

MD-715 – Part J
Special Program 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 | Yes |
| b.Cluster GS-11 to SES (PWD) | Answer | Yes |

The participation rate of PWDs in the GS-1 to GS-10 cluster is 8.75%, as compared to the federal goal of 12%. The participation rate of PWDs in the GS-11 to SES cluster is 11.67%, as compared to the federal goal of 12%.

*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 participation rate of PWTDs in the GS-1 to GS-10 cluster is 5.00%, as compared to the federal goal of 2%. The participation rate of PWTDs in the GS-11 to SES cluster is 0.96%, as compared to the federal goal of 2%.

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

FTC Human Capital Management Office staff were notified of the numerical goals through the FTC's Disability Program Manager (DPM). The DPM also communicated the numerical goals to the Agency-Wide Diversity Council and to hiring managers during Schedule A Hiring Authority and Reasonable Accommodation training.

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

During FY 15, the FTC created a Disability Program Manager (DPM) position. Before the onboarding of the DPM, the duties that fall under managing a model disability program were handled collaterally. These duties are now performed by the DPM in a full-time capacity. The DPM is responsible for: (1) Implementing the FTC’s reasonable accommodation procedures consistent with this policy, governing laws and regulations, executive orders, and EEOC directives. (2) Providing guidance and delivering training to employees and management officials concerning the agency’s reasonable accommodation procedures and disability hiring matters, and serving as a resource for information on disability issues that affect the agency. (3) Establishing effective tracking systems to monitor the processing of reasonable accommodation requests and affirmative employment initiatives for individuals with disabilities to include complying with all reporting and record retention requirements. (4) Regularly reviewing and analyzing the FTC’s reasonable accommodation process and progress in the recruitment and retention of individuals with disabilities. (5) Regularly reviewing agency procedures to ensure that vacancy announcements and hiring and promotion procedures include information describing how applicants may submit reasonable accommodation requests. (6) Managing the FTC’s reasonable accommodation procedures, to include providing necessary guidance and technical assistance to managers, supervisors, employees, and applicants regarding requests for reasonable accommodation, and consulting with other agency offices and officials as necessary. (7) Assisting FTC management officials in evaluating accommodations that have been provided to ensure their continued effectiveness. (8) Requesting and reviewing medical information if an impairment or need for accommodation is not obvious to include having medical information reviewed by an external Medical Review Official (MRO) of the agency’s choosing and at the agency’s request and expense. (9) Serving as the deciding official for reasonable accommodation requests from applicants. (10) Participating in annual training relating to disability laws and regulations, to include training related to the provision of reasonable accommodation.

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Architectural Barriers Act Compliance	2	0	0	Jack Sheckells, Space Management Specialist, JSheckells@ftc.gov AScott@ftc.gov
Section 508 Compliance	1	0	0	Trevor Beierschmitt, Honors Paralegal, TBeierschmitt@ftc.gov;
Processing reasonable accommodation requests from applicants and employees	1	0	0	Elizabeth Kraszewski, Disability Program Manager,
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Elizabeth Kraszewski, Disability Program Manager,
Processing applications from PWD and PWTD	2	0	0	HR Benefits Specialists, Human Capital Management Office,
Special Emphasis Program for PWD and PWTD	1	0	0	Elizabeth Kraszewski, Disability Program Manager,

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

During FY 19, the DPM completed the following trainings: “Job Accommodation Network’s (JAN) Monthly Training Series” Topics covered included:
Accommodations in the Balance – Practical Solutions for Complex Needs
Veterans with TBI and Co-occurring Conditions How to Ensure an Inclusive Workplace: A Conversation with a Digital Accessibility Expert ADA Update
Get to Work! – Leveraging Workplace Flexibility to Improve Employee Presence
Return to Work (RTW) and Stay at Work (SAW) Programs Back to Basics: An Introduction to Hearing-Related Accommodations
Winning the “Bring Me a Rock” Game – Requesting ADA Information Current Events in Accommodation
Key Mental Health Solutions in the Workplace

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

Funding has not presented as an issue in providing reasonable accommodations during FY 19. All requests submitted have been purchased either through the FTC’s budget, or are acquired through the Computer/Electronic Accommodations Program (CAP). As CAP is a centrally funded federal program, the equipment through CAP comes at no cost to the commission.

Section III: 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 FTC’s DPM serves as the Selective Placement Coordinator (SPPC) and actively communicates with Schedule A candidates. In FY 19, the DPM advised eighty-three Schedule A eligibles on the federal job application process and Schedule A hiring. The DPM has also utilized the FTC account for the Workforce Recruitment Program (WRP), a recruitment and referral program that connects federal sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs.

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 FTC's DPM/SPPC regularly communicates with and encourages Schedule A eligible individuals to apply for FTC vacancies that match their educational and employment backgrounds. When a PWD or PWTD contacts the DPM to express interest in employment at the FTC, the DPM requests a copy of the individual's resume to save in the FTC's Schedule A Eligible Resume Database. The DPM also sends FTC vacancy links posted on USAJOBS that match the PWD or PWTD's interests and skill set, when applicable. Individuals are encouraged to apply to FTC vacancies and to email the job posting ID they applied for so the DPM can communicate with the Human Resources Specialist and the Hiring Manager regarding the individual's Schedule A preference and any accommodation needs if the individual is called in for an interview. Additionally, the DPM encourages hiring managers and HR Specialists to reach out and review resumes of Schedule A eligibles prior to posting a vacancy announcement on USAJOBS. The FTC also uses authorities such as Veterans' Recruitment Appointments (VRA), Appointment of 30% or More Disabled Veterans, and Veterans Employment Opportunities (VEOA) Appointments for hiring veterans with disabilities as ways to address critical hiring needs while continuing to ensure that it is recruiting and retaining a diverse group of candidates. The agency's primary recruitment efforts are therefore focused on students and graduates of law and economic schools and programs. Where practicable and likely to broaden the applicant pool to include PWD or PWTD's, internal recruitment methods are used to reach status employees in all federal agencies. The Human Capital Management Office (HCMO) staff attends training to maintain and upgrade the ability to provide tools to better target the agency's recruitment efforts and improve results in attracting veterans in general, and veterans with disabilities in particular. The HCMO developed and provides pool and referral data in chart format with every selection certificate. The charts display the percentage of veterans and of applicants with disabilities who applied for a position and the percentage of applicants who were referred for consideration. This provides a visual means to highlight the applicant makeup of total and referred pools and serves as a tool in addressing their underrepresentation in the FTC workforce.

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.

In cases where the individual is applying for a position with assistance from the DPM/SPPC, the DPM will review the Schedule A letter presented by the PWD or PWTD to verify disability status and Schedule A eligibility. In cases where an individual applies via USAJOBS directly without reaching out to the DPM/SPPC, the HR Specialist overseeing the posting will review all documents submitted by the applicant with a PWD or PWTD, to include their Schedule A letter. When a Schedule A eligible applies with assistance from the DPM/SPPC, the DPM/SPPC will notify the HR Specialist of the individual's Schedule A status and advise the HR Specialist to notify the Hiring Manager of the individual's hiring preference. In some cases, the DPM/SPPC will work with the Hiring Manager to coordinate accommodations for the interview and advise on etiquette when interviewing an individual with a PWD or PWTD.

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

All FTC managers who attended both new and refresher Supervisory Development Program (SDP) sessions in FY 19 were briefed on the Schedule A Hiring Process. During each training session, managers were reminded of the federal targets of 12% for PWD and 2% for PWTD and encouraged to utilize Schedule A or veterans hiring authorities when filling a vacancy.

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.

Contacts have been established with local Division of Rehabilitation Services (DORS) Offices in Wheaton and Germantown, MD, the University of Maryland's Disability Support Services Office, the University of the District of Columbia's Disability Resource Center, the Workforce Recruitment Program (WRP), and the Department of Veterans Affairs Vocational Rehabilitation and Employment Program (VR&E) to develop a pipeline of qualified students, recent graduates, and veterans with disabilities. Continued outreach to local schools, veteran's organizations, and disability support services offices will be forged in the upcoming fiscal year.

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 Yes

5.85% of new hires identified as a PWD. 1.75% of new hires self-identified as a PWTD.

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

In terms of new hires, there were 0 new hires for Law Clerks who self-identified as PWD or PWTD. There was one new hire in the MCO of General Attorney who self-identified as a PWD. No newly hired General Attorneys identified as a PWTD.

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 N/A
- b. Qualified Applicants for MCO (PWTD) Answer N/A

N/A

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 N/A
- b. Promotions for MCO (PWTD) Answer N/A

N/A

Section IV: 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 FTC continues to ensure vacancy announcements include a statement that all applicants will receive consideration without regard to non-disqualifying disabilities. The FTC also provides employment opportunities to students, including those who are disabled, in a professional work environment that focuses on career-related fields. The FTC continues to provide training programs intended to enhance employee skills. Enhanced skills can better position employees to deal more effectively with the agency's skills requirements and to successfully compete for internal promotion opportunities. While some of the agency's developmental activities are implemented by and for a particular bureau, the FTC has an agency-wide Training Council composed of front line staff and leadership with an appreciation for the skills needed in accomplishing all mission-critical work. Although areas of emphasis vary from year to year, the FTC's experience is that professional skill requirements for the majority of the staff are relatively stable, and thus are best accomplished on an agency-wide and cyclical basis. Information technology skills for all staff, especially support staff, tend to change over time with successive advances in technology. To address this need, the Training Council supports an agency-wide development program in computer application skills, safety, and leadership. The agency-wide development program approach, including input from the FTC Training Council, defines competency standards for mission-specific and other core work requirements. Linking competency standards and employee development planning with the centralized training budget planning process permits targeting, expanding, and refocusing of the core curricula to occur at a measured pace and with relatively accurate forecasting.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The FTC's Learning Management System (LMS) continues to give all FTC employees access to on-line training on demand. While there was a transition of LMS's during FY 18 that temporarily complicated online training accessibility for FTC staff members, a new LMS was acquired and implemented during the 4th quarter of FY 18. All FTC staff were trained on the new LMS during FY 19. Employees now have the ability to look up and register for online, and on-site, training classes, and to access thousands of e-books. Agency attorneys have subscription access to more than 7000 on-line continuing legal education (CLE) programs that are available from any location with an internet connection. Completions of external (at-cost) training courses are also tracked via the LMS. The FTC's agency-wide Individual Development Plan (IDP) program and guide provides a tool for managers and supervisors to assess the training needs of both employees and the organization. The IDP planning process provides both the supervisor and the employee with the opportunity to identify training and development needs together to ensure job and organizational success. Additionally, each bureau in the FTC has a mentoring program that provides FTC employees with an opportunity to further their professional development and growth, hone their expertise, expand their network of contacts, and improve job satisfaction. During FY 19, the Office of the Executive Director (OED) opened up its Mentoring Program to employees from all offices and bureaus in the agency. This expanded program provided a rich developmental opportunity for all FTC staff looking to accelerate learning about the Commission's culture and processes, establish professional links for ongoing career development, develop an organizational rather than departmental perspective, and more fully develop talent and potential. Staff are also encouraged to participate in the FTC's agency-wide Diversity Council, a group dedicated to recruiting diverse talent, cultivating an inclusive workplace, and collaborating with agency leaders to deepen their commitment to diversity. Additionally, the FTC offers a Toastmasters Club, a group of FTC employees who are part of Toastmasters International. The club provides a positive learning environment in which members are empowered to develop communication and leadership skills. The FTC Toastmasters Club provides a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth. The DPM encourages employees with disabilities who indicate communication as a developmental area to consider participating in the club.

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (#)	Selectees (#)	Applicants (#)	Selectees (#)
Coaching Programs	0	0	0	0	0	0
Internship Programs	0	0	0	0	0	0
Fellowship Programs	0	0	0	0	0	0
Mentoring Programs	0	0	0	0	0	0
Training Programs	0	0	0	0	0	0
Other Career Development Programs	48	28	2	2	0	0
Detail Programs	0	0	0	0	0	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 N/A

b. Selections (PWD)

Answer N/A

While Table 8-12 highlights no representation of PWD in career development opportunities at the FTC, it also reflects no participation rate with FTC employees in general, suggesting issues beyond a disability-related barrier to participation in such programs.

4. Do triggers exist for PWTB 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 (PWTB) Answer N/A
- b. Selections (PWTB) Answer N/A

While Table B-12 highlights no representation of PWTB in career development opportunities at the FTC, it also reflects no participation rate with FTC employees in general, suggesting issues beyond a disability-related barrier to participation in such programs.

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTB 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 (PWTB) Answer Yes

In FY 19, triggers exist for PWD and PWTB involving time-off awards.

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTB 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 Yes
- b. Pay Increases (PWTB) Answer Yes

In FY 19, triggers exist for PWD and PWTB involving performance-based pay increases.

3. If the agency has other types of employee recognition programs, are PWD and/or PWTB 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 (PWTB) Answer N/A

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 N/A
 - ii. Internal Selections (PWD) Answer N/A
- b. Grade GS-15
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A

There is no data to determine triggers for PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels.

2. Does your agency have a trigger involving PWTB 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 (PWTB)	Answer	N/A
ii. Internal Selections (PWTB)	Answer	N/A
b. Grade GS-15		
i. Qualified Internal Applicants (PWTB)	Answer	N/A
ii. Internal Selections (PWTB)	Answer	N/A
c. Grade GS-14		
i. Qualified Internal Applicants (PWTB)	Answer	N/A
ii. Internal Selections (PWTB)	Answer	N/A
d. Grade GS-13		
i. Qualified Internal Applicants (PWTB)	Answer	N/A
ii. Internal Selections (PWTB)	Answer	N/A

There is no data to determine triggers for PWTB among the qualified internal applicants and/or selectees for promotions to the senior grade levels.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWB 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 (PWB)	Answer	N/A
b. New Hires to GS-15 (PWB)	Answer	Yes
c. New Hires to GS-14 (PWB)	Answer	Yes
d. New Hires to GS-13 (PWB)	Answer	Yes

Yes, there are low representation rates of PWBs in each category of senior grade levels.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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 (PWTB)	Answer	N/A
b. New Hires to GS-15 (PWTB)	Answer	Yes
c. New Hires to GS-14 (PWTB)	Answer	Yes
d. New Hires to GS-13 (PWTB)	Answer	Yes

Yes, there are low representation rates of PWTBs in each category of senior grade levels.

5. Does your agency have a trigger involving PWB 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 (PWB)	Answer	N/A
ii. Internal Selections (PWB)	Answer	N/A
b. Managers		
i. Qualified Internal Applicants (PWB)	Answer	Yes
ii. Internal Selections (PWB)	Answer	Yes
c. Supervisors		
i. Qualified Internal Applicants (PWB)	Answer	Yes
ii. Internal Selections (PWB)	Answer	Yes

There is a lower than expected participation rate for PWB in the Executive ranks.

6. Does your agency have a trigger involving PWTB 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 N/A
 - ii. Internal Selections (PWTD) Answer N/A
- b. Managers
 - i. Qualified Internal Applicants (PWTD) Answer Yes
 - ii. Internal Selections (PWTD) Answer Yes
- c. Supervisors
 - i. Qualified Internal Applicants (PWTD) Answer Yes
 - ii. Internal Selections (PWTD) Answer Yes

There is a lower than expected participation rate for PWTD in the Executive ranks.

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 N/A
- b. New Hires for Managers (PWD) Answer Yes
- c. New Hires for Supervisors (PWD) Answer Yes

There is a lower than expected participation rate for PWD among the selectees for new hires to supervisory positions.

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 N/A
- b. New Hires for Managers (PWTD) Answer Yes
- c. New Hires for Supervisors (PWTD) Answer Yes

There is a lower than expected participation rate for PWTD among the selectees for new hires to supervisory positions.

Section V: 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 CFR § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer Yes

In cases where the employee is approaching the end of their 2-year probationary period, the HR Specialist overseeing the initial posting will contact the manager and inquire if the employee has passed their probationary period. In cases where the employee successfully completes their term, the manager is encouraged to approve converting the employee from career-conditional to competitive status.

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

N/A

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

N/A

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.

<https://www.ftc.gov/site-information/accessibility> How to file a complaint: The FTC is committed to making the information it delivers through its Internet site accessible for all members of the public, including individuals with disabilities. In the spirit of this commitment, the FTC strives to provide electronic and information technology that meets or exceeds the compliance requirements of Section 508 of the Rehabilitation Act of 1973, as amended. If an individual has feedback, concerns or complaints related to the accessibility of electronic and information technology provided by the FTC, including content on the web site, they may contact the FTC Section 508 Coordinator via email at Section508compliance@FTC.gov (link sends e-mail). Individuals may also send complaints regarding Section 508 to the following address: Room HQ-683 Information Assurance ATTN: Section 508 Compliance Federal Trade Commission 600 Pennsylvania Ave., NW Washington, DC 20580

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.

While the Architectural Barriers Act of 1968, as amended, (42 U.S.C. §§ 4151-4157) is cited in Chapter 3, Section 300, Disability Anti-Discrimination Policy and Reasonable Accommodation Procedures Policy, and on the reasonable accommodation request form (FTC Form 641), there is not currently a link specifically explaining employees' and applicants' rights under the ABA, nor a description of how to file a complaint on the FTC's public website. The website will be updated to include this information for employees and applicants.

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.

In FY 19, the FTC will update its public facing website to include a notice explaining employees' and applicants' rights under the ABA, including a description of how to file a complaint. Currently the DPM serves as a contact for employees who encounter barriers to accessibility of agency facilities and/or technology. In cases where a barrier is identified, the DPM partners with the Office of the Chief Administrative Services Officer and/or the Office of the Chief Information Officer when necessary to ensure the barrier is identified and an effective accommodation is implemented to accord the employee equal access to agency facilities and/or technology. As the FTC Headquarters Office is a historical building, which can present some barriers to individuals with mobility impairments, the agency is open to and has historically been able to accommodate employees with more significant physical barriers with office assignments in its Constitution Center location when necessary, as this facility is more accessible.

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.)

In FY 18, 98% of reasonable accommodation requests were processed within the timeframe set forth in its reasonable accommodation procedures. The FTC processed sixty-five reasonable accommodation requests in FY 18. The average time to process a request was 2 business days, which falls under the 10-business day processing policy. However, one reasonable accommodation request was processed untimely. The request was processed in 14 days. The employee was, however, kept apprised of the decision-making process by the DPM and management.

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 FTC remains committed to overseeing a model reasonable accommodation program. To support its efforts, the agency continues to conduct reasonable accommodation related training to managers in order to keep their knowledge up to date. During FY 18, managers were provided with the following training opportunities: FTC Supervisory Development Training and Refresher Sessions: HCMO, in collaboration with the Office of General Council (OGC) and EEOI, facilitated two panel discussions, one for new supervisors and a refresher course for supervisors who have previously completed the Supervisory Development Training program. Panelists included an Employee Relations/Labor Relations Specialist (HCMO), the Disability Program Manager (HCMO), a General Counsel Attorney (OGC), and an Attorney Advisor (EEOI). The DPM outlined the FTC's Reasonable Accommodation procedures for new supervisors and briefed seasoned managers on the Schedule A Hiring authority. Introduction to Reasonable Accommodation: The DPM facilitated an Introduction to Reasonable Accommodation training session to provide new management in the Bureau of Consumer Protection with the skills and resources necessary for processing requests and fostering an inclusive environment. Managers were provided with guidance and practical application for acknowledging and responding to requests through the FTC Reasonable Accommodation process. FMLA: Intermittent Leave Compliance Workshop: The training addressed how to identify, evaluate and resolve issues related to administering intermittent FMLA leave. Additionally, the DPM actively engaged in the interactive process with all accommodation requests to help facilitate timely processing of all requests received by FTC management. In 98% of accommodation requests submitted, timely processing was granted, with an average processing window of 2 business days. In cases where FTC management did not provide timely responses, the DPM advised management on the importance of timely processing for all future requests received. Moreover, in celebration of FY 18's National Disability Employment Awareness Month and in support of fostering an inclusive work environment, the DPM collaborated with the Diversity Council Chair to organize two, keynote Speakers, Jennifer Sheehy, Deputy Assistant Secretary for the U.S. Department of Labor's Office of Disability Employment Policy, and John Benison, Director, Office of Departmental Equal Employment Opportunity at the U.S. Housing Urban Development. Both speakers presented interactive workshops on creating, promoting, and sustaining positive employment outcomes for people with disabilities

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.

In an effort to meet the requirements outlined in 29 C.F.R. § 1614.203(d)(5), the Office of EEO in partnership with OGC, Employee Relations/Labor Relations and the DPM, established a policy and procedures for the provision of Personal Assistance Services for FTC employees. The proposed draft was submitted to EEOC in December 2017 for review and approval. The FTC did not receive any requests for PAS from applicants or employees in FY 18, but is prepared to approve and implement requests for PAS where a need is demonstrated.

Section VI: 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 government-wide average?

Answer N/A

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 N/A

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.

There were no findings of discrimination involving the agency's failure to provide a reasonable accommodation during FY 2018.

Section VII: 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 Yes

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

Answer Yes

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

Source of the Trigger:	Workforce Data (if so identify the table)					
Specific Workforce Data Table:	Workforce Data Table - B1					
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:	The lower than expected participation rates of persons with disabilities and persons with targeted disabilities in the agency's total workforce, as compared to the goals of 12% and 2% respectively.					
Provide a brief narrative describing the condition at issue.						
How was the condition recognized as a potential barrier?						
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i>					
	People with Disabilities					
Barrier Analysis Process Completed?:	Y					
Barrier(s) Identified?:	Y					
STATEMENT OF IDENTIFIED BARRIER:	Barrier Name	Description of Policy, Procedure, or Practice				
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Trigger 1	Managers require additional training both in regards to recruiting individuals with disabilities and creating an inclusive work environment for differently abled individuals. Although a resurvey was conducted during FY 18 and FY 19, we need to continue educating employees about the purpose of collecting this sensitive health information to ensure current, accurate data. FTC employees are especially focused on data security and the perception that the federal government cannot keep this information private and secure has been voiced as a concern from managers.				
Objective(s) and Dates for EEO Plan						
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description	
10/01/2017	09/30/2020	Yes	09/30/2021		Offer annual Schedule A hiring authority training for managers and re-survey the agency, as well as encourage employees to verify accuracy of disability information in Employee Express portal.	
Responsible Official(s)						
Title		Name		Standards Address The Plan?		
DPM		Elizabeth Kraszewski		Yes		
EEOWI Director		Kevin D. Williams		Yes		
Planned Activities Toward Completion of Objective						
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2020	Provide Schedule A training to new managers during the Supervisory Development Program training in FY 19			Yes	09/30/2021	
09/30/2020	Resurvey FTC population after educational memorandum is issued to outline the purpose of collecting the data			Yes	09/30/2021	
09/30/2020	Train not just managers, but also employees on topics to include disability awareness and inclusion, the reasonable accommodation process, etc.			Yes	09/30/2021	

Report of Accomplishments

Fiscal Year	Accomplishments
2019	Seasoned managers were trained Q3
2019	Trainings available to all employees will be provided Q1.
2019	During FY 19, Schedule A and reasonable accommodation trainings were provided to seasoned and new managers.
2019	Resurvey memo was issued by Chief Human Capital Officer 09/17/18. Follow up resurvey will be conducted FY 20.

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

Activities one and two (training managers and resurvey) were completed timely. Employees have not yet received training beyond 1:1 counseling during meetings with the DPM; however, employee training will be offered in FY 20.

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

During FY 19, Schedule A hiring authority and reasonable accommodation training was provided to managers. Additional sessions will be provided in FY 20, and employees will be offered disability related trainings and encouraged to ensure accuracy of their self-identification data.

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.

Continue to offer training to both managers and employees and increase/enhance outreach efforts to attract qualified talent for mission critical needs.