

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

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

Section I: Efforts to Reach Regulatory Goals

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

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

- | | | |
|--------------------------------|--------|-----|
| a. Cluster GS-1 to GS-10 (PWD) | Answer | Yes |
| b. Cluster GS-11 to SES (PWD) | Answer | Yes |

The Agency has less than 12 percent of employees who self-identified as having a disability in GS grade levels 8 -15 and SES.

*For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- | | | |
|---------------------------------|--------|-----|
| a. Cluster GS-1 to GS-10 (PWTD) | Answer | Yes |
| b. Cluster GS-11 to SES (PWTD) | Answer | Yes |

The Agency has less than 2 percent of employees who self-identified as having a targeted disability in GS grade levels 6, 8-10 , 12-15 and SES.

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.

USAGM began communicating the Agency's commitment to meeting the following numerical goals: 12% for PWD and 2% for PWTD. This information was discussed during the Diversity and Inclusion Advisory Council Meeting and will be provided in the State of the Agency Briefing. Additionally, Director's will receive quarterly workforce reports and continued training on numerical goals and schedule A hiring authorities. Additionally, OCR will collaborate with HR on recruitment initiatives and programs to increase low participation groups, including sending vacancy announcements to affinity groups , colleges and universities of low population groups.

Section II: Model Disability Program

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

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

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

Answer Yes

- 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	
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Fernando Burciaga, HR Specialist, FBurciaga@usagm.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Leslie Corbin, EEO Specialist-Disability Program Manager, lvcorbin@usagm.gov
Section 508 Compliance	1	0	0	Ashley Moore, IT 508/ Accessibility Program Manager, amoore@usagm.gov
Processing applications from PWD and PWTD	1	0	0	Fernando Burciaga, HR Specialist, FBurciaga@usagm.gov
Processing reasonable accommodation requests from applicants and employees	1	0	0	Leslie Corbin, EEO Specialist-Disability Program Manager, lvcorbin@usagm.gov
Architectural Barriers Act Compliance	1	0	0	Piero Ciancio, Supervisory Facility Operations Specialist, pciancio@usagm.gov

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

Answer Yes

FY 2019, the Disability Program Manager attended the FDR Conference and completed the following training: Hitting the Refresh Button on Your RA Program, Taking a Positive Approach to Animal Accommodation Requests, The Accommodation Managers Love to Hate: Leave, Telework and Reassignment as a RA; and, Refresher EEO and Investigator Training.

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.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC’s regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]		
Objective	To finalize the Agency's policy and procedures for processing Personal Assistance Services (PAS).		
Target Date	Sep 30, 2020		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2020 Oct 31, 2020		Submit updated procedures to the CEO and Director for signature. Distribute procedures for processing requests for personal assistance services and post to the public website.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2020 2019	The Personal Assistance Policy (PAS) is pending Agency review and approval. USAGM's Office of Civil Rights (OCR) drafted the Personal Assistance Services (PAS) policy and procedures for review and clearance. In addition, OCR collaborated with other Small Agencies on their PAS policies and procedures.	

Brief Description of Program Deficiency	D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]		
Objective	To conduct exit interviews or surveys that include general questions on how the Agency could improve recruitment, hiring, inclusion, retention and advancement of individual with disabilities.		
Target Date	Sep 30, 2021		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Jun 30, 2019	January 16, 2020	Collaborate with the Diversity and Inclusion Advisory Council for feedback on the draft exit survey.
	Sep 30, 2019		Develop draft exit interview or survey for Senior Agency review and comments.
	Mar 30, 2020	October 31, 2019	Research other small agencies and their exit interview and/or survey process.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2020	In collaboration with the CEO and Director's Office, Diversity and Inclusion Advisory Council, and other small agencies, OCR drafted an exit survey for Agency review.	

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.

USAGM is continuing to work to increase the participation rates of qualified persons with disabilities and targeted disabilities in the Federal workforce. Hiring officials are strongly encouraged to utilize special hiring authorities, including Schedule A to hire qualified persons with disabilities. Additionally, the Agency will continue to notify employees of affinity/resource groups to encourage and support employee participation; announce and publicize affinity/resource group activities by email, approved social media and word of mouth; and, reward and/or acknowledge employees and officials that made significant contributions to the success of the groups. Further, OHR hired an HR Specialist to serve in the capacity of Selective Placement Program Coordinator and Workforce Recruitment Placement Coordinator.

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

The Agency is continuing to work to increase the participation rates of qualified persons with disabilities and targeted disabilities in the Federal workforce, and strongly encourage hiring officials via training, briefings and meetings to utilize special hiring authorities, including Schedule A to hire qualified persons with disabilities. In addition, USAGM encourages individuals with disabilities to apply for positions that are posted via vacancy announcements on USAJobs.

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.

USAGM’s OHR regularly engage in recruitment and outreach activities geared for PWD and PWTD. Additionally, OHR and OCR will continue to work with hiring managers to use the Schedule A appointing authority and 30% or more disabled veterans hiring authority to identify and hire qualified PWD and PWTD for positions in the permanent workforce. Furthermore, the Agency encourages individuals with disabilities to apply for positions that are posted via vacancy announcements on USAJobs. Individuals with disabilities who meet minimum qualifications and provide the appropriate documentation are referred to the hiring manager for consideration.

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

In conjunction with OHR, recruitment officials completed the ABC’s of Schedule A, via EEOC’s online training module. Additionally, OCR hosted several reasonable accommodation (RA) training sessions for supervisors, managers and employees, as well as Disability Awareness. During the sessions, the Disability Program Manager provided training via face-to-face, live video and webinar, which focused on RA policies and Schedule A hiring. New supervisors and managers are also provided with leadership training, including disability employment initiatives, Schedule A and RA requirements.

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 Agency's OHR attends and participates in several outreach and career fairs, including those dedicated to the recruitment of Veterans, PWDs and PWTDs. For FY 2019, OHR participated in the Department of Defense Operation Warfighter Program (OWF) and the Department of Veteran Affairs Nonpaid Work Experience Program (NWPE). Also, OHR collaborates with Divisions and Offices on White House Initiatives and Internship programs focused on groups and organizations that represent low populations. In addition, the Agency hired a HR Specialist to serve as the Selective Placement Program Coordinator and Workforce Recruitment Placement Coordinator, who will maintain contacts with various disabled and Veteran organizations for applicant referral services.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

- a. New Hires for Permanent Workforce (PWD) Answer Yes
- b. New Hires for Permanent Workforce (PWTD) Answer Yes

PWD and PWTD have consistently remained below the benchmarks among new hires in the permanent workforce.

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

The Agency is working with a new contractor (Oracle) to provide workforce data, including applicant flow data (AFD). Additionally, OCR is working with OHR to secure sufficient access and data to USA Staffing AFD.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	New Hires (%)
Numerical Goal	--	12%		2%	

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Qualified Applicants for MCO (PWD) Answer N/A

b. Qualified Applicants for MCO (PWTD)

Answer N/A

The Agency is working with a new contractor (Oracle) to provide workforce data, including applicant flow data (AFD). Additionally, OCR is working with OHR to secure sufficient access and data to USA Staffing AFD. Further, there is an overall lower than expected participation rate of PWD and PWTD.

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission- critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Promotions for MCO (PWD)

Answer N/A

b. Promotions for MCO (PWTD)

Answer N/A

The Agency is working with a new contractor (Oracle) to provide workforce data, including applicant flow data (AFD). Additionally, OCR is working with OHR to secure sufficient access and data to USA Staffing AFD. Further, there is an overall lower than expected participation rate of PWD and PWTD.

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.

USAGM plans to utilize the Diversity and Inclusion Advisory Council (DIAC) to address any triggers/barriers and anomalies, including providing an overview of the workforce, PWDs and PWTDs. In addition managers and supervisors receive annual mandatory training which includes an overview of the RA process and Schedule A hiring authorities. Further, OCR will develop disability employment workgroups and continue to collaborate with HR regarding advancement opportunities for all employees, including PWDs and PWTD.

B. CAREER DEVELOPMENT OPPORTUNITES

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

USAGM continues to promote Leadership 2020, which is a comprehensive career development and leadership initiative for Agency managers and supervisors with emphasis on all SES and GS-13s to GS15s. In addition, the Agency utilizes the Pathways Program and also plans to strengthen its partnerships with colleges and universities to secure internships for students with disabilities and targeted disabilities.

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	11	3	0	0	0	0
Fellowship Programs	1	1	0	0	0	0

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Other Career Development Programs	5	5	0	0	0	0
Mentoring Programs	0	0	0	0	0	0
Internship Programs		3		33.33		
Coaching Programs	4	3	0.25	33.33	0	0
Detail Programs		2		50%	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 Yes
- b. Selections (PWD) Answer N/A

There is a low rate of applicants among PWD for career development programs.

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 Yes
- b. Selections (PWTD) Answer No

There is a low rate of applicants among PWTD for career development programs.

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

USAGM has an overall lower than expected population of PDWs and PWTD. However, with respect to awards, there were a total of 4 cash/individual cash awards issued and 2 time-off awards for PWDs. There were also a total of 5 cash/individual cash awards issued and 2 time-off awards for PWTD. Also, there were a total of 4 time-off awards and 1 individual cash award issued to persons identified as having a disability or serious health condition not listed in any of the categories. In addition, there were a total of 6 individual cash/performance awards and 2 time-off awards issued to persons who did not wish to identify their disability.

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 No
- b. Pay Increases (PWTD) Answer No

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 No
- b. Other Types of Recognition (PWTD) Answer No

D. PROMOTIONS

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. SES

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

b. Grade GS-15

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

c. Grade GS-14

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

d. Grade GS-13

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

For FY 2020, the Agency plans to implement its new workforce database system, including applicant flow 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 N/A
 - ii. Internal Selections (PWTD) Answer N/A
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWTD) Answer N/A
 - ii. Internal Selections (PWTD) Answer N/A
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWTD) Answer N/A
 - ii. Internal Selections (PWTD) Answer N/A

The Agency has a low participation rate of PWDs and PWTDs and has developed a Disability Employment Workgroup to focus on recruitment and retention. In addition, the Office of Civil Rights (OCR) obtained access to OPM's USA Staffing for a comparison of applicant data to the selections.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. New Hires to SES (PWD) Answer N/A
 - b. New Hires to GS-15 (PWD) Answer N/A
 - c. New Hires to GS-14 (PWD) Answer N/A
 - d. New Hires to GS-13 (PWD) Answer N/A

The Agency is working to implement a new workforce database system, including AFD.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. New Hires to SES (PWTD) Answer N/A
 - b. New Hires to GS-15 (PWTD) Answer N/A
 - c. New Hires to GS-14 (PWTD) Answer N/A
 - d. New Hires to GS-13 (PWTD) Answer N/A

The Agency is working to implement a new workforce database system, including applicant flow data.

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

a. Executives

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

b. Managers

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

c. Supervisors

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

There is a low participation rate of PWDs and PWTDs. Also, the Agency is working to implement a new workforce database, including applicant flow data.

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 N/A

ii. Internal Selections (PWTd) Answer N/A

b. Managers

i. Qualified Internal Applicants (PWTd) Answer N/A

ii. Internal Selections (PWTd) Answer N/A

c. Supervisors

i. Qualified Internal Applicants (PWTd) Answer N/A

ii. Internal Selections (PWTd) Answer N/A

There is a low participation rate of PWDs and PWTDs. In addition, the Agency is working to implement a new workforce database system, including AFD.

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWD) Answer N/A

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

There is a low participation rate of PWDs and PWTDS. Also, the Agency is working to implement a new workforce database system, including AFD.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

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

There is a low participation rate of PWDs and PWTD. Also, the Agency is working to implement a new workforce database system, including applicant flow data.

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 No

OCR will collaborate with HR on Schedule A Hiring Authority and quarterly analysis of eligible employees ready for conversion.

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

Separations	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

N/A

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.usagm.gov/accessibility/>

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.usagm.gov/accessibility/>

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.

The OCR is working to conduct internal audits of its Divisions and Offices, including site reviews. In addition, accessibility data and reports are coordinated with the Agency's Facility Division.

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

The average time frame for processing initial requests for reasonable accommodations during the reporting period was 7-10 days.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency’s reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

The Disability Program Manager conducts training on reasonable accommodation (RA) policies and procedures quarterly and meets with employees and senior leadership regularly regarding RA requests. OCR timely processes RA requests and Leadership frequently seeks guidance and clarification on the process. In addition, OCR implemented a new RA application by Netcom

Database Systems, which is a secure tracking system for 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.

Although USAGM's PAS policy is pending approval, employees are referred to the Disability Program Manager for reasonable accommodation, personal assistance and disability-related questions and/or concerns.

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.

USAGM did not have any findings of discrimination based on disability-based harassment claims.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

Answer No

- 2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer No

- 3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

The Agency did not have any findings of discrimination based on failure to provide a reasonable accommodation.

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>The Agency has less than 12 percent of employees with disabilities in grade levels GS-8 to GS-15 and SES; and, less than 2 percent of persons with targeted disabilities grade levels GS-6, GS-8 to GS-10, GS-12- to GS-15 and SES.</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>The Agency has not identified a specific policy, procedure or practice as a barrier to the employment of persons with disabilities and targeted disabilities. However, lack of disclosure of disabilities by applicants/employees, perceptions among hiring officials and inadequate targeted recruitment for this population may be factors in low participation rates for employees with disabilities. As such, the Agency will take action to evaluate and address this issue.</p>							
<p>Objective</p>	<p>To ensure the Agency has an effective and efficient recruitment program for individuals with disabilities and targeted disabilities.</p> <table border="1" data-bbox="487 976 779 1123"> <tr> <td>Date Objective Initiated</td> <td>Sep 30, 2018</td> </tr> <tr> <td>Target Date For Completion Of Objective</td> <td>Sep 30, 2021</td> </tr> </table>				Date Objective Initiated	Sep 30, 2018	Target Date For Completion Of Objective	Sep 30, 2021
Date Objective Initiated	Sep 30, 2018							
Target Date For Completion Of Objective	Sep 30, 2021							
<p>Responsible Officials</p>	<p>Vacant Director, OHR</p> <p>Shennoa McDay Director, OCR</p> <p>Senior Leadership Senior Leadership</p>							
<p>Target Date (mm/dd/yyyy)</p>	<p>Planned Activities</p>	<p>Sufficient Staffing & Funding (Yes or No)</p>	<p>Modified Date (mm/dd/yyyy)</p>	<p>Completion Date (mm/dd/yyyy)</p>				
<p>09/30/2021</p>	<p>Distribute an annual notice encouraging employees to identify/update their disability status in the Agency's database, which will include a statement regarding Federal disability employment initiative and a notice of confidentiality.</p>	<p>Yes</p>						
<p>09/30/2021</p>	<p>Evaluate the Agency's recruitment program for persons with disabilities to promote efficiency, and effective collaboration among the offices and officials involved in the recruitment and selection process for persons with disabilities and targeted disabilities.</p>	<p>Yes</p>						
<p>Fiscal Year</p>	<p>Accomplishments</p>							
<p>2019</p>	<p>For FY 2019, the Agency participated in several outreach and hiring programs, including the Department of Defense Operation Warfighter Program (OWF) Recruitment Fair, University of District of Columbia Internship Fair, National HBCU Week Conference & Federal Agency Meet & Greet, Department of Veteran Affairs Nonpaid Work Experience Program (NWPE) Recruitment Fair, OPM President Management Fellows Hiring Fair, and National Black Journalist Conference.</p>							
<p>2020</p>	<p>In FY 2020, USAGM's OCR implemented a new disability employment workgroup (DEW), whereas the first priority is to resurvey the workforce and encourage self-reporting of disabilities. In addition, a new reasonable accommodation employee workgroup (RAEW) was established to partner with stakeholders and develop strategies to increase and retain persons with disabilities and targeted disabilities. Additionally, OHR hired a Selective Placement Program Coordinator/Workforce Recruitment Program Coordinator to focus on recruitment and low participation populations.</p>							

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

Not having applicant data has been an overall challenge in accurately assessing the agency for planned activities.

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

USAGM's Diversity and Inclusion Advisory Council (DIAC) meets quarterly to address any triggers/barriers and anomalies, including providing an overview of the workforce, PWDs and PWTDs. In addition managers and supervisors receive annual mandatory training which includes an overview of the RA process and Schedule A hiring authorities.

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.

The Agency is working to implement the new workforce database system which will have the capabilities of capturing applicant flow data. Also, OCR plans to increase collaboration with HR and conduct quarterly meetings regarding workforce planning and data requirements. The Agency will strengthen collaboration with colleges and universities to announce internships and vacancies, and also work with vocational rehabilitation. Additionally, OHR hired a Selective Placement Program Coordinator/Workforce Recruitment Program Coordinator to focus on recruitment and low participation populations. Further, OCR will lead new disability employment and reasonable accommodation workgroups and continue to collaborate with HR regarding advancement opportunities for all employees, including PWDs and PWTD.