment and Disability (FEED) Meeting

February 11, 2026

Today's Agenda

Introduction (1:00-1:05 p.m.)

- Akinyemi Banjo, Senior Policy Advisor, Office of Disability Employment Policy (ODEP), U.S. Department of Labor (DOL)

Welcome (1:05-1:10 p.m.)

- Julie Hocker, Assistant Secretary, Office of Disability Employment Policy (ODEP), U.S. Department of Labor (DOL)

Workforce Recruitment Program (WRP) Updates (1:10-1:15 p.m.)

- Lauren Karas, Business Development Specialist, Office of Disability Employment Policy (ODEP), U.S. Department of Labor

Promising Practices in Reasonable Accommodations: What Agencies are Reporting on MD-715 Reports (1:15-1:35 p.m.)

- Marqui Willoughby, Attorney Advisor, Agency Oversight Division, Federal Sector Oversight and Compliance Service, Office of Federal Sector, U.S. Equal Employment Opportunity Commission (EEOC)

Reasonable Accommodations: Policies and Processes, Tracking, and Follow-Along (1:35-2:30 p.m.)

- Kendra Shock, Division Chief, Office of Accessibility and Accommodations, Disability and Reasonable Accommodations Division (OAA/DRAD), U.S. Department of State
- Heidi Howland, Lead Disability Resources Specialist, Bureau of Personnel and Training, Office of Accessibility and Accommodations, U.S. Department of State
- Emily Claybrook, Employee Relations Program Manager, U.S. General Services Administration (GSA)

Chat with U.S. Equal Employment Opportunity Commission (EEOC) (2:30-2:55 p.m.)

- Elyssa Santos-Abrams, Senior Attorney-Advisor, Outreach, Training, and Engagement Division, Federal Sector Programs, Office of Federal Operations, U.S. Equal Employment Opportunity Commission (EEOC)
- Candace Clark, Management and Program Analyst, U.S. Equal Employment Opportunity Commission (EEOC)

Closing (2:55-3:00 p.m.)

- Akinyemi Banjo, Senior Policy Advisor, Office of Disability Employment Policy (ODEP), U.S. Department of Labor (DOL)

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Workforce Recruitment Program (WRP) Updates

Lauren Karas, Business Development Specialist, Office of Disability Employment Policy (ODEP), U.S. Department of Labor

Workforce Recruitment Program: Find and Hire Qualified Individuals with Disabilities

Federal Exchange on Employment and Disability

February 11, 2026

Lauren Karas

Office of Disability Employment Policy

U.S. Department of Labor



Workforce Recruitment Program

- Connects federal employers with college students, graduate students, and recent graduates with disabilities interested in federal service
- Managed by U.S. Department of Labor
- Serves as a resource for agencies in complying with Section 501 of the Rehabilitation Act

Who are the WRP Candidates?

- Candidates are:
 - Available for internships, part-time, or full-time employment nationwide
 - Undergraduate, graduate students, and recent graduates with disabilities

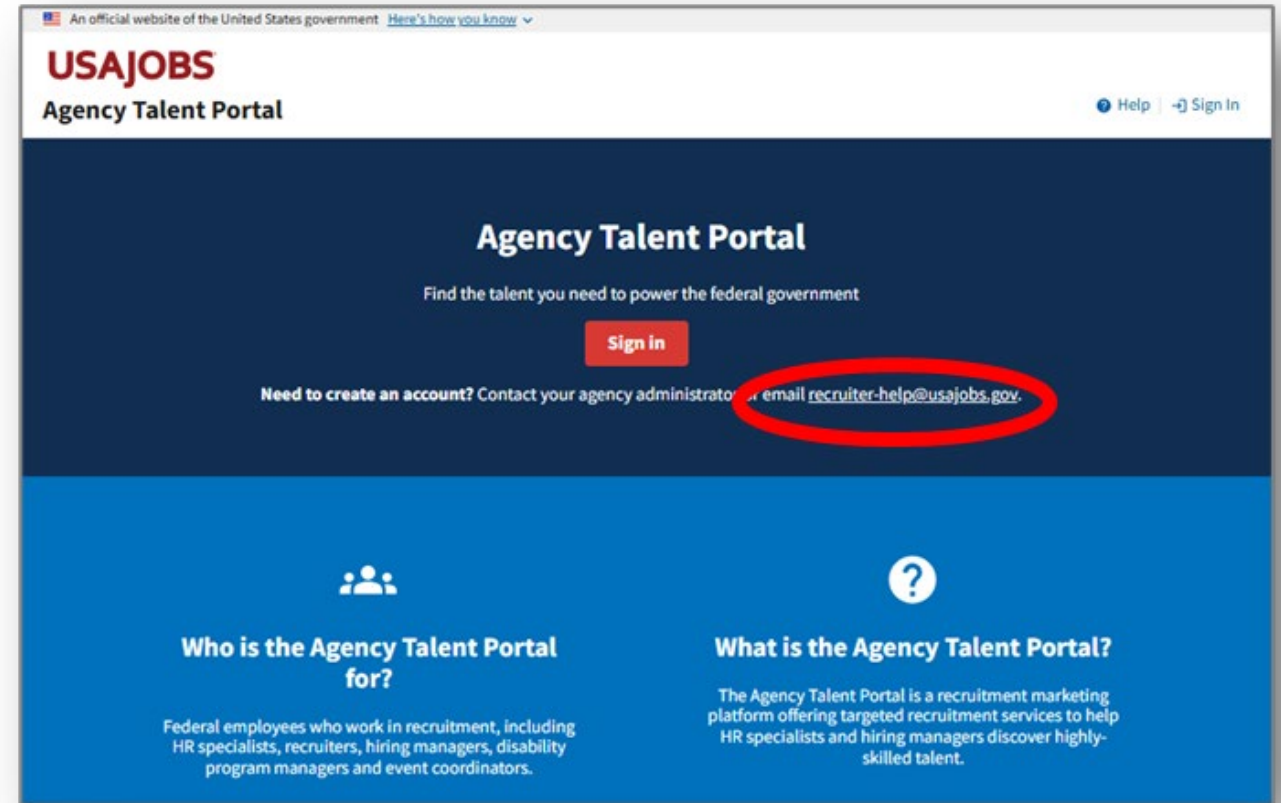
WRP Talent Program

- ODEP and WRP have partnered with the U.S. Office of Personnel Management's USAJOBS to transition the WRP candidate database to a Talent Program.
- Talent Programs are available through USAJOBS' Agency Talent Portal (ATP).
- ATP is a recruitment platform that helps federal HR specialists and hiring managers discover highly-skilled talent.
- WRP candidates can be viewed and searched now! A full cohort of candidates will be available by mid-March.

Create an Agency Talent Portal (ATP) Account

To access the WRP talent program, you must first request an ATP account.

- Email recruiter-help@usajobs.gov to request an account and include:
 - Your name
 - Federal email address
 - Agency and subagency or component (if applicable)
 - Reason for requesting access
 - Supervisor approval
- If your agency has an ATP agency administrator, your request will be forwarded to them for processing. Otherwise, the ATP help desk will process your request.

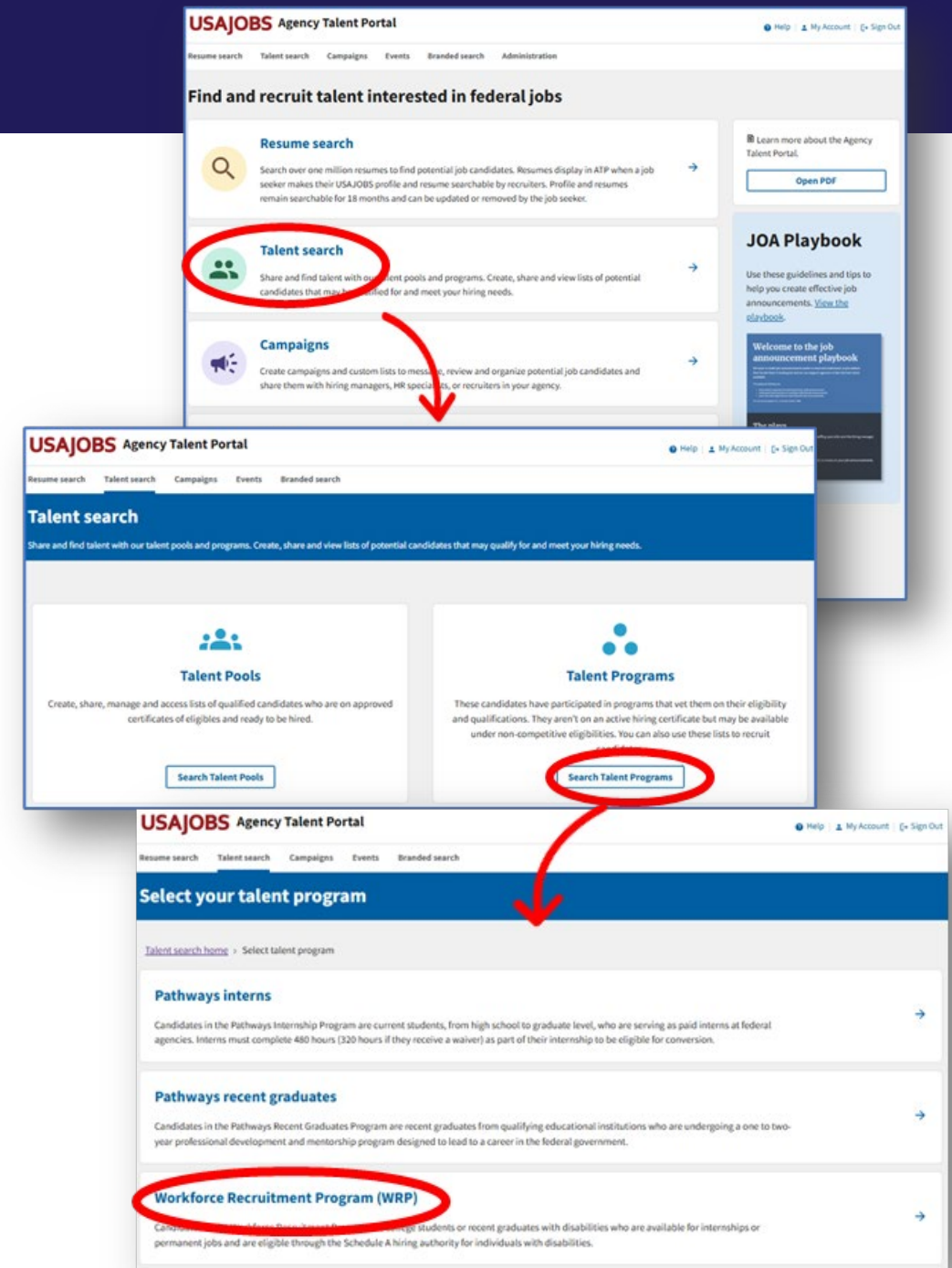


Access to ATP is restricted to federal employees who work in recruitment and hiring.

Go to Talent Programs

Once you have an account, go to agencyportal.usajobs.gov and sign in. To navigate to the WRP Talent Program,

- Select **Talent search**.
- Then select **Search Talent Programs**.
- Then select **Workforce Recruitment Program (WRP)**.



Questions & Contact Information

Website: wrp.gov

Email for WRP staff: wrp@dol.gov

Promising Practices in Reasonable Accommodations: What Agencies are Reporting on MD-715 Reports

Marqui Willoughby, Attorney Advisor, Agency Oversight Division, Federal Sector Oversight and Compliance Service, Office of Federal Sector, U.S. Equal Employment Opportunity Commission (EEOC)

MARQUI.WILLOUGHBY@EEOC.GOV

FY 2024 EEO Complaints Data

- 16,041 formal EEO complaints filed.
- 7,745 or 48% of complaints contained a disability claim.
- 2,242 or 14% of complaints contained disability RA claims.
- There were 224 findings at the Administrative Judge and Final Agency Decision stage, and 122 of these findings or 55% contained a finding of denial of a reasonable accommodation for a disability.
- 24% of these RA findings involved mental conditions, and 76% involved physical conditions.

FY 2025 Federal Sector Appeals Data

- In FY 2025, there were 35 appellate findings of violations of EEO laws.
- 17 appellate findings involved violations of the Rehabilitation Act, or 49% of all findings.
- There was one finding involving a violation of the Pregnant Workers Fairness Act (PWFA), or 3% of all findings.
- 9 appellate findings involved denial of reasonable accommodation for disabilities, or 26% of all findings.

Affirmative Action Plans

Section I – Efforts to Reach Regulatory Goals

Section II – Model Disability Program

Section III – Program Deficiencies in the Disability Program

Section IV – Plan to Recruit and Hire Individuals with Disabilities

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

Section VI – Plan to Improve Retention of Persons with Disabilities

Section VII – EEO Complaint and Findings Data

Section VIII – Identification and Removal of Barriers

Promising Practices: Recruitment

- **Central Intelligence Agency (CIA):**

CIA created an ability talent broker (ATB) position to facilitate the processing of people with disabilities from application to onboarding. ATBs also ensure CIA applicants with disabilities are given reasonable accommodations during the recruitment and hiring process.

Promising Practices: Hiring

- **Federal Trade Commission (FTC):**

The disability program manager (DPM) works with the hiring manager to coordinate interviews and to advise on etiquette when interviewing persons with disabilities.

Promising Practices: Tracking (USAGM)

- **Agency for Global Media (USAGM):**

AGM purchased a secure tracking system for the reasonable accommodation program, which allows the agency to quickly identify expired accommodations or those that may need updated medical documentation. The system records the requests, defines the process, tracks implementation, and generates statistical reports for future analysis.

Promising Practices: Tracking (CFPB, DCSA)

- **Consumer Financial Protection Bureau (CFPB):**

The CFPB continues to utilize the Entellitrak system, the CFPB's electronic database for reasonable accommodations, to track reasonable accommodations data.

- **Defense Counterintelligence and Security Agency (DCSA):**

DCSA utilizes automated system Entellitrak, a web-based case management tool for tracking reasonable accommodation requests. This tool provides real-time tracking and allows for prompt reporting and case management.

Promising Practices: Tracking (DLA)

- **Defense Logistics Agency (DLA):**

DLA is working with information technology operations to configure a reasonable accommodation system that will provide up-to-date and effective processing, tracking, and reporting of reasonable accommodations enterprise-wide. The current system does not provide adequate tracking and reporting of reasonable accommodations based on the agency's needs and new data accuracy requirements. Also, in FY 2024, DLA created a new disability program director (DPD) position to add leadership, oversight, and accountability over the program enterprise-wide. DLA also hired some term employees for one year at the Major Subordinate Command (MSCs) to assist with the backlog of reasonable accommodations.

Promising Practices: Tracking (DOE)

- **Department of Energy (DOE):**

DOE developed a reasonable accommodation tracker in FY 2024 to facilitate timely case resolution by local reasonable accommodation coordinators and data mining. Consequently, processing times were reduced to an average of 18.5 days. Training was provided to personnel about the tracker.

Promising Practices: Tracking (DTRA)

- **Defense Threat Reduction Agency (DTRA):**

The agency's reasonable accommodation coordinator worked closely with the information management and technology (IT) directorate and the acquisition, contracts, and logistics (AL) directorate to ensure that all approved accommodations were swiftly and effectively implemented. This collaborative approach not only facilitated the provision of essential accommodations but also streamlined the process for those requesting them.

Promising Practices: Tracking (FHA)

- **DOT-Federal Highway Administration (FHA):**

DPMs monitor trends in reasonable accommodation requests via data from the internal SharePoint hub as well as the Reasonable Accommodation Management System (RAMS), noting a continued uptick in requests FY 24. The DPMs utilized an internal SharePoint case management system to streamline and reduce processing time. The DPMs collaborated with the FHWA Office of Human Resources staff in the FHWA Office of Administration to ensure approvals including a remote or telework element as a reasonable accommodation were processed correctly.

Promising Practices: Collaboration (DISA)

- **Defense Information Systems Agency (DISA):**

Weekly and biweekly meetings continue to be held to review open reasonable accommodation requests, identify and address process delays, and track overall program performance. The team also maintains regular coordination with the Office of General Counsel to review complex or legally sensitive cases, ensuring compliance, and appropriate case resolution.

Promising Practices: Collaboration (FBI)

DOJ-Federal Bureau of Investigation (FBI):

FBI maintained partnerships with the following entities to provide reasonable accommodation:

- Persons with Disabilities Advisory Committee (PDAC), to explore and share concerns from the PWD workforce;
- Office of the Chief Information Officer (OCIO), to provide updates regarding upcoming and completed 508 compliance initiatives;
- Training Division (TD) National Academy and Training Services Unit (NAATSU), to implement reasonable accommodation requests for special agent and intelligence analyst applicants;
- Mobility Program Office (MPO), to research, approve, and deploy accessible applications to mobile devices;
- IT Infrastructure Division (ITID), to manage the operation and maintenance of all video phones which provide Video Relay Services to Deaf/Hard of Hearing employees;
- Occupational Safety and Environmental Program (OSEP), to provide ergonomic evaluations; and
- Medical Operations and Readiness Unit (MORU), to provide guidance regarding medical documentation for employees with Fit for Duty requirements.

Promising Practices: Timeliness (FLETC)

- **DHS-Federal Law Enforcement Training Center (FLETC):**

In FY 2024, 100% of employee reasonable accommodation requests were processed in a timely manner, with an average of 7.92 days. FLETC EEO uses an employee questionnaire to gather details regarding an employee's limitations; a medical provider's guide that outlines the reasonable accommodation process, the reasons we ask for specific medical information, an example response letter, and case specific questions for the medical provider's response; and a job analysis questionnaire and overview of the questionnaire with the supervisor to clarify what is required in each category. The FLETC team approach to processing requests for reasonable accommodations has demonstrated that this approach is effective in the accommodations provided, the processing time average, and the knowledge sharing between HCO, Office of Chief Counsel, FLETC Medical Advisor, and the EEO Office. The FLETC medical advisor provides critical insight in the processing of reasonable requests.

Promising Practices: Timeliness (EPA, IHS)

- **Environmental Protection Agency (EPA):**

In FY 2024, the agency processed and completed 537 out of the 538 requests within the timelines established by the EPA reasonable accommodation procedures, achieving a 99.8% completion rate with an average processing time of 21.2 days.

- **HHS-Indian Health Service (IHS)**

In FY 2024, there were 276 reasonable accommodation requests logged. 99.28% of reasonable accommodation requests were processed within 15 business days.

Promising Practices: Collaboration (USPTO)

- **U.S. Patent and Trademark Office (USPTO):**

The reasonable accommodation program manager is responsible for leading regular bi-monthly meetings with reasonable accommodation deciding officials, Office of General Law, Office of Human Resources, and various USPTO staff members to discuss and review pending cases, analyze trends, and develop consistent and effective approaches to processing, deciding, and implementing RA requests. Additionally, the agency's EEO Office provided periodic internal training/briefing sessions to executives and supervisors on a regular basis. These sessions provided information on what constitutes a disability, the agency's obligation in accommodating PWD, the supervisor's role in the reasonable accommodation process, and common types of accommodations.

Promising Practices: Collaboration (CFPB)

- **Consumer Financial Protection Bureau (CFPB):**

The reasonable accommodation/personal assistance services program receives legal support from the Legal Division's Office of General Law and Ethics to ensure that it complies with all legal obligations, support from the CFPB's Section 508 program manager on technology issues, technical assistance from Office of Civil Rights staff as needed and appropriate, support from the Department of Treasury's Bureau of the Fiscal Service (BFS) for applicants seeking reasonable accommodations, and contractor medical professional advice when needed.

Promising Practices: Budgeting (BEP)

- **Treasury – Bureau of Engraving and Printing (BEP):**

BEP has a dedicated reasonable accommodation budget that was readily and easily accessible when needed. Other BEP organizations such as Office of the Chief Information Officer (CIO), Facility Support, Office of Security, and requesting employee's organization have also utilized their budget to fund accommodation requests that were specific to their programs. BEP also has multiple sources providing American Sign Language interpreting services. Furthermore, BEP continued to use its reasonable accommodation tracker to track timeliness of processing and types of requests as well as monitor data for trends.

Promising Practices: Budgeting (CFPB)

- **Consumer Financial Protection Bureau (CFPB):**

CFPB created a captioning budget within the Technology and Innovation Division to ensure that agency-wide meetings and events have funding outside of the reasonable accommodation budget.

Promising Practices: Other (IRS)

- **Treasury – Internal Revenue Service (IRS):**

In addition to the increasing reasonable accommodation processing staff, the agency is conducting IRS-wide and Treasury-wide job searches concurrently rather than consecutively. Additionally, reasonable accommodation coordinators (RACs) are pressing for employees seeking accommodation and management to engage in substantive conversations/meetings facilitated by RACs to exchange information and identify viable options for effective accommodation rather than the RAC meeting separately with each and conveying information back and forth in a time-consuming manner.

Promising Practices: Other (USDA)

- **Department of Agriculture (USDA):**

USDA's dynamic reasonable accommodation website features captioned video segments on basics of reasonable accommodation and indexed discussions of topics about the reasonable accommodation process; types of reasonable accommodations; reasonable accommodation roles and responsibilities; the interactive process; supervisors and managers Do's and Don'ts for reasonable accommodation; medical documentation; timeframes; confidentiality requirements; undue hardship and animals in the workplace as an reasonable accommodation.

usda.gov/ra

Promising Practices: Other (CIA)

- **Central Intelligence Agency (CIA):**

1. CIA established an accessibility tiger team that includes senior leaders from each directorate and key stakeholder offices. The purpose of the team is to review accessibility issues, identify a corporate approach to address accessibility concerns, streamline the reasonable accommodation process, and improve the office culture for people with disabilities. As a result of the team's efforts, CIA has updated and enhanced its facilities and application tools to ensure they are accessible.
2. CIA created a specialized webpage for personal care assistance requests. The agency has dedicated personal care assistants and on-call assistants available to respond to requests from staff.

Promising Practices: Other (CFPB)

- **Consumer Financial Protection Bureau (CFPB):**

In FY 2024, zero out of CFPB's 15 formal EEO complaints filed alleged failure to accommodate either a mental or physical disability. Thus, the CFPB percentage of such complaints is 0.00% (0/15)—below the government-wide benchmark of 20.33%. Additionally, CFPB created a captioning budget within the Technology and Innovation Division to ensure that agency-wide meetings and events have funding outside of the reasonable accommodation budget.

Questions and Closing

Thanks for participating!

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Reasonable Accommodations: Policies and Processes, Tracking, and Follow-Along

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Our Panelists



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Chat with U.S. Equal Employment Opportunity Commission (EEOC)

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Closing

Akinyemi Banjo, Senior Policy Advisor, Office of Disability Employment Policy (ODEP), U.S. Department of Labor (DOL)

Mark Your Calendars

JAN and EARN Webcast

- [Unleashing Value and Talent: JAN and EARN Resources for Today's Workforce](#)
 - February 12, 2026, 2:00-3:00 p.m. ET

EARN Webinars

- [From Awareness to Action: Suicide Prevention in the Workplace](#)
 - February 18, 2026, 2:00-3:00 p.m. ET
- **Save the Date:** Leading Veterans: Practical Strategies for Supporting Mental Health at Work
 - April 15, 2026, 2:00-3:00 p.m. ET

FEED Meeting

- April 8, 2026, 1:00-3:00 p.m. ET

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