

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 | No |

*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 |

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

On 03/12/2019, employees received a Department Notice with the following information: In January 2018, the Equal Employment Opportunity Commission effected a rule requiring federal agencies to implement affirmative action in employment for qualified individuals with disabilities (see 29 CFR 1614.203(d))./ The regulation sets goals for federal agencies of 12 percent representation for individuals with disabilities and 2 percent for individuals with targeted disabilities. "Targeted disabilities" include: difficulty hearing or seeing, missing extremities, partial or complete paralysis, convulsive disorders such as epilepsy, developmental disabilities such as autism spectrum disorder, mental illness such as PTSD, etc. EEOC tracks statistics on the employment by federal agencies of people with these targeted disabilities because their unemployment and under-employment rates are so high. For FY18, the Department will report to the EEOC that: 15.89% of CS employees are individuals with disabilities 2.06% of CS employees are individuals with targeted disabilities 7.68% of FS employees are individuals with disabilities 0.73% of FS employees are individuals with targeted disabilities Credible, consistent data is critical. The U.S. Department of State promotes the availability

and use of aggregated disability data to further education, research, and policy initiatives to improve employment opportunities. The use of aggregated data ensures that no personally identifiable information (PII) is disclosed. // Please consider reviewing your GEMS profile to ensure accuracy on how you identify – some of the definitions of disabilities and health conditions may surprise you. / It is important to understand that no adverse action may occur due to your decision to (or not to) self-identify, including medical clearance decisions. For more information on representation of individuals with disabilities and on what you can do to help the Department reach the 12 and 2 percent goals, please contact DisabilityProgramManager@state.gov.

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

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 | |
| Processing reasonable accommodation requests from applicants and employees | 4 | 0 | 0 | Reasonable Accommodator |
| Processing applications from PWD and PWTB | 1 | 0 | 0 | Jae Chung Selective Placement Coordinator |
| Special Emphasis Program for PWD and PWTB | 0 | 0 | 0 | DisabilityProgramManager |
| Section 508 Compliance | 2 | 0 | 0 | Mark Baker Section 508 Program Manager SECTION508@state.gov |
| Answering questions from the public about hiring authorities that take disability into account | 1 | 0 | 0 | SelectivePlacement@state.gov |
| Architectural Barriers Act Compliance | 0 | 0 | 0 | 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

HR/OAA initiated a series of biweekly Learn Sessions in FY19 for all of its employees as part of regular staff meetings. These feature both presentations from other offices in the Department (e.g., the Office of Civil Rights) on disability-related topics and cross-training presentations where HR/OAA employees present on their own disciplines to the office as a whole (e.g., Section 508 compliance, sign language interpreting). OAA launched this program in late FY19 and plans to continue it through FY20. Most OAA FTEs prepared Individual Development Plans (IDPs) and coordinated with their supervisors to execute their plans; the remaining FTEs will complete IDPs by the end of calendar year 2019. OAA staff participated in JAN Webinars, and teleconferences on Performance, Conduct, and the Rehabilitation Act. In addition, OAA/AD staff made three visits to other agencies to learn about their approaches to assistive technology (AT). During the course of the year, OAA hosted several training sessions open to DOS employees on Schedule A hiring and the importance of self-identification as well as training on demystifying the Reasonable Accommodation process. In FY20, OAA/AD plans to attend the 35th California State University, Northridge (CSUN) Assistive Technology Conference, where they will be able to speak with vendors and view demonstrations of the latest assistive technology available that OAA will implement in the Access Center and provide for reasonable accommodation clients. They will also attend education and training sessions throughout the weeklong conference.

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

The Department has provided sufficient funding and other resources to successfully implement our disability program, including sign language interpreting, personal assistance services, readers, and assistive technology. In FY20, HR/OAA is scheduled to open The Access Center, a 2400-square-foot space near the Department’s headquarters in Washington, D.C. The Center will serve as a model for the federal government and the diplomatic community creating a barrier-free environment for employees with disabilities to test, train, and provide feedback on assistive technology equipment and develop personalized solutions in an environment similar to their workspace.

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 | <i>Target Date</i> | <i>Completion Date</i> | <i>Planned Activity</i> |
| | 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 | <i>Fiscal Year</i> | <i>Accomplishment</i> | |
| | 2019 | 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, 83%; and 45 days for overseas cases, 89%) 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.

As of 10/01/2019, OAA works collaboratively with other offices in the bureau and S/OCR to identify programs and resources to recruit job applicants with disabilities. OAA works with a Washington-based recruiter and the 16 Diplomats in Residence (DIRs) posted specific regions across the country who engage with students with disabilities at universities and colleges. Also, OAA partners with the Bureau's marketing team and recruiters to develop targeted recruitment strategies and maintain owned media properties to raise awareness through social media for individuals with disabilities. On a quarterly basis, OAA attends career fairs attracting disabled veterans, students, and candidates from around the U.S. to recruit PWD, OAA attended two career fairs at Gallaudet and EOP (Equal Opportunity Publications, Inc), thereby obtaining over 50 resumes of PWDs. OAA maintains a Talent Database of over 400 qualified individuals with disabilities who are eligible to be appointed under Schedule A. From this Talent Database, the SPPC refers qualified candidates to hiring managers and HR professionals when requested by management or candidates. OAA works collaboratively with hiring managers and HR professionals to maintain a robust database of potential applicants. During FY19, the Department appointed 90 employees under Schedule A, an unprecedented number. OAA also manages the Department's participation in the Workforce Recruitment Program (WRP) supporting centrally-funded interns. The Department plans to ramp up the use of WRP in FY20, with 15 centrally-funded intern positions planned in the United States. In FY19, there were only six hires because several candidates could not obtain the required security clearances to work in the Department. While awaiting their clearances, some candidates accepted positions from other agencies, despite attempts at expediting their security clearance. In addition, the Department promotes and encourages WRP interns to work at overseas posts. In FY19, we piloted a program for WRP interns to serve overseas; one intern did so, and the others worked in domestic offices. The SPPC works with managers to convert interns under WRP to permanent positions. In FY19, there were two permanent hires from WRP.

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 uses the Schedule A hiring and Veteran hiring authorities. The Department maintains an email inbox (SelectivePlacement@state.gov) for all inquiries from applicants, hiring managers, HR professionals, and current employees with disabilities. The SPPC answers all inquiries to the mailbox promptly and refers to other Department subject matter experts as necessary. The Department accepts applications for appointment under the Schedule A hiring authority consistent with the OPM's regulations. The SPPC adds individuals with disabilities who request consideration for employment utilizing Schedule A to the Department's Talent Database for future employment opportunities. The SPPC refers individuals with disabilities in the Talent Database directly to any hiring managers and HR professionals requesting qualified candidates for any civil service positions. The SPPC serves as the Department's expert on disability employment and develops/provides training to agency managers and HR professionals regarding hiring flexibilities that take disability into account.

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.

OAA staff determines eligibility for Schedule A by examining documentation provided by the applicant and in consultation with the Bureau of Medical Services as well as an attorney in the Office of the Legal Adviser, if needed. This is completed before an individual may be referred to positions. If the applicant requests consideration for a specific, advertised position, OAA conducts a qualifications analysis and forwards the applicant's request to the HR contact listed in the vacancy announcement if he/she is determined to be qualified. If the applicant does not request consideration for a particular position, the applicant will be added to OAA's searchable Talent Database for potential future referrals.

- 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

OAA provides Schedule A training every two months in addition to whenever they are requested. The office advertises these sessions via Department Notice for every employee to see and participate. During FY19, six Department Notices went out to promote these events. OAA has trained employees and managers during six regularly held sessions and held two additional sessions at bureaus’ requests. In addition, after specific outreach increased the awareness of Schedule A hiring for both employees and managers, OAA held four more sessions. During these training sessions, OAA discusses (a) the Schedule A hiring authority, (b) benefits of the authority, (c) Schedule A documentation, (d) how to join the Department’s Talent Database, (e) the referral system, and (f) internship programs for persons with disabilities, such as the Workforce Recruitment Program and Operation War Fighter. To enhance and reinforce training, OAA posted a video on the Schedule A authority on an internal Department website where managers and candidates may refresh their understanding of the Schedule A authority and process. The Department also makes online training available to all employees, including hiring managers, on the Foreign Service Institute website. OAA updated the material in the course in FY19. One of OAA’s goals for FY20 is to increase enrollment and completion of the course by 10% over the previous year. The course covers Reasonable Accommodation policies and practices as well Schedule A hiring authority. Resources and reference materials are available to all employees with access to the Department’s intranet site on OAA’s Disability Dashboard website.

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. Contacts may include, but are not limited to: OPM’s Shared Register of Candidates with Disabilities; State Vocational Rehabilitation agencies; The Workforce Recruitment Program; Programs for students with disabilities; National and local disability advocacy groups; Colleges and universities nationwide; Centers for Independent Living; and Veterans’ Vocational Rehabilitation and Employment Program.

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 | Total (#) | Reportable Disability | | Targeted Disability | |
|---------------------------|--------------|-------------------------|-------------------------|-------------------------|-------------------------|
| | | Permanent Workforce (%) | Temporary Workforce (%) | Permanent Workforce (%) | Temporary Workforce (%) |
| % of Total Applicants | 0 | | | | |
| % of Qualified Applicants | 0 | | | | |
| % of New Hires | 0 | | | | |

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

Low representation rate for the following occupation series: PWD: Security Administration (0080), Human Resources Management (0201), Financial Administration and Program (0501), General Attorney (0905), Passport and Visa Examining (0967), Training Instruction (1712), General Inspection, Investigation, Enforcement, and Compliance (1801), Information Technology Management (2210) PWTD: Security Administration (0080), Foreign Affairs (0130), Human Resources Management (0201), Management and Program Analysis (0343), Financial Administration and Program (0501), General Attorney (0905), Passport and Visa Examining (0967), Public Affairs (1035), Training Instruction (1712), General Inspection, Investigation, Enforcement, and Compliance (1801), Information Technology Management (2210)

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

PWD: Security Administration (0080), Foreign Affairs (0130), Management and Program Analysis (0343), Financial Administration and Program (0501), 0560, Passport and Visa Examining (0967), Public Affairs (1035), General Inspection, Investigation, Enforcement, and Compliance (1801), Information Technology Management (2210) PWTD: Foreign Affairs (0130), Financial Administration and Program (0501), 0560, Passport and Visa Examining (0967), Public Affairs (1035)

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

PWD: Security Administration (0080), Management and Program Analysis (0343), Passport and Visa Examining (0967), General Inspection, Investigation, Enforcement, and Compliance (1801) PWTD: Security Administration (0080), Passport and Visa Examining (0967), General Inspection, Investigation, Enforcement, and Compliance (1801)

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 Department conducts ongoing analyses of its advancement opportunities to ensure that all employees have equal access to career advancement, awards, specialized training and mentoring programs. Due to the size of the Department and world wide presence, many of these programs are housed within different offices, making data difficult to track and analyze. A barrier analysis on the advancement of PWD will be conducted in FY20-21 with the overall goal of collecting data on various advancement opportunities.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The Department’s Career Development and Training Division coordinates external leadership and professional development programs. These programs will continue to be advertised through various channels such as Department Notices, webinars, and informational sessions, which are open to all Department employees. Additionally, the Division works with and maintains a liaison with each of the 14 Employee Affinity Groups (EAGs), including the Disability Action Group (DAG). Personnel from the Division hold informational sessions for EAGs, including DAG, on an annual basis to encourage participation of their members. The Department has led a robust Mentoring Program (iMentor), which is available to all Civil Service and Foreign Service employees. iMentor matches Civil Service mentees with mentors in a program that features training and structured goal-setting. Foreign Service mentoring includes pre-employment student programs, A-100 orientation courses, and post-specific programs at U.S. Missions overseas, among other efforts. To ensure that the widest audience is reached, the Department has updated the mentoring application to include language on how to request a reasonable accommodation for participation in the program.

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

We do not track this data yet. See below for plan.

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

We do not track this data yet. See below for plan.

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 Yes
 - b. Awards, Bonuses, & Incentives (PWTD) Answer Yes

PWD: TOAs (21-30 hrs, 31-40 hrs, 41+ hrs.) and cash awards (\$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999 and \$5000+) PWTD: TOAs (21-30 hrs, 31-40 hrs, 41+ hrs.) and cash awards (\$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999 and \$5000+)

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

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

PWD: QSIs PWTD: QSIs

| 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

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 No
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWD) Answer No
 - ii. Internal Selections (PWD) Answer No
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWD) Answer No
 - ii. Internal Selections (PWD) Answer No

No SES data.

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 No
 - ii. Internal Selections (PWTD) Answer No
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWTD) Answer No
 - ii. Internal Selections (PWTD) Answer No
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWTD) Answer No
 - ii. Internal Selections (PWTD) Answer No

No SES data.

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 No
- d. New Hires to GS-13 (PWD) Answer No

At the GS-15 level, all (28) persons hired either did not identify a disability (14) or self identified as having no disability (14). PWD made up 5.6% of qualified applicants.

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 No
- d. New Hires to GS-13 (PWTD) Answer No

At the GS-15 level, all (28) persons hired either did not identify a disability (14) or self identified as having no disability (14). PWTD made up 2.0% of qualified applicants.

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 No
- 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

For managers, all (49) persons internally selected either did not identify a disability (26) or self identified as having no disability (23). PWD made up 2.9% of qualified internal applicants.

6. Does your agency have a trigger involving PWTD 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 No
- ii. Internal Selections (PWTD) Answer No

b. Managers

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

c. Supervisors

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

For managers, all (49) persons internally selected either did not identify a disability (26) or self identified as having no disability (23). PWTD made up 0.7% of qualified internal applicants.

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

For executives, of all 39 persons hired, 19 did not identify a disability, 19 self identified as having no disability, and 1 self identified as having a targeted disability. PWD made up 4.9% of qualified applicants but only 2.6% of hires.. For managers, of all 14 persons hired, 21 did not identify a disability, 19 self identified as having no disability, and 2 self identified as having non-targeted disabilities. PWD made up 8.2% of qualified applicants but only 5.4% of hires..

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 No
- b. New Hires for Managers (PWTD) Answer Yes
- c. New Hires for Supervisors (PWTD) Answer No

For managers, of all 14 persons hired, 21 did not identify a disability, 19 self identified as having no disability, and 2 self identified as having non-targeted disabilities. PWTD made up 2.8% of qualified applicants.

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

2. Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If “yes”, describe the trigger below.

a. Voluntary Separations (PWD) Answer No

b. Involuntary Separations (PWD) Answer No

The B Tables do not currently capture this number and the Department cannot compute it until next fiscal year.

| Seperations | Total # | Reportable Disabilities % | Without Reportable Disabilities % |
|-------------|---------|---------------------------|-----------------------------------|
|-------------|---------|---------------------------|-----------------------------------|

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

The B Tables do not currently capture this number and the Department cannot compute it until next fiscal year.

| Seperations | Total # | Targeted Disabilities % | Without Targeted Disabilities % |
|-------------|---------|-------------------------|---------------------------------|
|-------------|---------|-------------------------|---------------------------------|

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

N/A

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency’s public website for its notice explaining employees’ and applicants’ rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

<https://www.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.

OAA/AD provides assistive technology support to DOS candidates and employees with disabilities. We routinely assess and train on assistive technology devices such as large print keyboards, desktop magnifiers, ergonomic keyboards/mice, and software for voice dictation applications. We provide remote installations of assistive technology Software/Hardware in the U.S. and to employees assigned to our overseas missions. In FY19, OAA/AD began providing regularly scheduled training at the Department's Foreign Service Institute to Locally Employed Staff (LES) from missions abroad and Foreign Service Information Management specialists on OAA/AD services and how to better support employees with disabilities worldwide. In FY20, OAA is scheduled to open The Access Center, a 2400-square-foot space near the Department's headquarters in Washington, D.C. The Center will serve as a model for the federal government and the diplomatic community creating a barrier-free environment for employees with disabilities to test, train, and provide feedback on assistive technology equipment and develop personalized solutions in an environment similar to their workspace. The Access Center will build on the success of similar assistive technology centers for federal employees, such as the Department of Defense's Computer/Electronic Accommodations Program Technology & Evaluation Center (CAPTEC), and the Department of Agriculture's Technology & Accessible Resources Give Employment Today (TARGET) Center. Colleagues at CAPTEC and TARGET have provided invaluable advice and best practices that will help to ensure the success of the Access Center. In FY19, OAA/AD created an email inbox, FacilityAccess@state.gov, specifically to address concerns about accessibility at Department facilities, both domestic and overseas. The Department of State's Bureau of Administration (A) is responsible for ensuring access to the Department's domestic facilities. The Bureau of Overseas Buildings Operations (OBO) is responsible for facilities located overseas. OAA/AD coordinated with A and OBO to address a number of specific facility accessibility issues in FY19.

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 for domestic requests and 45 days for overseas. In FY19, DRAD completed 83% of domestic requests within 30 business days; and 89% of overseas requests within 45 Days. When requests take longer, it is often as a result of extenuating circumstances (e.g. need to purchase specially made equipment, deliver items overseas, etc). In such situations, the Department provides 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 processed RA requests timely more than 83% of the time and strives toward a 90% goal. 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. For example, in FY19, OAA completed 751 requests for Reasonable Accommodation and replied to 531 inquiries. In addition to these, OAA fulfilled 2697 requests for sign language interpreting, 1792 requests for video captioning, and 1287 requests for Section 508 compliance services. DRAD sent an updated 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. Overseas personnel are also encouraged

to take the distance learning course, PA447 Disability and Reasonable Accommodations.

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 Yes

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.

The Department took a number of corrective measures for each respective finding in order to be compliant with the orders. Measures taken were comprised of but not limited to: providing reasonable accommodations, paying for legal fees, appropriate training on reasonable accommodation for managers involved as well as Department employees, restoration of leave, and compensatory damages.

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 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 took a number of corrective measures for each respective finding in order to be compliant with the orders.

Measures taken were comprised of but not limited to: providing reasonable accommodations, paying for legal fees, appropriate training on reasonable accommodation for managers involved as well as Department employees, restoration of leave, and compensatory damages.

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

| <p>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p> | <p>Inability to fill data table on career development in Section IV(B).</p> | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|------------------------------|---------------------------------|-------------|--|-----|--|--------------|------------|---|-----|--|--|------------|---|-----|--|--|--|--|--|--|
| <p>STATEMENT OF BARRIER GROUPS:</p> | <p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p> | | | | | | | | | | | | | | | | | | | | | | | |
| <p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p> | <p>No central authority.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Objective</p> | <p>Create a plan to clearly define career development to allow for a unified tracking system.</p> <table border="1" data-bbox="441 953 1515 1100"> <tr> <td data-bbox="441 953 646 1012">Date Objective Initiated</td> <td colspan="3" data-bbox="646 953 1515 1012">Oct 1, 2019</td> </tr> <tr> <td data-bbox="441 1012 646 1100">Target Date For Completion Of Objective</td> <td colspan="3" data-bbox="646 1012 1515 1100">Sep 30, 2020</td> </tr> </table> | | | | Date Objective Initiated | Oct 1, 2019 | | | Target Date For Completion Of Objective | Sep 30, 2020 | | | | | | | | | | | | | | |
| Date Objective Initiated | Oct 1, 2019 | | | | | | | | | | | | | | | | | | | | | | | |
| Target Date For Completion Of Objective | Sep 30, 2020 | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Responsible Officials</p> | <p>Carol Z. Perez Director General</p> <p>Daniel B. Smith Director</p> <p>Various Bureau Training Officers</p> | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th data-bbox="110 1218 305 1327">Target Date (mm/dd/yyyy)</th> <th data-bbox="305 1218 928 1327">Planned Activities</th> <th data-bbox="928 1218 1123 1327">Sufficient Staffing & Funding (Yes or No)</th> <th data-bbox="1123 1218 1312 1327">Modified Date (mm/dd/yyyy)</th> <th data-bbox="1312 1218 1515 1327">Completion Date (mm/dd/yyyy)</th> </tr> </thead> <tbody> <tr> <td data-bbox="110 1335 305 1394">08/30/2020</td> <td data-bbox="305 1335 928 1394">Check in with stakeholders to get the master list of employee IDs to cross reference with demographic data for data analysis</td> <td data-bbox="928 1335 1123 1394">Yes</td> <td data-bbox="1123 1335 1312 1394"></td> <td data-bbox="1312 1335 1515 1394"></td> </tr> <tr> <td data-bbox="110 1402 305 1478">06/30/2020</td> <td data-bbox="305 1402 928 1478">Develop a shared definition of career development for tracking purposes including the idea for tracking applicants in addition to selected and completed.</td> <td data-bbox="928 1402 1123 1478">Yes</td> <td data-bbox="1123 1402 1312 1478"></td> <td data-bbox="1312 1402 1515 1478"></td> </tr> <tr> <td data-bbox="110 1486 305 1537">05/30/2020</td> <td data-bbox="305 1486 928 1537">Coordinate an initial meeting with all stakeholders to share the scope of work.</td> <td data-bbox="928 1486 1123 1537">Yes</td> <td data-bbox="1123 1486 1312 1537"></td> <td data-bbox="1312 1486 1515 1537"></td> </tr> </tbody> </table> | Target Date (mm/dd/yyyy) | Planned Activities | Sufficient Staffing & Funding (Yes or No) | Modified Date (mm/dd/yyyy) | Completion Date (mm/dd/yyyy) | 08/30/2020 | Check in with stakeholders to get the master list of employee IDs to cross reference with demographic data for data analysis | Yes | | | 06/30/2020 | Develop a shared definition of career development for tracking purposes including the idea for tracking applicants in addition to selected and completed. | Yes | | | 05/30/2020 | Coordinate an initial meeting with all stakeholders to share the scope of work. | Yes | | | | | | |
| Target Date (mm/dd/yyyy) | Planned Activities | Sufficient Staffing & Funding (Yes or No) | Modified Date (mm/dd/yyyy) | Completion Date (mm/dd/yyyy) | | | | | | | | | | | | | | | | | | | | |
| 08/30/2020 | Check in with stakeholders to get the master list of employee IDs to cross reference with demographic data for data analysis | Yes | | | | | | | | | | | | | | | | | | | | | | |
| 06/30/2020 | Develop a shared definition of career development for tracking purposes including the idea for tracking applicants in addition to selected and completed. | Yes | | | | | | | | | | | | | | | | | | | | | | |
| 05/30/2020 | Coordinate an initial meeting with all stakeholders to share the scope of work. | Yes | | | | | | | | | | | | | | | | | | | | | | |
| <p>Fiscal Year</p> | <p>Accomplishments</p> | | | | | | | | | | | | | | | | | | | | | | | |

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

This is a new barrier analysis.

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

This is a new barrier analysis.

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.

This is a new barrier analysis.