

## 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 Yes
- b. Cluster GS-11 to SES (PWD) Answer Yes

This responsibility rests with the individual OpDiv HR and EEO offices. See the OpDiv reports for specific information. Inasmuch as HHS is composed of its Operating Divisions, these Divisions' Part J submissions will provide the best information currently available about HHS's various approaches for employing, hiring, and retaining individuals with disabilities and targeted disabilities. HHS identified concerns with the accuracy of our data. Thus, HHS has prioritized enhancements to our data collection capacity that will allow us to complete the Part J questionnaire for HHS's FY 2020 MD-715 submission. Accordingly, EEODI is developing a national strategy and seeking to implement it in FY 2021.

\*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 Yes
- b. Cluster GS-11 to SES (PWTD) Answer Yes

This responsibility rests with the individual OpDiv HR and EEO offices. See the OpDiv reports for specific information. EEODI is developing a national strategy and seeking to implement it in FY 2021 (see response to first question for additional information).

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical 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.

This responsibility rests with the individual OpDiv HR and EEO offices. See the OpDiv reports for specific information. EEODI is

developing a national strategy and seeking to implement it in FY2021.

## Section II: Model Disability Program

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

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

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

Answer No

This responsibility rests with the individual OpDiv HR and EEO offices. See the OpDiv reports for specific information. EEOI has requested an additional position in FY 2021 to fulfill this responsibility in collaboration with the Office of Human Resources.

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTD	2	0	0	Michael.Culpepper@HHS.gov
Processing reasonable accommodation requests from applicants and employees	0	0	0	See the OpDiv reports for specific information.
Section 508 Compliance	1	0	0	Kate Maynor Sweeney Office of the Chief Information Officer (OCIO)
Architectural Barriers Act Compliance	0	0	0	See the OpDiv reports for specific information.
Special Emphasis Program for PWD and PWTD	0	0	0	See the OpDiv reports for specific information.
Answering questions from the public about hiring authorities that take disability into account	2	0	0	Michael.Culpepper@HHS.gov

- 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

While HHS does not have a distinct RA program at the national level, sub-agency RA training is provided via multiple training platforms and training delivery methods and collaborative efforts. Refer to individual OpDiv reports for details.

**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

This responsibility rests with the individual OpDiv HR and EEO offices. See the OpDiv reports for specific information. EEODI has requested an additional position in FY 2021 to fulfill this responsibility in collaboration with the Office of Human Resources (OHR).

**Section III: Program Deficiencies In The Disability Program**

<b>Brief Description of Program Deficiency</b>	A.2.a.2. Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)]		
<b>Objective</b>	Disseminate department-wide RA Policy and Procedures to all employees.		
<b>Target Date</b>	Oct 31, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<i>Target Date</i>	<i>Completion Date</i>	<i>Planned Activity</i>
	Oct 31, 2020		Establish workgroup to partner with OpDivs in policy development.
	May 30, 2021		Submit policy for ASA approval.
	Aug 1, 2021		Receive approval for RA policy and procedures.
	Sep 30, 2021		Use virtual, online and classroom training to disseminate policy to employees.
<b>Accomplishments</b>	<i>Fiscal Year</i>	<i>Accomplishment</i>	

<b>Brief Description of Program Deficiency</b>	A.2.b.3. Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)(i)] If so, please provide the internet address in the comments column.		
<b>Objective</b>	Upload the Reasonable Accommodation procedures to the HHS internet and post throughout the community.		
<b>Target Date</b>	Oct 31, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<i>Target Date</i>	<i>Completion Date</i>	<i>Planned Activity</i>
	Apr 30, 2020		Develop reasonable accommodation procedures.
	Jun 30, 2021		Post procedures online.
	Aug 30, 2021		Post reasonable accommodation procedures throughout the agency.
<b>Accomplishments</b>	<i>Fiscal Year</i>	<i>Accomplishment</i>	

<b>Brief Description of Program Deficiency</b>	A.2.c.3. Reasonable accommodation program? [see 29 CFR § 1614.203(d)(7)(ii)(C)] If “yes”, please provide how often.		
<b>Objective</b>	Inform employees of the Reasonable Accommodation program.		
<b>Target Date</b>	Oct 31, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Oct 31, 2021		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	B.4.a.4. to provide all supervisors and employees with training on the EEO program, including but not limited to retaliation, harassment, religious accommodations, disability accommodations, the EEO complaint process, and ADR? [see MD-715, II(B) and III(C)] If not, please identify the type(s) of training with insufficient funding in the comments column.		
<b>Objective</b>	Obtain sufficient funding and staffing to provide training for all EEO program areas.		
<b>Target Date</b>	Nov 20, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Nov 20, 2021		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	B.4.a.8. to effectively administer its special emphasis programs (such as, Federal Women’s Program, Hispanic Employment Program, and People with Disabilities Program Manager)? [5 USC § 7201; 38 USC § 4214; 5 CFR § 720.204; 5 CFR § 213.3102(t) and (u); 5 CFR § 315.709]		
<b>Objective</b>	Assess resource requirements of the Special Emphasis Program.		
<b>Target Date</b>	Jun 30, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Jan 31, 2021		Benchmark FY 2017 - FY 2019 activities and costs.
	Feb 20, 2021		Based on benchmark, estimate costs of activities and required staffing.
	Mar 20, 2021		Request additional funding and staffing, if needed.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	C.2.a.6. Do the agency’s training materials on its anti-harassment policy include examples of disability-based harassment? [see 29 CFR §1614.203(d)(2)]		
<b>Objective</b>	Develop training materials that include disability-based harassment.		
<b>Target Date</b>	Oct 31, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Oct 31, 2021		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	C.2.b. Has the agency established disability reasonable accommodation procedures that comply with EEOC's regulations and guidance? [see 29 CFR §1614.203(d)(3)]		
<b>Objective</b>	Establish Reasonable Accommodation procedures that comply with EEOC's rules and guidance.		
<b>Target Date</b>	May 30, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	May 30, 2021		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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.		
<b>Objective</b>	Process all initial accommodation requests within the time frame set forth in the Reasonable Accommodation procedures.		
<b>Target Date</b>	Dec 20, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 20, 2020		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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)]		
<b>Objective</b>	Establish procedures to process request for personal assistance services that comply with the EEOC's rules, guidance, etc.		
<b>Target Date</b>	Oct 31, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Oct 31, 2021		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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.		
<b>Objective</b>	Post Personal Assistance Services procedures online.		
<b>Target Date</b>	Oct 30, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Oct 30, 2021		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	C.3.b.6. Provide disability accommodations when such accommodations do not cause an undue hardship? [ see 29 CFR §1614.102(a)(8)]		
<b>Objective</b>	Evaluate supervisors on the provision of reasonable accommodation when undue hardship does not exist.		
<b>Target Date</b>	Jan 20, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Jan 20, 2022		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	C.4.e.1. Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]		
<b>Objective</b>	The EEO office will collaborate with the HR office to implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]		
<b>Target Date</b>	Oct 31, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Oct 31, 2020		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]		
<b>Objective</b>	The agency will conduct exit surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities.		
<b>Target Date</b>	Jan 31, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2020		Hire Policy/Compliance Specialist, Management Analyst, Recruitment Specialist
	Jan 31, 2021		Initiate Department wide assessment of the EEO and D&I programs in all OpDivs and Headquarters to identify themes/trends and make recommendations.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	D.4.a. Does the agency post its affirmative action plan on its public website? [see 29 CFR §1614.203(d)(4)] If yes, please provide the internet address in the comments.		
<b>Objective</b>	The agency will post its affirmative action plan online.		
<b>Target Date</b>	Dec 31, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2020		Post affirmative action plan online within 30 days after approval by EEOC.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	D.4.b. Does the agency take specific steps to ensure qualified people with disabilities are aware of and encouraged to apply for job vacancies? [see 29 CFR §1614.203(d)(1)(i)]		
<b>Objective</b>	The agency takes specific steps to ensure people with disabilities are aware of job openings.		
<b>Target Date</b>	Sep 30, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2022		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	D.4.c. Does the agency ensure that disability-related questions from members of the public are answered promptly and correctly? [see 29 CFR §1614.203(d)(1)(ii)(A)]		
<b>Objective</b>	The agency will ensure that disability-related questions from members of the public are answered promptly and correctly.		
<b>Target Date</b>	Sep 30, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2022		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	D.4.d. Has the agency taken specific steps that are reasonably designed to increase the number of persons with disabilities or targeted disabilities employed at the agency until it meets the goals? [see 29 CFR §1614.203(d)(7)(ii)]		
<b>Objective</b>	The agency will take specific steps that are reasonably designed to increase the number of persons with disabilities or targeted disabilities employed at the agency until it meets the goals.		
<b>Target Date</b>	Sep 30, 2022		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2022		Please refer to the operational divisions' Part H reports for information regarding corrective actions for this program deficiency.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	E.4.b. Does the agency have a system in place to re-survey the workforce on a regular basis? [MD-715 Instructions, Sec. I]		
<b>Objective</b>	The agency will establish a campaign to re-survey the workforce on a regular basis.		
<b>Target Date</b>	Jun 30, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<i>Target Date</i>	<i>Completion Date</i>	<i>Planned Activity</i>
	Nov 20, 2020		Benchmark other agencies.
	Jan 30, 2021		Develop resurvey campaign
	Mar 30, 2021		Educate employees on resurvey purposes.
	Jun 30, 2021		Launch annual resurvey campaign.
<b>Accomplishments</b>	<i>Fiscal Year</i>	<i>Accomplishment</i>	

## 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 Agency EEO and HR communities collaborate on initiatives that support equal employment opportunities for employees with disabilities. See the OpDiv reports for specific information. EEODI has requested an additional position in FY 2021 to fulfill this responsibility in collaboration with the OHR.

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 Agency EEO and HR communities collaborate on initiatives that support equal employment opportunities for employees with disabilities. See the OpDiv reports for specific information. EEODI has requested an additional position in FY 2021 to fulfill this responsibility in collaboration with the OHR. For example, the Department utilizes Schedule A appointments, the Workforce Recruitment Program, and OPM and DOL guidelines.

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.

HHS job announcements include detailed instructions for Schedule A-eligible applicants on how to use the online application portal, www.USAJOBS.gov. If an applicant is unable to apply through this portal, applications can be sent to Recruiter@hhs.gov. A recruiter will then contact the applicant to acknowledge receipt and answer any questions regarding the process. All eligible applicants are then referred to the OHR for review. A list of qualified candidates is shared with hiring managers for consideration. Disability status is determined based initially on application and supporting paperwork provided by the applicant. Upon selection and during the onboarding processing, the selected applicant has the ability to provide and or update the management file with relevant and supporting information.

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 N/A

HHS HR offices provide training on how to use non-competitive hiring authorities. The Agency has an internal partnership between employee resource groups (ERGs), EEO representatives, and D&I Councils that provide EEO education to managers, senior leaders, HR professionals and employees. Topics covered include reasonable accommodation, disability and cultural sensitivity awareness, the CAP program, and use of the Schedule A hiring flexibility. Trainings are also offered annually by OPM and/or the HHS OHR and via LMS.

**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 leveraged internal partnerships with ERGs, EEO and D&I Councils to educate managers, senior leaders, HR professionals and employees on reasonable accommodations, disability and cultural sensitivity awareness the CAP program, Schedule A hiring flexibility, the Non-Paid Work Experience (NPWE) and Operation Warfighter (OWF)/Wounded Warrior Programs. HHS partners with the Workforce Recruitment Program (WRP) to obtain a pool of talented and highly skilled students with disabilities who seek employment with federal agencies. Moreover, in FY 2019 HHS recruiters continued to provide comprehensive career counseling and resume reviews (one-on-one employment assistance) to more than 100 candidates with disabilities, including employment guidance on the noncompetitive hiring process, accommodations, and Schedule A eligibility requirements.

**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

The Agency's HR departments uses the EEOC guideline of 12% for PWD as a baseline with an objective to exceed that baseline through the development and assessment of programs that aim to sustain, increase and advance PWD's in the permanent workforce. Triggers are identified through the use of information from our onboarding and separation processes coupled with Agency wide data pulled from OPM, BIIS and US Staffing. However, for FY 2019, please refer to the operational divisions' Part H reports for information regarding this measure.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants					
% of Qualified Applicants					
% of New Hires					

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

This responsibility rests with the individual OpDiv HR and EEO offices. See the OpDiv reports for specific information. EEODI is developing a national strategy and seeking to implement it in FY 2021.

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 N/A

b. Qualified Applicants for MCO (PWTD)

Answer N/A

The Department has identified some concerns with the collection and accuracy of the demographic data. Accordingly the Department has implemented a review process to update collect, and maintain accurate data.

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

The Department has identified some concerns with the collection and accuracy of the demographic data. Accordingly the Department has implemented a review process to update collect, and maintain accurate data.

## 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 National Policy and Programs Division and EEO Directors will collaborate with Special Emphasis Program Coordinators to establish programs intended to retain talented employees and ensure that they advance in their careers. Activities include providing information about reasonable accommodations and assistive technology, establishing ERGs, holding professional development/career management webinars and workshops, hosting roundtable discussions, offering individual consultations, running informal and formal mentoring programs, and providing online, virtual and classroom training on topics of interest and concern to employees and supervisors (e.g., unconscious bias, cultural awareness, workplace bullying, American Sign Language basics, etc.). Information on ERGs, including those ERGs chartered for employees with disabilities, is disseminated during the new employee orientation process. Additionally, HHS promotes the use of individual development plans as a tool for monitoring and advancing both the

personal and professional development of employees.

**B. CAREER DEVELOPMENT OPPORTUNITIES**

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

HHS recruiters, in collaboration with the Selective Placement Coordinators and D&I and EEO offices, provide employees with frequent professional development/career management webinars and workshops, roundtable discussions, individual consultations, and informal and formal mentoring programs. This collaborative effort also offers online, virtual and classroom training on topics of interest and concern to employees and supervisors (e.g., unconscious bias, cultural awareness, workplace bullying, American Sign Language basics, etc.). HHS recruiters continue to encourage and implement strategic pre-recruitment discussions among hiring officials and HR professionals, including detailed information about available hiring options and available pipelines for applicants with disabilities. Detailed actions specific to the Operating Divisions can be found in sub-element MD-715 reports.

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs						
Other Career Development Programs						
Fellowship Programs						
Mentoring Programs						
Coaching Programs						
Training Programs						
Detail Programs						

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

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

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 N/A
- b. Selections (PWTD) Answer N/A

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

question.

**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

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

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

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

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

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 N/A
- b. Other Types of Recognition (PWTD) Answer N/A

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

**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

Applicant data for internal selections are not available Department-wide. Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for specific information regarding this question.

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

Applicant data for internal selections are not available Department-wide. Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for specific information regarding this question.

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 N/A
- b. New Hires to GS-15 (PWD) Answer N/A
- c. New Hires to GS-14 (PWD) Answer N/A
- d. New Hires to GS-13 (PWD) Answer N/A

Applicant data for internal selections are not available Department-wide. Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for specific information regarding this question.

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 N/A
- b. New Hires to GS-15 (PWTD) Answer N/A
- c. New Hires to GS-14 (PWTD) Answer N/A
- d. New Hires to GS-13 (PWTD) Answer N/A

Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for specific information regarding this question.

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 N/A
  - ii. Internal Selections (PWD) Answer N/A
- b. Managers
  - i. Qualified Internal Applicants (PWD) Answer N/A
  - ii. Internal Selections (PWD) Answer N/A
- c. Supervisors
  - i. Qualified Internal Applicants (PWD) Answer N/A
  - ii. Internal Selections (PWD) Answer N/A

Applicant data for internal selections are not available Department-wide. Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for specific information regarding this question.

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 (PWTB) Answer N/A
- ii. Internal Selections (PWTB) Answer N/A

b. Managers

- i. Qualified Internal Applicants (PWTB) Answer N/A
- ii. Internal Selections (PWTB) Answer N/A

c. Supervisors

- i. Qualified Internal Applicants (PWTB) Answer N/A
- ii. Internal Selections (PWTB) Answer N/A

Applicant data for internal selections are not available Department-wide. Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

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

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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 (PWTB) Answer N/A
- b. New Hires for Managers (PWTB) Answer N/A
- c. New Hires for Supervisors (PWTB) Answer N/A

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for specific information regarding this question.

## 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 N/A

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for alignment to the Department’s answers to Part J questionnaire.

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 Yes  
 b. Involuntary Separations (PWD) Answer Yes

Due to data limitations, analysis for this reporting period is not available. Future plans to provide data analysis that outlines internal applicant data for PWD/PWTD are in development for FY 20/21 implementation. Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for alignment to the Department answers to Part J questionnaire.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
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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

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for alignment to the Department answers to Part J questionnaire.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
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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.

Please consult the MD-715 Part J submissions from HHS’s Operating Division EEO offices for alignment to the Department answers to Part J questionnaire.

**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.



Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for specific information regarding this question.

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.

Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for alignment to the Department answers to Part J questionnaire.

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.

HHS values all employees and is committed to fostering an inclusive workplace by providing reasonable accommodation and assistive technology. The Department frequently provides guidance to employees, supervisors, senior leaders and other stakeholder groups on reasonable accommodation policies and procedures, as well as on the provisions of the Rehabilitation Act of 1973, as amended, and other federal regulations governing fair and equitable employment practices. EEODI has fully implemented the reasonable accommodation tracking system and is currently completing enhancements scheduled for completion in FY 2020. To date, ACF, CMS, FDA, and ASA have completed the pilot phase and final implementation is underway. Additionally, HHS RA procedures are undergoing review and revision. HHS, through EEO offices and Selective Placement Coordinators, continues to promote its partnership with the Computer/Electronic Accommodations Program (CAP), highlighting program services in lunch and learn sessions, onsite training and Listserv announcements. Additionally, to support employees who are deaf and hard-of-hearing, HHS organizations have hired permanent staff to provide interpreting (ASL) services.

### 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 Reasonable Accommodations varies by OpDiv. Please consult the MD-715 Part J submissions from HHS's Operating Division EEO offices for specific information regarding this question.

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.

HHS values all employees and is committed to fostering an inclusive workplace by providing reasonable accommodation and assistive technology. The Department frequently provides guidance to employees, supervisors, senior leaders and other stakeholder groups on reasonable accommodation policies and procedures, as well as on the provisions of the Rehabilitation Act of 1973, as amended, and other federal regulations governing fair and equitable employment practices. EEODI has fully implemented the reasonable accommodation tracking system and is currently completing enhancements scheduled for completion in FY 2020. To date, ACF, CMS, FDA, and ASA have completed the pilot phase and final implementation is underway. Additionally, HHS RA procedures are undergoing review and revision. HHS, through EEO offices and Selective Placement Coordinators, continues to promote its partnership with the CAP, highlighting program services in lunch and learn sessions, onsite training and Listserv announcements. Additionally, to support employees who are deaf and hard-of-hearing, HHS organizations have hired permanent staff to provide interpreting (ASL) services.

### 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 preparation for potential requests, the Department maintains a firm/fixed contract to provide Personal Assistance Services (PAS), allowing employees to fully participate in the workplace. Through the current contract, sub-element HHS agencies have the ability and access to maximize use of PAS contractual services. The contract is maintained at the headquarters level for Department-wide usage.

## 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.

HHS continues to develop a more proactive and wide-reaching approach. Plans to implement a Department level Anti-Harassment Program is under development for implementation in FY 20.

### 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.

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

Data integrity concerns hindered actions to identify triggers and perform barrier analysis.

- 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.

N/A