

## FEED Meeting: *February 11, 2026*

### Featured Panelists

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#### **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 is an attorney advisor with the Equal Employment Opportunity Commission (EEOC), Office of Federal Operation, Federal Sector Program's Agency Oversight Division (AOD). In this position, Marqui assists federal agencies with attaining model EEO programs; complying with EEOC guidance and regulations; and resolving complex legal matters. Additionally, he extensively participates in agency program evaluations, federal sector reports, technical assistance activities, and training and outreach. Previously, Marqui served as a federal sector appellate attorney with the Office of Federal Operations. As an appellate attorney, Marqui determined complainant and agency appeals of Administrative Judge and final agency decisions on federal employee discrimination complaints and drafted over 1,500 appellate decisions.

Marqui has a Juris Doctor from the University of North Carolina School of Law and Bachelor of Arts degrees in journalism and political science from the University of North Carolina at Chapel Hill.

## **Kendra M. Shock**

Chief of the Disability and Reasonable  
Accommodations Division (DRAD)  
Office of Accessibility and Accommodations (OAA)  
Bureau of Personnel and Training (PERT)  
Department of State



Kendra Shock serves as the chief of the Disability and Reasonable Accommodations Division (DRAD) in the Office of Accessibility and Accommodations (OAA) for the Department of State. OAA provides centralized disability services and expertise to advance the Department's mission worldwide.

Kendra has more than 25 years of experience providing accommodation guidance to employers and individuals with disabilities. Prior to joining OAA in June 2022, Kendra served as the disability program manager in the Equal Opportunity Policy Office at Department of the Air Force, where she developed and implemented the Air Force Disability Program. Kendra was instrumental in ensuring that reasonable accommodations were provided to individuals with disabilities throughout the Air Force and was directly responsible for increasing the number of employees hired using Schedule A. Kendra has also worked as the disability program manager for the Equal Employment Opportunity Commission (EEOC) and as a lead consultant for the U.S. Department of Labor's Office of Disability Employment Policy Job Accommodation Network.

Kendra holds a bachelor's degree in psychology and a master's degree in rehabilitation counseling, both from Western Virginia University.

## **Heidi Howland**

Lead Disability Resources Specialist  
Office of Accessibility and Accommodations (OAA)  
Bureau of Personnel and Training (PERT)  
Department of State



Heidi Howland is the lead disability resources specialist in the Office of Accessibility and Accommodations (OAA) in the Bureau of Personnel and Training (PERT). Prior to joining OAA in 2021, Heidi worked in the Director General's Strategic Communications Unit, as deputy editor at State Magazine, and in the Bureau of Educational and Cultural Affairs. Before joining the Department of State, Heidi worked as a teacher trainer and language instructor in Japan, Costa Rica, Malawi, and the U.S. Heidi has a bachelor's degree in psychology and English from Smith College, a Master of Education from Harvard, a Master of Science from SUNY New Paltz, and a Master of Arts from W.C.S.U. When she isn't working or with family, Heidi runs ultramarathons and longs for the day when she can be a successful beekeeper.

## Emily Claybrook

Employee Relations Program Manager  
U.S. General Services Administration (GSA)



Emily Claybrook has approximately 20 years of federal human resources experience. She began her federal career in 2006 as a human resources intern in the VA Maryland Health Care System, Department of Veterans Affairs. Upon completion of the Federal Career Intern Program, she was converted to a human resources specialist (labor/employee relations). In this capacity, she provided labor and employee relations services to approximately 3,000 employees in Title 5, Title 38, and Title 38 hybrid positions in three medical centers and several outpatient clinics. In 2011, Emily assumed the role of the supervisory human resources specialist for the Labor/Employee Relations Division.

Emily transferred to the General Services Administration in 2013 as a human resources specialist (employee relations) and assisted customers across the national capital region with addressing conduct and performance issues. Since 2021, Emily has been the employee relations program manager and is responsible for providing oversight, conducting program reviews, and implementing policy changes to the discipline, reasonable accommodation, anti-harassment, and drug testing programs.

Emily graduated from Salisbury University with a Bachelor of Arts degree in political science and history.



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