

Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

Section I: Efforts to Reach Regulatory Goals

EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a. Cluster GS-1 to GS-10 (PWD) Answer No

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

Cluster GS-1 to GS-10 (PWD) = 24.7% Cluster GS-11 to SES (PWD) = 19.8%
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*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 No

Cluster GS-1 to GS-10 (PWTD) = 3.9% Cluster GS-11 to SES (PWTD) = 2.6%
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Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical Goal	--	12%		2%	
Grades GS-1 to GS-10	776	192	24.74	26	3.35
Grades GS-11 to SES	9719	1891	19.46	147	1.51

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

A Department Notice was sent to all employees on March 16, 2020, reporting targeted and non-targeted disability employment rates for Civil Service and Foreign Service employees, along with information on why it is important to collect credible, consistent data and how employees can update their personal profiles with up-to-date information.
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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

The Bureau of Human Resources (HR) was renamed the Bureau of Global Talent Management (GTM) in 2020. The Office of Accessibility and Accommodations (GTM/OAA) currently has three (3) vacancies, all FTEs: (one (1) Reasonable Accommodation Analyst, and two (2) Sign Language Interpreters). Additionally, the impending departures of three (3) FTEs will create additional vacancies in early FY21: in October, 2020, the Accessibility Division Chief is expected to depart for another agency, as is a Reasonable Accommodation Analyst in December, 2020. On January 31, 2021, the current Deputy Director will retire. In addition to the staff listed below, GTM/OAA made use of a number of full-time contractor staff, comprised of nine (9) on the Reasonable Accommodation, Sign Language Interpreting, and Reader programs, three (3) on the Video Captioning program, one (1) Personal Assistance Service provider, and one (1) Section 508 specialist. GTM/OAA will initiate a new contract for the Section 508 program in October, 2020, expanding the program to include seven (7) full-time contractor staff.

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	
Special Emphasis Program for PWD and PWTB	0	0	1	SpecialEmphasis@state.gov
Processing applications from PWD and PWTB	2	0	0	SelectivePlacement@state.gov
Answering questions from the public about hiring authorities that take disability into account	2	0	0	SelectivePlacement@state.gov
Processing reasonable accommodation requests from applicants and employees	10	0	0	ReasonableAccommodation@state.gov
Section 508 Compliance	2	1	1	Mark Baker Section 508 Program Manager SECTION508@state.gov
Architectural Barriers Act Compliance	0	0	2	Mark Baker Program Manager FacilityAccess@state.gov

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If “yes”, describe the training that disability program staff have received. If “no”, describe the training planned for the upcoming year.

Answer Yes

Over the past year, GTM/OAA staff participated in several training sessions and working groups. These included a National Employment Law Institute (NELI) training/conference, Federal Exchange on Employment & Disability (FEED) Interagency Working Group meetings coordinated by the EEOC, Department of Labor, and the Office of Personnel Management, and the Section 504 Working Group coordinated by the Department of Justice. GTM/OAA instituted a biweekly “Learn Sessions” program in FY 2020 as part of all-hands staff meetings, for staff to learn more about other programs within GTM/OAA and from other

bureaus. Learn Sessions included a presentation from S/OCR on ???, GTM/OAA's SPPC on Schedule A, Video Captioning team, the Bureau of Information Resource Management (IRM) on collaboration software, and GTM/OAA's Contracting Officer's Representative (COR). Additionally, GTM colleagues presented training on Disability Retirement, and on the planned launch of a new portal for all GTM services (including reasonable accommodation, sign language interpreting, assistive technology, and other GTM/OAA services) in FY 2021.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Answer Yes

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If "no", please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
Objective	The Office of Accessibility and Accommodations will process its cases within the timeframe (30-business days for domestic cases and 45 days for overseas cases) set forth in its reasonable accommodation policy.		
Target Date	Sep 30, 2020		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2020		The Office of Accessibility and Accommodations will process its cases within the timeframe (30-business days for domestic cases and 45 days for overseas cases) set forth in its reasonable accommodation policy.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2020	During this period, the Office of Accessibility and Accommodations processed the vast majority of its cases within the timeframe (30-business days for domestic cases, 88%; and 45 days for overseas cases, 93%) set forth in its reasonable accommodation policy.	

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.

GTM/OAA works collaboratively with the Office of Talent Acquisition (GTM/TAC) the Office of Civil Service Talent Management (GTM/CSTM) in the Bureau of Global Talent Management (GTM), as well as with S/OCR, to identify programs and resources to recruit job applicants with disabilities. GTM/TAC has a Washington-based Recruiter and 16 Diplomats in Residence (DIRs) based at universities across the country that engage with students with disabilities and mid-career professionals, including veterans, as part of the Department's strategic recruitment plan. GTM/TAC marketing team partners with GTM/OAA to develop

targeted recruitment strategies and maintain owned media properties to raise awareness and promote opportunities for individuals with disabilities. GTM/OAA maintains a Talent Database of over 400 individuals with disabilities who are eligible to be appointed under the non-competitive hiring authority that takes disability into account (primarily the Schedule A hiring authority for individuals with disabilities.) Keeping in close contact with Bureau hiring managers and Human Resources Specialists by maintaining a robust database of potential applicants enables GTM/OAA to strongly support Schedule A hiring by referring qualified candidates directly to hiring managers. Despite having to suspend hiring of Workforce Recruitment Program (WRP) interns due to the COVID-19 pandemic, GTM/OAA encouraged Department employees to volunteer for the WRP Recruiter program, thereby increasing the employee participation in the program. The Department plans to significantly increase the use of the WRP in FY 2022, with expectations of hiring at least 10 centrally-funded interns with the saved funding from 2020 and 2021. In addition, the Department hopes to launch a WRP pilot program for interns to work at overseas posts. The Department is also using the WRP as a potential source for permanent FTE hires. The Department maintains an email inbox (SelectivePlacement@state.gov) for all inquiries regarding Selective Placement for applicants and current employees with disabilities. All inquiries are promptly answered by the SPCC and referred to other Department subject matter experts as necessary.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency's use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce

The Department makes use of the Schedule A hiring and Veteran hiring authorities.

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.

GTM/OAA staff determines eligibility for Schedule A by examining documentation provided by the applicants and in consultation with the Bureau of Medical Services, if necessary. If the applicant requests consideration for a specific, advertised position, GTM/OAA then forwards the applicant's request to the HR contact listed in the vacancy announcement after determining the applicant's qualifications. If the applicant does not request consideration for a particular position, the applicant will be added to OAA's searchable talent database for future referral when we are contacted by hiring managers looking to fill a vacancy, whether advertised or not.

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

The Department makes online training available to all employees, including hiring managers, on the Foreign Service Institute website. The course is PA447, Disability and Reasonable Accommodations. The course was substantially updated in FY2020. There is a requirement for all supervisors to take this course within five years of their appointment. This course provides an overview of the U.S. Department of State's Disability and Reasonable Accommodation Division (DRAD) and the services that DRAD offers to assist Department employees and applicants with disabilities. Employees learn a broad overview of the processes and procedures for requesting DRAD's services as well as strategies for increasing the hiring and retention of persons with disabilities. During 2020, GTM/OAA published the "Schedule A Guidance" for HR professionals and Bureau Executive Directors. The Guidance clearly spells out the Schedule A hiring authorities that take disability into account and how to put it into practice. GTM/OAA also provided monthly information sessions on Schedule A hiring and Reasonable Accommodations, open to all Department personnel. Resources and reference materials are available to all employees with OpenNet access, or using most Department telework solutions, on GTM/OAA's Disability Dashboard website. In May 2020, GTM/OAA participated in a presentation of its program for the Department's HR practitioners.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

The Department maintains contacts with organizations that specialize in providing assistance to individuals with disabilities, including individuals with targeted disabilities, in securing and maintaining employment. When appropriate, the Department will develop formal agreements such as a Memorandum of Understanding with such organizations.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

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

New Hires for Permanent Workforce (PWD) = 34.9% New Hires for Permanent Workforce (PWTD) = 4.5%

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	19167	11.15	0.00	5.63	0.00
% of Qualified Applicants	13381	10.16	0.00	5.19	0.00
% of New Hires	361	9.14	0.00	3.32	0.00

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

Qualified for MCO (PWD) = 10.2% New Hires for MCO (PWD) = 9.2% Qualified for MCO (PWTD) = 5.2% New Hires for MCO (PWTD) = 3.3% MCOs: 0080 – Security Administration 0130 – Foreign Affairs 0201 – Human Resources Management 0343 – Management and Program Analysis 0501 – Financial Administration and Program Management 0560 – Budget Analysis 0905 – General Attorney 0967 – Passport and Visa Examination 1035 – Public Affairs 1712 – Training Instruction 1801 – General Inspection, Investigation, Enforcement, and Compliance 2210 Information Technology Management

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%
0080 SECURITY ADMINISTRATION	22	27.27	9.09
0130 FOREIGN AFFAIRS	91	1.10	1.10
0201 HUMAN RESOURCES MGMT	57	10.53	5.26
0343 MANAGEMENT/ PROGRAM ANALYSIS	67	8.96	1.49
0501 FINANCIAL ANALYSIS	31	9.68	3.23
0560 BUDGET ANALYSIS	16	12.50	0.00
0905 ATTORNEY	1	0.00	0.00

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%
0967 PASSPORT AND VISA EXAM	14	21.43	21.43
1035 PUBLIC AFFAIRS	13	0.00	0.00
1712 TRAINING INSTRUCTION	1	0.00	0.00
1801 GENERAL INSPECTION	4	0.00	0.00
2210 INFORMATION TECHNOLOGY	44	13.64	2.27

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 Yes
- b. Qualified Applicants for MCO (PWTD) Answer Yes

Applicants for MCO (PWD) = 7.3% Qualified Applicants for MCO (PWD) = 5.8% Applicants for MCO (PWTD) = 4.7% Qualified Applicants for MCO (PWTD) = 3.6%

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 Yes
- b. Promotions for MCO (PWTD) Answer Yes

Qualified Applicants for MCO (PWD) = 5.8% Promotions for MCO (PWD) = 2.6% Qualified Applicants for MCO (PWTD) = 3.6% Promotions for MCO (PWTD) = 1.3%

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.

GTM/OAA began work on a new guidance on Schedule A, detailing the respective responsibilities of S/OCR, GTM/OAA, HR Service Providers in other Bureaus, and Global Talent Management/Executive Office (GTM/EX) in the Schedule A hiring process as well as the career path of such hires. This guidance is also intended to ensure that individuals hired by the Department under Schedule A understand the hiring and conversion process. The guidance will be released in FY 2021.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

The Bureau of Global Talent Management's Civil Service Talent Management (GTM/CSTM) Career Development and Training Division (CD) coordinates external leadership and professional development programs. These programs are advertised through various channels such as Department Notices, webinars, and informational sessions, open to all Department employees. A Career Development program manager liaises with each of the 17 Employee Affinity Groups (EAGs), including the Disability Action Group (DAG). Mentoring: The Department has led a robust Mentoring Program which is available to all Civil Service and Foreign Service employees. The Civil Service program matches Civil and Foreign Service mentors with Civil Service mentees and features an on-line application, training and structured goal-setting. Foreign Service mentoring includes pre-employment student programs, orientation courses, and post specific programs at U.S. Missions overseas, among other efforts. Please see the chart below for Mentoring Program participation. Internships: Workforce Recruitment Program (WRP): For FY 2020 the Department hosted 1 WRP intern. Though the Department did not fully utilize the WRP program due to the pandemic, many employees served as recruiters, and plans to resume the program in 2021 began as early as practicable. Fellowships: Pickering and Rangel Fellowships, Congressional Fellowships, PMF FSI's School of Leadership and Management provide coaching services for any Department employee. Leadership coaching is a process that provides practical support to an individual interested in self-directed development as well as advancing specific organizational goals. It provides the participant with a supportive, non-judgmental environment designed to inquire, challenge, and stimulate critical thinking. The coaching program is confidential, and the program managers do not share data on individual employees utilizing their services in order to maintain their confidentiality. Overall, the program provided over 750 hours of coaching in FY2020. The program has received noteworthy attention from senior leaders at the Department and it is likely that the program will expand.

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 (%)
Training Programs	0	0	0	0	0	0
Mentoring Programs	0	0	0	0	0	0
Internship Programs	0	0	0	0	0	0
Detail Programs	0	0	0	0	0	0
Coaching Programs	0	0	0	0	0	0
Fellowship Programs	0	0	0	0	0	0
Other Career Development 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

The Department did not have any programs to apply for in FY20. Training was conducted only based on availability of funds.

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

The Department did not have any programs to apply for in FY20. Training was conducted only based on availability of funds.

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

Permanent Workforce No Disability = 8303 Disability = 2100 Targeted Disability = 282 Awards, Bonuses, & Incentives No Disability = 5503 Disability = 1326 Targeted Disability = 174 Inclusion Rates No Disability = 66% Disability = 63% Targeted Disability = 62%

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	231	2.58	0.75	3.86	2.49
Time-Off Awards 1 - 10 Hours: Total Hours	1634	19.36	5.14	30.92	18.52
Time-Off Awards 1 - 10 Hours: Average Hours	7	0.23	0.03	3.86	-0.04
Time-Off Awards 11 - 20 hours: Awards Given	200	1.44	0.80	0.97	1.47
Time-Off Awards 11 - 20 Hours: Total Hours	3382	23.73	13.74	14.49	24.40
Time-Off Awards 11 - 20 Hours: Average Hours	16	0.52	0.09	7.25	0.04
Time-Off Awards 21 - 30 hours: Awards Given	137	1.04	0.56	0.48	1.09
Time-Off Awards 21 - 30 Hours: Total Hours	3518	26.77	14.38	10.14	27.98
Time-Off Awards 21 - 30 Hours: Average Hours	25	0.82	0.13	10.14	0.14
Time-Off Awards 31 - 40 hours: Awards Given	83	0.59	0.35	1.93	0.49
Time-Off Awards 31 - 40 Hours: Total Hours	3208	22.46	13.43	65.70	19.33
Time-Off Awards 31 - 40 Hours: Average Hours	38	1.24	0.20	16.43	0.14
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	1909	8.13	8.49	9.18	8.05
Cash Awards: \$501 - \$999: Total Amount	1411272	6013.65	6282.37	6682.61	5965.16
Cash Awards: \$501 - \$999: Average Amount	739	24.13	3.94	351.69	0.39

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$1000 - \$1999: Awards Given	3319	13.61	14.89	13.53	13.62
Cash Awards: \$1000 - \$1999: Total Amount	4084282	16858.80	18345.40	16956.52	16851.72
Cash Awards: \$1000 - \$1999: Average Amount	1230	40.42	6.56	605.31	-0.53
Cash Awards: \$2000 - \$2999: Awards Given	1344	5.55	6.08	3.86	5.67
Cash Awards: \$2000 - \$2999: Total Amount	2925375	12011.10	13240.17	7729.47	12321.43
Cash Awards: \$2000 - \$2999: Average Amount	2176	70.65	11.60	966.18	5.74
Cash Awards: \$3000 - \$3999: Awards Given	1018	3.89	4.72	6.76	3.68
Cash Awards: \$3000 - \$3999: Total Amount	3114950	11937.64	14437.28	20289.86	11332.28
Cash Awards: \$3000 - \$3999: Average Amount	3059	100.29	16.29	1449.28	2.52
Cash Awards: \$4000 - \$4999: Awards Given	2	0.00	0.01	0.00	0.00
Cash Awards: \$4000 - \$4999: Total Amount	8500	0.00	45.29	0.00	0.00
Cash Awards: \$4000 - \$4999: Average Amount	4250	0.00	22.65	0.00	0.00
Cash Awards: \$5000 or more: Awards Given	523	2.68	2.28	1.45	2.77
Cash Awards: \$5000 or more: Total Amount	12357045	61274.89	54471.37	31618.36	63424.37
Cash Awards: \$5000 or more: Average Amount	23627	747.24	127.57	10539.13	37.54

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 Yes

b. Pay Increases (PWTD)

Answer Yes

Pay Increases No Disability = 285 Disability = 52 Targeted Disability = 6 Inclusion Rates No Disability = 3.4% Disability = 2.5% Targeted Disability = 2.1%

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
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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

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 No

ii. Internal Selections (PWD) Answer Yes

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer Yes

ii. Internal Selections (PWD) Answer Yes

d. Grade GS-13

i. Qualified Internal Applicants (PWD) Answer Yes

ii. Internal Selections (PWD) Answer Yes

SES – Not available currently GS-15 Applicants (PWD) = 9.79% Qualified Applicants (PWD) = 9.18% Selections (PWD) = 2.63%
 GS-14 Applicants (PWD) = 7.50% Qualified Applicants (PWD) = 4.55% Selections (PWD) = 2.56% GS-13 Applicants (PWD) = 8.85% Qualified Applicants (PWD) = 7.42% Selections (PWD) = 5.26%

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 Yes

ii. Internal Selections (PWTD) Answer No

c. Grade GS-14

i. Qualified Internal Applicants (PWTD) Answer Yes

ii. Internal Selections (PWTD) Answer No

d. Grade GS-13

i. Qualified Internal Applicants (PWTD) Answer Yes

ii. Internal Selections (PWTD)

Answer Yes

SES – Not available currently GS-15 Applicants (PWTD) = 4.20% Qualified Applicants (PWTD) = 3.06% Selections (PWTD) = 2.63% GS-14 Applicants (PWTD) = 4.89% Qualified Applicants (PWTD) = 2.94% Selections (PWTD) = 2.56% GS-13 Applicants (PWTD) = 6.51% Qualified Applicants (PWTD) = 5.08% Selections (PWTD) = 1.75%

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWD)

Answer No

b. New Hires to GS-15 (PWD)

Answer Yes

c. New Hires to GS-14 (PWD)

Answer Yes

d. New Hires to GS-13 (PWD)

Answer No

Qualified Applicants SES (PWD) = 0.00% New Hires SES (PWD) = 0.00% Qualified Applicants GS-15 (PWD) = 11.20% New Hires GS-15 (PWD) = 0.00% Qualified Applicants GS-14 (PWD) = 8.58% New Hires GS-14 (PWD) = 3.81% Qualified Applicants GS-13 (PWD) = 10.04% New Hires GS-13 (PWD) = 9.84%

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWTD)

Answer No

b. New Hires to GS-15 (PWTD)

Answer Yes

c. New Hires to GS-14 (PWTD)

Answer Yes

d. New Hires to GS-13 (PWTD)

Answer Yes

Qualified Applicants SES (PWTD) = 0.00% New Hires SES (PWTD) = 0.00% Qualified Applicants GS-15 (PWTD) = 5.99% New Hires GS-15 (PWTD) = 0.00% Qualified Applicants GS-14 (PWTD) = 3.60% New Hires GS-14 (PWTD) = 0.00% Qualified Applicants GS-13 (PWTD) = 5.20% New Hires GS-13 (PWTD) = 3.11%

5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

i. Qualified Internal Applicants (PWD)

Answer No

ii. Internal Selections (PWD)

Answer Yes

b. Managers

i. Qualified Internal Applicants (PWD)

Answer No

ii. Internal Selections (PWD)

Answer Yes

c. Supervisors

- | | | |
|--|--------|-----|
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | Yes |

Executives Applicants (PWD) = 8.72% Qualified Applicants (PWD) = 7.69% Selections (PWD) = 0.00% Managers Applicants (PWD) = 2.14% Qualified Applicants (PWD) = 1.92% Selections (PWD) = 0.00% Supervisors Applicants (PWD) = 9.46% Qualified Applicants (PWD) = 8.47% Selections (PWD) = 0.00%

6. 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 (PWTD) | Answer | Yes |
| ii. Internal Selections (PWTD) | Answer | Yes |

b. Managers

- | | | |
|---|--------|-----|
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD) | Answer | Yes |

c. Supervisors

- | | | |
|---|--------|-----|
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD) | Answer | Yes |

Executives Applicants (PWTD) = 4.10% Qualified Applicants (PWTD) = 2.31% Selections (PWTD) = 0.00% Managers Applicants (PWTD) = 2.14% Qualified Applicants (PWTD) = 1.92% Selections (PWTD) = 0.00% Supervisors Applicants (PWTD) = 2.70% Qualified Applicants (PWTD) = 3.39% Selections (PWTD) = 0.00%

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 | Yes |
| b. New Hires for Managers (PWD) | Answer | Yes |
| c. New Hires for Supervisors (PWD) | Answer | No |

Qualified Applicants Executives (PWD) = 9.43% New Hires Executives (PWD) = 0.00% Qualified Applicants Managers (PWD) = 9.96% New Hires Managers (PWD) = 2.70% Qualified Applicants Supervisors (PWD) = 0.00% New Hires Supervisors (PWD) = 0.00%

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 | Yes |
| b. New Hires for Managers (PWTD) | Answer | Yes |

c. New Hires for Supervisors (PWTD)

Answer No

Qualified Applicants Executives (PWTD) = 5.20% New Hires Executives (PWTD) = 0.00% Qualified Applicants Managers (PWTD) = 3.49% New Hires Managers (PWTD) = 0.00% Qualified Applicants Supervisors (PWTD) = 0.00% New Hires Supervisors (PWTD) = 0.00%

Section VI: Plan to Improve Retention of Persons with Disabilities

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

Answer Yes

The Department checks Schedule A hire dates and informs HR service providers when an employee's conversion date is coming up and that they should convert the employee or separate for poor performance/misconduct.

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 No

Voluntary Separations No Disability = 485 Disability = 138 Inclusion Rate No Disability = 5.8% Disability = 6.6% Involuntary Separations No Disability = 10 Disability = 2 Inclusion Rate No Disability = 0.1% Disability = 0.1%

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	20	0.09	0.08
Permanent Workforce: Resignation	291	1.02	1.23
Permanent Workforce: Retirement	537	2.91	2.10
Permanent Workforce: Other Separations	295	2.29	1.05
Permanent Workforce: Total Separations	1143	6.31	4.46

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 Yes

b. Involuntary Separations (PWTD)

Answer No

Voluntary Separations No Disability = 485 Targeted Disability = 23 Inclusion Rate No Disability = 5.8% Targeted Disability = 8.2% Involuntary Separations No Disability = 10 Targeted Disability = 0 Inclusion Rate No Disability = 0.1% Targeted Disability = 0.0%

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	20	0.00	0.08
Permanent Workforce: Resignation	291	0.88	1.20
Permanent Workforce: Retirement	537	3.54	2.20
Permanent Workforce: Other Separations	295	3.98	1.19
Permanent Workforce: Total Separations	1143	8.41	4.67

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.

A breakdown of voluntary resignations show that PWOD and PWD resign at similar rates (1.3% vs. 1.1%, respectively) and retire at similar rates (2.3% vs. 2.0% respectively). The biggest contributor is the "other" category (PWOD: 2.3% vs. PWD: 4.6%). It is not clear why. The Department does not have enough exit survey data to conduct a holistic analysis beyond this.

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.state.gov/section-508-accessibility-statement/>

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.

<https://www.state.gov/facility-accessibility-statement/>

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.

Although plans for the Department to open its new assistive technology center in FY 2020 were delayed by the COVID-19 pandemic, on December 3, 2020 the Department of State plans to open its new Access Center with a ribbon-cutting ceremony and remarks by Deputy Secretary Stephen Biegun and Director General of Human Resources Carol Z. Perez. The Access Center is a modern, 2,400-square-foot space showcasing technology, equipment, and design dedicated to ensure current and future employees with disabilities have the resources they need to do their jobs. As the largest and newest space of its kind in the federal government, the Access Center furthers the Department's goal of being a model employer of people with disabilities. serves as a model operation for the federal government, as well as the diplomatic community. The Access Center provides ample space to test and store assistive technology equipment,/with an impressive opening inventory of hardware and software,/including/a/state-of-the-art/video conferencing and/collaboration/system and a telepresence robot. GTM/OAA's reasonable accommodation analysts and assistive technology specialists can demonstrate solutions to users and information specialists both in-person and remotely./ The conference rooms will support the entire range of/GTM/OAA programs and activities, from the formal interactive reasonable accommodation process to training IT professionals on assistive technology as well as hosting information sessions on disability-related topics such as the Schedule A excepted service hiring authority for individuals with disabilities.

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 Department has implemented the majority of reasonable accommodation requests within 30 business days. Requests taking longer are as a result of extenuating circumstances (e.g. need to purchase specially made equipment, deliver items overseas, etc), the Department seeks to provide interim accommodations.

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.

DRAD continues to hold meetings with Bureau Executive Directors and other Bureau HR professionals to review pending cases and assess RA trends. DRAD and bureaus continue to collaborate to improve service delivery and customer satisfaction among clients. DRAD drafted a cable from the Department to all diplomatic and consular posts outlining the Reasonable Accommodation process and managers' responsibilities with respect to the process. The same guidance was distributed to bureaus' Executive Directors with instructions to distribute it widely among domestically-assigned personnel.

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.

OAA tracks requests for PAS via the DRAD case tracking system as with all other RA requests. In FY19, the Department continued to provide PAS for one employee and has procedures in place to increase PAS should it become necessary.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer No

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer No

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

N/A

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Answer Yes

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 Yes

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.

The Department complied with the directed corrective measures as appropriate.

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

Source of the Trigger:	Other				
Specific Workforce Data Table:	Workforce Data Table - B1				
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Low participation of people with disabilities in career development opportunities				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> People with Disabilities People with Targeted Disabilities				
Barrier Analysis Process Completed?:	N				
Barrier(s) Identified?:	Y				
STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Barrier Name Decentralized tracking of career development across the Department.		Description of Policy, Procedure, or Practice No central authority.		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
10/01/2019	09/30/2020	Yes	09/30/2021		To coordinate, collect, and institutionalize tracking and analyzing career development related data.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Director General		Carol Z. Perez		Yes	
Director		Daniel B. Smith		Yes	
Bureau Training Officers		Various		Yes	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
05/30/2020	Map out existing career development programs, and resources.			Yes	08/01/2020
06/30/2020	Send a questionnaire to career development program managers.			Yes	08/01/2020

Planned Activities Toward Completion of Objective				
Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
08/30/2020	Analyze results, identify triggers.	Yes		09/25/2020
Report of Accomplishments				
Fiscal Year	Accomplishment			
2020	This year we were able to gather and collect many types of data tables for initial analysis. We drafted an Memorandum of Understanding with various offices to coordinate and automate data collection year after year.			

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

Career development is not neatly defined and has a diffuse structure at the Department.

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

Throughout the process, S/OCR communicated the importance of standardization of data collected and shared definitions. Although our programs span different employment types, we see the importance of collecting and analyzing data in order to understand our career development programs better. Over the last year, we saw an increase in resources and opportunities due in part to new virtual training opportunities. As in-person training resumes, the Department will maintain virtual training methods to reach our global workforce. This increases accessibility to all employees and benefits IWD.

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.

Our initial data collection efforts were largely successful, but we have more work to do year to year to improve our tracking methods for particular programs such as mentoring, internal details, and coaching. In order to institutionalize data collection, we are working on a memorandum of agreement with stakeholders.