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 representation of PWD in the Salary Range of $70,000 or less was below the 12% benchmark goal. The representation of PWD in the Salary Range of $70,001 or above was below the 12% benchmark goal.

*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 representation of PWTD in the Salary Range of $70,000 or less was below the 2% benchmark goal. The representation of PWTD in the Salary Range of $70,001 or above was below the 2% benchmark goal.

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.

> The Postal Service communicated the 12% PWD and 2% PWTD goals to all Officers, Area Vice Presidents, Area Human Resources Managers, all District HR staff, Reasonable Accommodation Committee members, Disability Program staff, District Disability Coordinators, and Diversity and Talent Acquisition staff in a memorandum dated January 2018, which remains in effect. National Diversity and Inclusion staff communicated the numerical goals to Talent Acquisition recruitment staff and field Diversity staff through national meetings, including the National Diversity Summit, the MD-715 report-preparation trainings, web-based instructional presentations, and electronic communications throughout the fiscal year. The National Disability Program

communicated the numerical goals to Headquarters and field offices staff to include Disability Compliance Specialists, Disability Coordinators, Human Resources, and field managers and supervisors through national meetings, web-based presentations, and electronic communications. Areas and Districts also communicated this information during reasonable-accommodation meetings and human-resources-department meetings. In addition to the above, the Postal Service communicated the numerical goals to hiring managers and recruiters, which include the Managers, Learning Development and Diversity, field recruiters, Area and District Human Resources managers, who in turn communicated these within their Areas and Districts. • The Headquarters senior Diversity staff conducted training sessions that included webinars, one-on-one trainings, and on-site report-preparation meetings, in which the numerical goals were communicated. Four quarterly regular sessions were followed by three separate one-hour sessions to prepare those who were new to preparing the report and were attending the September Diversity summit, which would offer two days of MD-715 training facilitated by Equal Employment Opportunity Commission (EEOC) specialists. In addition to the formal sessions and webinars, headquarters senior Diversity staff provided one-on-one guidance and participated in various Area meetings with a specific focus on the reports for the Districts within the particular Area. • In September 2019, Diversity hosted a national summit that included two and a half days of MD-715 report training conducted by the EEOC and USPS Diversity staff. The training was attended by 77 participants. • In November 2019, Diversity hosted a one-week, 40-hour working session for MD-715 report preparation. This training was attended by report preparers from four of seven Areas and 40 of 67 Districts and was held at the National Center for Employee Development (NCED) in Norman, Oklahoma. There were 43 participants. In December 2019, Diversity hosted a second one-week, 40-hour working session for MD-715 report preparation with participation by Area and District report preparers who were not able to attend the session at NCED. The second session was held at the Bolger Center in Potomac, Maryland and was attended by 38 participants. These sessions consisted of three days of step-by-step formal instruction, followed by two days for individual work on each of the reports, with one-on-one assistance provided by the headquarters senior Diversity staff. The numerical goals were addressed throughout these sessions. • The Director, Diversity and Talent Acquisition, participated in national Area Human Resources Managers meetings at which she addressed the numerical goals. • The Diversity senior staff communicated the goals to the Talent recruitment staff during department meetings and training.

Section II: Model Disability Program

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

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

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

<div align="center">Answer   Yes</div>

Not Applicable

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 applications from PWD and PWTD	277	0	0	Joseph R. Bruce Director, National Human Resources Joseph.r.bruce@usps.gov
Answering questions from the public about hiring authorities that take disability into account	76	0	0	Lisa.m.williams5@usps.go'
Architectural Barriers Act Compliance	3	0	0	Tom Samra Vice President Facilities Tom.m.samra@usps.gov

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	9	0	68	Lisa.m.williams5@usps.gov
Section 508 Compliance	3508	0	0	Janice Walker Vice President Corporate Communications Janice.d.walker@usps.gov
Special Emphasis Program for PWD and PWTD	9	0	74	Lisa.m.williams5@usps.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

In FY2019, the following courses were completed: Reasonable Accommodation Committees, Course 2012EE0C0450C010 Educated RAC Committees on the reasonable-accommodation process and provided guidance on matters of reasonable accommodation that involved applicants and employees with disabilities to assist them in meeting our legal and regulatory responsibilities. Completed by new reasonable accommodation committee members. Reasonable Accommodations Human Resources Annual Program, Course 2018EEOC3366CR01 The Reasonable Accommodations HR program is required annually for identified Human Resources and Labor Relations personnel, including disability-program staff, to comply with the Velva B. v. United States Postal Service Order. Comprised of three web-based courses (Reasonable Accommodations HR, Managing Limited Duty, and Reasonable Accommodations Committees), this eight-hour program addresses the Postal Service's responsibilities to provide reasonable accommodations to qualified individuals with disabilities under the Rehabilitation Act. This program also includes a segment on the relationship between the Postal Service's obligations under the Rehabilitation Act and under the Federal Employees' Compensation Act and a segment on ensuring that employees' medical information, including Form CA-17s and other relevant documents, remains confidential as appropriate. In addition, the disability-program staff participated in EXCEL, FDR Training, and Assistive Technology Industry Association conferences; the ADA Symposium; and various webinars from Job Accommodation Network, Employer Assistance and Resource Network on Disability Inclusion, and other key resources throughout the fiscal year.

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

Not Applicable

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.b. Has the agency established disability reasonable accommodation procedures that comply with EEOC's regulations and guidance? [see 29 CFR §1614.203(d)(3)]		
Objective	Approval of Handbook EL-307 in accordance with EEOC regulations and guidance.		
Target Date	Sep 30, 2021		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2021		Completion of the mandatory-review process by the Postal Service unions and management organizations and implementation of the updated EL-307.
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	The review process of the EL-307 handbook, Reasonable Accommodation, an Interactive Process, incorporating proposed changes to comply with the EEOC's regulations, continued as required by the Postal Service's regulation-review process prior to submission of the proposed changes to the unions and management associations. Once the revisions are finalized, they will be provided to the union and management organizations for review and input, as required.	

Brief Description of Program Deficiency	C.2.b.2. Has the agency established a firewall between the Reasonable Accommodation Program Manager and the EEO Director? [see MD-110, Ch. 1(IV)(A)]		
Objective	Consider development of a firewall between the Reasonable Accommodation Program Manager and the EEO Director.		
Target Date	Sep 30, 2022		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2022		Discuss deficiency with executive leadership to assess possible solutions/ evaluate deficiency
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	N/A	

Brief Description of Program Deficiency	C.2.b.4. Do the reasonable accommodation procedures clearly state that the agency should process the request within a maximum amount of time (e.g., 20 business days), as established by the agency in its affirmative action plan? [see 29 CFR §1614.203(d)(3)(i)(M)]		
Objective	Update reasonable-accommodation procedures to clearly state that the agency should process the request within a maximum amount of time.		
Target Date	Sep 30, 2021		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2021		Approval and publication of the timeframe for resolution of reasonable-accommodation requests, which are included in revisions to the EL-307
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	Updated proposed timeframes for resolutions are included in the revisions to Handbook EL-307, Reasonable Accommodation, an Interactive Process, in compliance with the revised EEOC guidelines, which continued through FY2019.	

Brief Description of Program Deficiency	C.2.c.1. Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If "yes", please provide the internet address in the comments column.		
Objective	Post procedures for processing requests for Personal Assistance Services on usps.com.		
Target Date	Sep 30, 2020		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2021		Post procedures for processing requests for Personal Assistance Services on usps.com.
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	N/A	

Brief Description of Program Deficiency	C.3.b.6. Provide disability accommodations when such accommodations do not cause an undue hardship? [see 29 CFR §1614.102(a)(8)]		
Objective	Add a checklist element to the performance appraisal of all managers and supervisors that requires rating officials to evaluate the performance of managers and supervisors based on: – Providing legally required disability/reasonable accommodations when such accommodations do not cause an undue hardship		
Target Date	Sep 30, 2022		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2022		After mandatory management-organization process, implement the checklist.
	Sep 30, 2022		Propose to management organizations for review and approval a checklist element to the performance appraisal of all managers and supervisors that includes individual evaluation of compliance with: – Providing legally required disability/reasonable accommodations when such accommodations do not cause an undue hardship
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	N/A	

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	Ensure the agency conducts consistent exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities.		
Target Date	Sep 30, 2022		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2022		Establish a consistent, automated format for exit surveys across the organization to obtain valid comparison data pertaining to recruitment, hiring, inclusion, retention, and advancement of all individuals, with special focus on individuals with disabilities.
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	The Exit Survey data dashboard was fully implemented with results from all levels of the organization. Pending is the incorporation of a focus on individuals with disabilities as well as surveys for all permanent bargaining and nonbargaining positions.	

Brief Description of Program Deficiency	E.4.b. Does the agency have a system in place to re-survey the workforce on a regular basis? [MD-715 Instructions, Sec. I]		
Objective	Establish a system to re-survey the workforce on a regular basis.		
Target Date	Sep 30, 2022		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2022		Establish an annual communication plan for reminders to update demographic information.
	Sep 30, 2022		Implement the survey developed in FY2018 for all employees and launch the online survey process.
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	Administration of the survey developed in FY2018 to allow employees to update their disability status information remains under review, along with adding an option on the LiteBlue employee website for employees to be able to update disability status, much the same as the option to update current address, contact information, payroll deductions, etc.	

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.

Generally, the Postal Service does not have the ability to track applicants based on disability status at this time. The Postal Service uses PS Form 3666, Certification of Postal Service Employment of Individuals with Severe Disabilities for a certain subset of hires. The Postal Service has continued to participate in career fairs and partner with organizations that focus on employment for individuals with disabilities and individuals with targeted disabilities including but not limited to: Rochester Institute of Technology/ National Technical Institute for the Deaf, Gallaudet University, Recruit Military, Corporate Gray, Hiring Our Heroes, CAREERS and the disABLED, and other disability-related employment organizations. The organization also advertises with publications such as: Equal Opportunity Publications, DiversityComm, Corporate Gray's Military-to-Civilian Transition Guide, and G.I. Jobs Magazine. The Postal Service utilizes resources for disability recruitment and accommodations such as: • Disability Inc • Disability.gov • Job Accommodation Network (JAN) • Employer Assistance and Resource Network on Disability Inclusion (EARN) Every District (67) has established and continued to maintain contact with its state Departments of Vocational Rehabilitation, veteran organizations, and other organizations that assist persons with disabilities and persons with targeted disabilities in obtaining employment. In their recruitment efforts, Districts and Areas target career events, employment organizations and agencies that assist individuals with disabilities, including veterans with disabilities, seeking employment. Every District (67), every Area (7), and Headquarters has a Reasonable Accommodation Committee (RAC) that reviews requests for reasonable accommodation within its area of coverage and through this process identify applicants with disabilities and applicants with targeted disabilities. However, neither job applicants nor employees requesting reasonable accommodation are tracked as individuals with disabilities. All external job vacancy postings contain the statement "The United States Postal Service (USPS) is an equal opportunity employer. The USPS provides reasonable accommodation for any part of the application, interview, and/or selection process. Please make your request to the examiner, selecting official or local manager of Human Resources. This request can also be made by someone on your behalf. Explain the nature of your limitations and the accommodation needed. The decision on granting reasonable accommodation will be on a case-by-case basis." All internal job vacancy postings contain the statement "The Postal Service is an equal employment opportunity employer and provides reasonable accommodation to qualified individuals with disabilities. If you need reasonable accommodation for any part of the application, interview and/or selection process, please make your request to the examiner, selecting official or local manager of Human Resources. This request can also be made by someone on your behalf. Explain the nature of your limitations and the accommodation needed. The decision on granting reasonable accommodation will be on a case-by-case basis." Regarding reasonable accommodations for exams, the following

language is included in all correspondence inviting applicants to test: "The USPS provides reasonable accommodation(s) to qualified individuals with disabilities. If you believe that you have a disability that will require special arrangements in the assessment process, you may request accommodation(s). Decisions to grant test accommodations are made case-by-case. More information about reasonable test accommodations can be found within the test delivery platform upon registration."

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 Postal Service does not use hiring authorities, such as Schedule A, that take disability into account to recruit PWD and PWTD.

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.

The Postal Service does not use hiring authorities, such as Schedule A, that take disability into account to recruit PWD and PWTD.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

Answer   N/A

The Postal Service does not use hiring authorities, such as Schedule A, that take disability into account to recruit PWD and PWTD.

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 Postal Service has continued to participate in career fairs and partner with organizations that focus on employment for individuals with disabilities and individuals with targeted disabilities, utilize resources for disability recruitment and accommodations, and advertise with disability-related publications as described in question III.A.1. As noted above, the Postal Service, including every Area (7) and every District (67), has established and will continue to maintain contact with its state Departments of Vocational Rehabilitation, veteran organizations, Veterans Administration agencies, and other organizations, such as career resource centers and vocational and technical colleges that assist persons with disabilities and persons with targeted disabilities in obtaining employment, in addition to the general population Human resources recruiting personnel mailed and emailed employment opportunities, vacancy announcements, and notifications of on-site career fairs held at local post offices, and provided these connections with posters and handouts. They also provided how-to-apply guides to these organizations to aid in the application process for potential candidates. In addition, employment advertisements were placed through a variety of local media outlets that not only reach the general population but also individuals with disabilities who may be looking for employment on all types of employment sites, not only those that focus on persons with disabilities. At the Headquarters level, a Veterans Coordinator works directly with veterans' organizations, participating in career fairs, providing employment information and participating in career events with organizations such as those described in question III.A.1.that support the employment of veterans and veterans with disabilities. Headquarters disability program staff located throughout the organization utilize the resources, such as JAN, described in question III.A.1. to identify appropriate reasonable accommodations to support persons with disabilities and persons with targeted disabilities in not only securing but also maintaining employment.

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   No

The representation of PWD among the new hires in the permanent or career workforce was 8.42% in FY2019.

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   No

b. New Hires for MCO (PWTD)   Answer   No

The Postal Service currently does not have the ability to track applicant flow in a way that allows a benchmark of the new hires in the qualified applicant pool for Mission Critical Occupations (MCO) positions. Based on the current tables, we cannot narrow the data to MCO positions. Additionally, many MCO positions are governed by collective-bargaining agreements, which contain the policies and procedures affecting bidding, assignments, reassignments, higher-grade assignments, and promotions.

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   No

b. Qualified Applicants for MCO (PWTD)   Answer   No

The Postal Service currently does not have the ability to track applicant flow in a way that allows a benchmark of the qualified applicants in the relevant applicant pool for MCO positions. Based on the current tables, we cannot narrow the data to MCO positions. Additionally, many MCO positions are governed by collective-bargaining agreements, which contain the policies and procedures affecting bidding, assignments, reassignments, higher-grade assignments, and promotions.

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   No

b. Promotions for MCO (PWTD) Answer No

The Postal Service currently does not have the ability to track applicant flow in a way that allows a benchmark of the qualified applicant pool in the promotions for MCO positions. Based on the current tables, we cannot narrow the data to MCO positions. Additionally, many MCO positions are governed by collective-bargaining agreements, which contain the policies and procedures affecting bidding, assignments, reassignments, higher-grade assignments, and promotions.

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 Postal Service will continue to provide reasonable accommodations to qualified employees with disabilities and targeted disabilities who need an accommodation to navigate the advancement programs and initiatives processes and to perform the functions of their positions so they may be recognized as having potential for advancement.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The Postal Service provides career-development opportunities to all employees across the organization. Programs include: Managerial Leadership Program (MLP) MLP is an 80-hour, two-week (non-consecutive) classroom-based foundational leadership program designed to provide employees targeted leadership development based on the Managerial Competency Model. The program focuses on interpersonal development and strategic leadership. One of the highlights of the program is the Executive Sponsored Business Challenge, for which participants spend approximately two months developing a strategic recommendation to present to a panel of postal executives for analysis and approval. The target audience is high-performing managers. Advanced Leadership Program (ALP) ALP is a 120-hour, three-week (non-consecutive) classroom-based leadership program. The program is designed to provide high-performing managers targeted leadership development based on the Executive Competency Model. ALP focuses on personal development, business foundations, and business leadership. One of the highlights of the program is the Executive Sponsored Transformational Project, for which participants spend approximately two months developing a strategic recommendation to present to a panel of postal executives and officers. The target audience is headquarters and field employees (EAS-21 or higher) who have been identified as high-potential employees. Individual Leadership Program (ILP) ILP is a 40-hour, one-week program centered on the Managerial Competency Model. The program focuses on topics such as personal effectiveness, collaboration, resilience, influential communication, self-awareness, leading self and influencing others, broadening networks, and developing relationships. The target audience is high-potential employees who are individual contributors or who manage four employees or fewer as part of their normal work responsibilities. Human Resources Manager Development Program (HRMDP) HRMDP is an 80-hour, two-week (non-consecutive) program in preparation of filling managerial roles in Human Resources. The program is designed to provide both formal and informal training experiences that focus on the core operational aspects of the Human Resources manager position, based on the Human Resources Manager Functional/Technical Competency Model. The target audience is new and potential future candidates for the position of District Human Resources Manager. Processing and Distribution Management (PDM) PDM equips new Plant Managers and bench candidates for success in their role through a two-week, instructor-led, interactive and scenario-based course consisting of a one-week technical core and a one-week leadership core. Topics include: creating a culture of safety, driving operational performance leveraging lean mail processing, transportation standards and enterprise analytics, and leading an engaged and high-performing workforce. PDM culminates in a performance-based project that integrates technical knowledge presented in week one with a final presentation in week two. The target audience is newly promoted and aspiring plant managers. Senior Delivery Operations Management (SDOM) SDOM is a learning solution which equips Senior Delivery Operations Managers with the critical leadership and functional skills and competencies needed for success in their role. Building on USPS leadership programs, this highly-interactive program uses real-world scenarios, gamification, and social learning

to build the skills and knowledge necessary for USPS delivery operations managers. This includes 40 hours of classroom instruction in addition to pre-course knowledge and competency assessments. The target audience is newly promoted Managers, Post Office Operations with less than two years in the position. Additional programs to help employees in their pursuit of career development and advancement include, but are not limited to: Centralized Funding for Development (CFD) Scholarship CFD is designed to financially support high-potential postal employees in their pursuit of professional certifications, training programs, individual college courses, or degree programs. Such a partnership is mutually beneficial, as employees receive professional development and the USPS enhances the talent pool. Partnering financially demonstrates commitment from both parties. Scholarship funding is provided by Headquarters Human Resources and managed by Leadership and Career Development. Employees must apply for the scholarship via a CFD Scholarship application form that includes approving official signatures, an applicant essay, and supporting documentation, such as course description and breakdown of fees. HERO HEROProfile is part of the human resources portal that integrates multiple systems into a one-stop shop for human resources tools and information. The Career Development module, as of July 2019, available to all employees, is the Postal Service's newest Talent Management process used to identify, develop, and prepare employees for new or expanded roles. This process allows employees to define, explore, experience, and pursue career aspirations while continuing to allow the organization to identify talent, benchmark skills and competencies, identify skill gaps, and implement development plans to bridge those gaps. HEROProfile creates the foundation for employees to own their careers. It empowers employees to take charge of their professional development by providing a platform to display their resume and showcase their experience, education, and skills. It is the first step towards professional development and will serve as the center of our employees' experience within HERO. Career Development Conferences In FY2019, career-development conferences were held across the nation in every District, in addition to two at Headquarters facilities. Participation included employees at every level of the organization. Workshops covered topics such as completing a professional application, interview skills and techniques, individual development plans (IDP) and HEROProfiles, business etiquette, leadership skills, public speaking, moving into a supervisory role, time management, networking, and presentation skills. Total attendance in FY2019 was over 7,400 employees.

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 (%)
Fellowship Programs	N/A	N/A	NA	N/A	N/A	N/A
Detail Programs	N/A	N/A	N/A	N/A	N/A	N/A
Internship Programs	N/A	N/A	N/A	N/A	N/A	N/A
Training Programs	N/A	209	N/A	5.74%	N/A	0.00%
Coaching Programs	N/A	87	N/A	1.15%	NA	0.00%
Mentoring Programs	N/A	N/A	N/A	N/A	N/A	N/A
Other Career Development Programs	N/A	N/A	N/A	N/A	N/A	N/A

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

        a. Applicants (PWD)   Answer   N/A

        b. Selections (PWD)   Answer   N/A

The current Postal Service HR system lacks the capability to track applicant-flow data for career-development programs. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional applicant tracking and reporting. Once fully implemented, we expect applicant-flow data to be available.

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your

plan to provide the data in the text box.

    a. Applicants (PWTD)   Answer   N/A

    b. Selections (PWTD)   Answer   N/A

The current Postal Service HR system lacks the capability to track applicant-flow data for career-development programs. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional applicant tracking and reporting. Once fully implemented, we expect applicant-flow data to be available.

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

The United States Postal Service has triggers involving PWD for awards of $500 and below, $501-$999, $1000 - $1999, $2000-$2999, $3000-$3999, and $4000-4999. The United States Postal Service has triggers involving PWTD for awards of $500 and below, $501-$999, $1000 - $1999, $2000-$2999, $3000-$3999, and $4000-$4999.

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

There is not a way for the Postal Service to determine whether triggers exist related to PWD or PWTD for step increases in the current Postal Service systems. Performance-based increases are based on the Pay-For-Performance (PFP) Program, the primary pay program for executives, professionals, supervisors, postmasters, and nonbargaining technical and clerical employees, and apply to all employees in those positions, including employees with disabilities and employees with targeted disabilities. The foundation of the PFP Program is a balanced scorecard of objective measures called the National Performance Assessment (NPA). NPA is a 15-point measurement system for postal business success indicators in customer service, workplace environment, productivity, and financial performance. For most field employees, NPA corporate and unit indicators are the sole measure of performance. To help ensure communications between PFP participants and their evaluators, a web-based Performance Evaluation System (PES) has been designed to assist in the fiscal year objective-setting process, the mid-year review process, and the end-of-year feedback and evaluation processes. Bargaining positions' pay increases are governed by collective-bargaining agreements, which contain the policies and procedures affecting bidding, assignments, reassignments, higher-grade assignments, and promotions.

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

While the Postal Service has other types of employee-recognition programs, only monetary awards in excess of a set amount are tracked. As such, the Postal Service cannot assess the representation rates of any group for these types of programs.

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   No

        ii. Internal Selections (PWD)   Answer   No

     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

The Postal Service currently does not have the data necessary to respond to this question. The current Postal Service HR system lacks the capability to track applicant-flow data. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional, more detailed reports and reporting on the disability status of our applicant pools. PCES are appointed through the executive appointment process for which there is not an identifiable applicant pool.

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   No

        ii. Internal Selections (PWTD)   Answer   No

     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

> The Postal Service currently does not have the data necessary to respond to this question. The current Postal Service HR system lacks the capability to track applicant-flow data. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional, more detailed reports and reporting on the disability status of our applicant pools. PCES are appointed through the executive appointment process for which there is not an identifiable applicant pool.

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   No

    c. New Hires to GS-14 (PWD)   Answer   No

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

> The Postal Service currently does not have the data necessary to respond to this question. The current Postal Service HR system lacks the capability to track applicant-flow data. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional, more detailed reports and reporting on the disability status of our applicant pools. PCES are appointed through the executive appointment process for which there is not an identifiable applicant pool.

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   No

    c. New Hires to GS-14 (PWTD)   Answer   No

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

> The Postal Service currently does not have the data necessary to respond to this question. The current Postal Service HR system lacks the capability to track applicant-flow data. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional, more detailed reports and reporting on the disability status of our applicant pools. PCES are appointed through the executive appointment process for which there is not an identifiable applicant pool.

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   No

    c. Supervisors

        i. Qualified Internal Applicants (PWD)   Answer   No

        ii. Internal Selections (PWD)   Answer   No

The Postal Service currently does not have the data necessary to respond to this question. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional tracking and reporting on the disability status of our applicant pools.

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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   No

The Postal Service currently does not have the data necessary to respond to this question. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional tracking and reporting on the disability status of our applicant pools.

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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   No

        b. New Hires for Managers (PWD)   Answer   No

c. New Hires for Supervisors (PWD) Answer No

> The Postal Service currently does not have the data necessary to respond to this question. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional tracking and reporting on the disability status of our applicant pools.

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 No

c. New Hires for Supervisors (PWTD) Answer No

> The Postal Service currently does not have the data necessary to respond to this question. The Postal Service is exploring a new comprehensive Human Resources Information Technology application that will allow additional tracking and reporting on the disability status of our applicant pools.

Section VI: Plan to Improve Retention of Persons with Disabilities

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

Answer N/A

> As explained above, the Postal Service does not use Schedule A hiring authority.

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

a.Voluntary Separations (PWD) Answer Yes

b.Involuntary Separations (PWD) Answer Yes

> Permanent PWD Inclusion rates PWOD PWD Voluntary separations: 6.96% 8.83% Involuntary separations: 0.46% 0.52% The percentages of voluntary and involuntary separations of PWD exceed that of PWOD.

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 Yes

b.Involuntary Separations (PWTD) Answer Yes

Permanent PWTD Inclusion Rates PWOTD PWTD Voluntary separations: 7.03% 8.57% Involuntary separations: 0.46% 0.49% The percentages of voluntary and involuntary separations of PWTD are greater than those for PWOTD. .

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.

Exit survey results suggest that the primary reasons for the resignations of permanent employees were opportunities with other agencies, pay, and benefits, and retirements, a regular part of the employment cycle when employees reach the phase in which they exercise their option to withdraw from active employment. Removals were related to employee performance or misconduct. While they concern temporary employees, exit-survey results and the OIG Audit Report Number 19POGOO2SATOOO-R20 – Effectiveness of the Postal Service's Efforts to Reduce Non-Career Employee Turnover released in February 2020 may also be informative. These indicate potential problems with supervisor treatment of employees, poor management skills, inflexible schedules, the physical demands of the work, and working too many or too few hours.

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.

The Section 508 notice is published on the Postal Service public website, USPS.com: http://about.usps.com/who-we-are/legal/section-508/welcome.htm.

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.

The Architectural Barriers Act notice is published on the Postal Service's public website, USPS.com: http://about.usps.com/who-we-are/legal/arch-barriers-act/welcome.htm

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 USPS Facilities Organization has established a Facilities Accessibility Compliance Program to ensure that Postal Service facilities comply with applicable requirements of the Architectural Barriers Act of 1968 (ABA), effective June 2017. FY2019 examples of projects to improve accessibility for persons with disabilities include an accessible ramp installed at the rear of the facility located in Elgin, TX; a new USPS Customer Parking Only sign and new stripping installed in the designated accessible parking space and aisle located at the Old Saybrook, CT post office; and two new accessible parking spaces, an access aisle, accessible route, and accessible ramp with handrails installed in the employee parking lot at the facility located in Southaven, MS. Facilities staff are available to assist Postal Service customers and employees who are concerned that ABA standards have not been met. Persons with such concerns should contact the FAC Program Manager: Program Manager Facilities Accessibility Compliance 475 L'Enfant Plaza SW Washington, D.C. 20260-1862 Postal Service customers and employees may also contact the US Access Board if they believe that applicable accessibility standards have not been met at a Postal Service facility. Information on the Access Board's complaint process may be found at: https://www.access-board.gov/aba-enforcement. It is also explained on the Postal Service's intranet Facilities page. The Postal Service internal and external website content and access are continuously reviewed by the Interactive Digital Communications Specialist team for compliance with Section 508 regulations.

C. REASONABLE ACCOMMODATION PROGRAM

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

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

In FY2019, the Postal Service average time for processing requests for reasonable accommodations was 72 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 Postal Service is committed to the provision of reasonable accommodations in the job-application process and the work environment to allow individuals with disabilities to be considered for positions, perform the essential functions of a position, and enjoy the benefits and privileges of employment equal to similarly situated employees without disabilities. Postal Service policy provides procedures, guidance, and instructions on matters of reasonable accommodation that involve applicants and employees with disabilities. The Postal Service ensures such policies and guidance are accessible to employees and applicants. The Postal Service program has been effective thus far, and will continue to be enhanced with the implementation of additional changes in accordance with the revisions under Section 501 of the Rehabilitation Act. The program has provided for processing of requests, the provision of accommodations, notification if there is to be a delay in such provision, and monitoring of requests. The Postal Service provides reasonable-accommodation training, which is mandatory for all supervisors, managers, postmasters, and other employees who supervise the work of others. The Postal Service also provides mandatory training to all reasonable-accommodation-committee members. The Postal Service has a reasonable-accommodation committee in every District. Each committee processes reasonable-accommodation requests for its geographic areas, which includes conducting interactive meetings with requestors to identify the most effective and acceptable reasonable accommodation on a case-by-case basis. The organization also has a National Disability Program, with a Manager, Disability Programs, a Headquarters Disability Compliance Specialist, and seven Area Disability Compliance Specialists who provide support to each Area and its Districts. The Postal Service uses the Reasonable Accommodation Data Activity Reporting (RADAR) system to track requests for reasonable accommodation that have been reviewed by the RAC.

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.

A Management Instruction, MI EL-670-208-4, Providing Personal Assistance Services (PAS), was developed and approved in accordance with the new section 501 regulations. It was published October 7, 2018. The National Disability Program Manager conducted training on processing PAS requests with Reasonable Accommodation Committee members because they will be responsible for processing all PAS requests. In FY2019, there were no requests for PAS.

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?

<div align="right">Answer   Yes</div>

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 Postal Service had no findings of discrimination alleging harassment based on disability status.

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?

<div align="right">Answer   No</div>

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?

<div align="right">Answer   Yes</div>

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

There were no findings of discrimination alleging 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?

<div align="right">Answer   No</div>

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

<div align="right">Answer   Yes</div>

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

STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	SEPARATIONS/RETENTION The percentage of voluntary and involuntary separations of persons with disabilities (PWD) and persons with targeted disabilities (PWTD) exceeds that of persons without disabilities (PWOD) and persons without targeted disabilities (PWOTD), respectively.

STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

BARRIER ANALYSIS: Provide a description of the steps taken and data analyzed to determine cause of the condition.	

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Although potential triggers were identified, barriers were not.

Objective	To strengthen the retention of employees with disabilities and employees with targeted disabilities and make certain through the review of separation data that there is no policy, practice, or procedure in place negatively impacting employees with disabilities or employees with targeted disabilities.
Date Objective Initiated	Oct 1, 2018
Target Date For Completion Of Objective	Sep 30, 2020

Responsible Officials	Jeryl A. Wilson Director, Diversity & Talent Acquisition
	Joseph R. Bruce Director, National Human Resources
	Lisa M. Williams Manager, Disabilty Programs

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2022	Conduct a survey of all employees to voluntarily self-identify disability status based on the revised PS Form 2489.	Yes		
09/30/2022	Provide training and guidance to field managers and supervisors on best practices and new requirements, policies, and regulations pertaining to persons with disabilities and persons with targeted disabilities.	Yes		

Fiscal Year	Accomplishments
2019	NATIONAL/HEADQUARTERS/AREAS (Continued-Part 2) In FY2019, the USPS EAP and Workplace Environment Improvement maintained a centralized 24/7 dedicated team: the Critical Incident Response (CIR) team that responds to critical incidents such as shootings, robberies, accidents, natural disasters, terrorism, or the sudden death of an employee. Innovative communications were developed through upgraded new graphics and communications of ideas and EAP offerings. Through the EAP Web-Based Care program, multiple self-assessment tools were offered and accessible through the USPS EAP website www.eap4you.com. These included self-assessments on: Depression, Mental Health, Resiliency, Sleep, Stress, and Substance Use Disorders. The self-assessment instruments are helpful as they can assist in identifying and assessing concerns. Each assessment tool summarizes responses and provides additional recommendations and resources. The National EEO Compliance and Appeals Program Office responsible for the oversight, implementation, and compliance with federal sector laws and regulations covering equal employment opportunity works towards eliminating discrimination, facilitating dialog, responding to employee concerns, and ensuring accountability of the EEO process. Formal complaints in FY2019 ended with an 11.0 percent decrease with 449 fewer formal complaints compared to FY2018. The Postal Service continued to utilize REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly) for mediation. REDRESS is a Postal Service mediation program providing an informal and speedy addition to the traditional Equal Employment Opportunity (EEO) process. In FY2019, there were 4759 mediations conducted with a closure rate of 74.3 percent, a 1.0 percent increase compared to FY2018. In FY2019, the mediation participation rate was 76.0 percent. The Postmaster General's Equal Employment Opportunity Policy Statement and the Postal Service Policy on Workplace Harassment were signed on March 14, 2019 and published in the March 28 edition of the Postal Bulletin. One hundred forty-seven (147) managers and supervisors were trained on recognizing and responding to allegations of harassment and report writing, through the training Addressing Workplace Harassment, Publication 552 - Manager's Guide to Understanding, Investigating and Preventing Harassment, Initial Management Inquiries Process (IMIP) and Report Writing. Participants in various course offerings of the IMIP and Report Writing included 20 participants from the Pacific Area, 23 from the Great Lakes Area, 34 from the Capital Metro Area, and 70 from the Western Area. Ninety-eight (98) managers and supervisors completed the eight-hour Train-the-Trainer (TTT) version of Addressing Workplace Harassment, Publication 552 - Manager's Guide to Understanding, Investigating and Preventing Harassment, Initial Management Inquiries Process (IMIP) and Report Writing course. This course provided participants with the skills to train other managers and supervisors on utilizing the processes outlined in Publication 552, and on how to respond to allegations of workplace harassment. Participants in the course offerings of the TTT included 17 participants from the Pacific Area, 14 participants from the Great Lakes Area, 17 participants from the Capital Metro Area, and 50 participants from the Western Area. To foster an environment of inclusion, during FY2019, Headquarters Diversity and Talent Acquisition officials conducted Unconscious Bias training sessions across the organization, including to the Summer Intern class of 2019, CISO Academy, HR Manager Development Program, Management Foundations Program, Advanced Leadership Program sessions, the San Francisco District Career Conference, the Greater South Carolina District Career Conference, and the National Diversity Summit held at the Bolger Academy. Area activities to address separations and retention included: • Hosting retirement information seminars sponsored by USPS EAP. • Sending retirement materials to employees requesting retirement information and assigning each employee a retirement counselor to assist in completing the forms. • Ensuring that supervisors and managers of deaf and hard of hearing employees completed the course, Supervising Deaf and Hard of Hearing Employees. • Ensuring that supervisors and managers of deaf and hard of hearing employees completed the course, Providing Communication Accommodations. • Partnering with EEO staff to review disciplinary/complaint data on a regular basis to ensure that disciplinary actions were issued in a fair and consistent manner. • Analyzing and monitoring workforce reductions, involuntary and probationary separation data on a quarterly basis, to identify any patterns and trends. • The Managers of Learning Development and Diversity (MLDDs) serving as the liaisons for communication accommodations for deaf and hard of hearing employees. • Ensuring that communication plans for employees who are deaf or hard of hearing were current and in place. • Utilizing RACs to identify appropriate accommodations such as interpreters or assistive technology for employee training. • Monitoring voluntary and involuntary separations to identify any barriers to the retention of employees, including employees with disabilities.

Fiscal Year	Accomplishments
2019	NATIONAL/HEADQUARTERS/AREA (Continued-Part 1) Noteworthy Disability Programs accomplishments relevant to the retention of employees with disabilities and employees with targeted disabilities for Fiscal Year 2019 included: • Updating and publicizing the availability of its 2019 National Disability Employment Awareness Month (NDEAM) toolkit. • Adding links to educational videos at the Reasonable Accommodation Blue page, including Gallaudet ASL Connect and Dr. Bill Vicars' ASLU. • Ensuring issuance of informational postcards mailed to all employees advising them about the availability of reasonable accommodation and reasonable accommodation committees (RAC) at the Postal Service, including links to resources at the Human Resources Employment Rights LiteBlue page. • Partnering with Postal Service Injury Compensation team members to provide guidance via WebEx to RAC members and Injury Compensation personnel on handling reasonable-accommodation evaluations in which the employees also have disabilities under the Federal Employees' Compensation Act (FECA). • Hosting Disability Awareness tables at the Postal Service Headquarters and Capital District Multicultural events, including American Sign Language demonstrations. • Hosting a Job Accommodation Network (JAN) webinar for RAC members on getting the most out of JAN online resources. • Conducting training at a summit for Managers, Learning Development and Diversity on providing communication accommodations and the role of an ad-hoc Disability Coordinator. • Ensuring that RAC members completed available web-based reasonable-accommodation-related courses. The National Disability Program manager continued with the revisions of the reasonable accommodations procedures in accordance with the revised EEOC regulations. Consistent application of these procedures directly impacts the retention of employees with disabilities or targeted disabilities. The Employee Wellness and Benefits Program provided support to the overall wellbeing of employees including employees with disabilities through awareness, education, and access to resources for better wellness options. The Postal Service takes a holistic approach to wellness addressing wellness through four dimensions: health, financial, career, and social, and implements initiatives and strategies within these dimensions to support employees' work and personal lives. Following are some of the FY19 initiatives and accomplishments that impacted overall employee wellbeing and retention and aided employees in preparing for future retirement. • Implemented new functionality in PostalEASE that automated employees' ability to make FEGLI changes and enrollment online. • Provided monthly Benefits 101 webinars for Area and District HR staff to educate on different benefits topics (e.g., TSP, USPS Health Plan). • Provided three-part Retirement Seminar series. Areas and Districts host the seminars locally but the presentation is also provided via WebEx by members of the HQ Benefits & Wellness Team. Over 50 locations hosted sessions. • In FY19, a robust education and communications effort was launched that included: Monthly focused employee communications with mailers, Link articles, webinars, and newsletters. The Postal Service introduced a new video series to educate retirees on Medicare/FEHB integration and focused efforts on ensuring that our military employees are educated on their Military Buy Back (MBB) options. • In partnership with an FEHB vendor, the Postal Service launched a wellness walking challenge at headquarters with the Postmaster General's involvement that created a friendly competition to promote walking as an activity to Postal employees. Over 300 employees participated in the six-week challenge. As part of this effort, the Postal Service also incorporated onsite Wellness events. • Finalized and taped three new benefit and wellness videos with Chief Human Resources Officer, Mr. Isaac Cronkhite, to showcase wellness and help steer employees to evaluate their healthcare options through Checkbook's Guide to Health Plans. • Continued efforts to increase Thrift Saving Plan (TSP) participation resulting in a 2% increase from FY18. • Participated in more than 20 Career Conferences nationwide to educate employees on benefits, wellness, and retirement information. • Sent representatives to Office of Personnel Management (OPM) to participate in preparation for the retirement surge period for six weeks at the beginning of the 2019 calendar year. This effort yielded a greater understanding of the OPM process as it relates to retirement and also resulted in a reduction in retirement processing errors. • Introduced Well-Hop and Rally programs for USPS Health plan participants designed to promote maternity health and preventive screenings. • Launched Text Messaging platform to provide valuable benefits information to employees in which employees can opt in to receive text messages on various topics including benefits, wellness, retirement, and special events. • Provided a Wellness Grant program to 13 select districts that were either high performers or low performers based on employee availability. • Traveled to 23 high premium cost locations during Open Season to help employees choose better health plans. Throughout FY2019, the Postal Service Employee Assistance Program (USPS EAP) continued to provide support and assistance to all employees and the Postal Service organization. Assistance was provided through calls to the toll-free 800 number, web-based therapy, and in-person therapy. On April 1, 2019, the USPS changed EAP vendors. All EAP services continued, and there were a number of new service features that are enhancements or additions to the program. These changes are welcomed by the USPS EAP. The result is more accessibility to counselors and more user-friendly items on the website. There were a number of additions to the website specific to the needs of military employees and their families. Further, the military booklets for new employees and an accompanying booklet for managers are under review and slated for release in

Fiscal Year	Accomplishments
	FY2020. Some of the additions included: • An increased number of informational handouts available online. • A specific tab titled 'Veterans and the Military' on the home page of the website. • The military link has organized categories for user ease: Featured; Most Popular; Highest Rated; Articles; FAQs; Videos; and Other. • Inclusion of veterans and the military in EAP campaign material. The holiday handouts had one designed specific to military employees. • The USPS EAP has a suicide-prevention initiative that includes information that is sensitive to and outreaches specifically to military employees. In the 3rd and 4th Quarters of FY 2019, 11% of counseling and coaching clients identified as veterans. The USPS EAP committed to and promoted services to military employees and their families. The USPS EAP provided critical incident response to traumatic events. Services included onsite response, grief groups, individual sessions, service talks, psychological first aid, and follow-up as needed.

Fiscal Year	Accomplishments
2019	NATIONAL/HEADQUARTERS/AREAS The Postal Service invested a great deal in improving the employee experience to support the retention of employees. The organization identified three objectives to help build the workforce of the future: • Attract and retain a diverse, high-performing, and engaged workforce to sustain the Postal Service's competitive advantage. • Streamline and modernize Human Resources policies and processes and implement an integrated Human Resources system using leading-edge technologies. • Promote a results-oriented performance culture by tying individual contributions and behaviors to organizational outcomes. Separation data were monitored by Areas and Districts throughout the fiscal year to identify any patterns in the separation data that could be relevant to the application of policies, procedures, and management practices. This was executed by management and leadership functions and across the organization in an effort to ensure the uniform application of Postal policies, practices, and procedures. During the fiscal year, employee engagement continued to be a key strategic initiative. The Postal Service is committed to creating a dynamic, highly engaged workplace where employees perform at consistently high levels and work in environments that promote development, recognition, and learning, which impact employee retention. Engaging workplaces are ones in which individuals and teams are enabled to thrive, perform at consistently high levels and achieve positive organizational outcomes, such as fewer safety incidents, reduced absenteeism, and higher customer satisfaction. In FY2019, the Postal Service continued to prioritize creating and sustaining an engaged workforce. In the continued partnership with the Gallup organization, the Postal Pulse survey targeted key elements which helped steer the organization to address employee concerns. We measured levels of employee engagement using the survey, a 13-question instrument measuring 12 elements of engagement plus overall employee satisfaction. The Postal Pulse survey was administered to the entire USPS workforce, providing every employee the opportunity to rate their units in each of the categories and to share thoughts or opinions in the free-form section. The key corporate metric for the Postal Pulse was the employee response rate, or the percentage of employees who responded to the survey questions. The FY2019 response rate was 38%. The Postal Service tracked the grand mean engagement score, or the average of mean scores on the 12 engagement elements, on a scale of 1 to 5. In FY2019, the National grand mean engagement score for the sixth survey administration was 3.36, slightly above the 3.24 FY2018 score. The Postal Service also tracked the grand mean engagement score for headquarters, The Headquarters grand mean engagement score for the sixth survey administration was 3.66. Both the grand mean score and the percentage of engaged employees increased from 28% to 43% since the survey inception in 2015. Central to this effort was providing leaders with the tools, information, and resources they need to assess engagement strengths and opportunity areas for their teams and take action to improve their work environments. To this end, the focus was on delivering targeted engagement training for leaders and providing support for employee feedback and action planning. From 2015 to 2019, Postal Service Certified Engaged Teams grew from 133 to currently 614. These teams represented offices or work units that received a minimum 75% response rate and placed in the 75th percentile of the Gallup database for top workplaces. In FY2019, engagement training continued to be delivered to all executives, managers, and non-bargaining employees across the organization. The instructor-led training "Creating an Engaging Workplace at the USPS" (CEW) addressed the benefits of employee engagement, understanding employee engagement, and how to improve employee engagement. Additional efforts to build awareness and drive engagement included sustaining programs that identified and acknowledged employees who were a part of the efforts to improve engagement in our work units. These programs included Engagement Leader of the Year and Engagement Most Valuable Player awards. The Postal Service also communicated to all employees through the Engage Weekly Newsletter and the Engage video series. Feedback from employees was also regularly obtained through internal methods available to employees. The Postal Service also continued to utilize the Ideas Program (IdeaSMART) to further engage employees and provide a platform for communication. IdeaSMART allowed employees to contribute innovative ideas to improve customer satisfaction, generate revenue, improve safety, increase productivity, reduce costs, increase viability in the marketplace, and positively impact the workplace. IdeaSMART is a cloud-based platform, used to engage employees in a collaborative process to improve Postal Service processes, services, etc. It is available to all employees from any electronic device (smartphone, computer, or tablet). Employees were able to participate in the following ways: • Business Challenges: Submit ideas relevant to specific posted business challenges (sustainability, employee engagement, marketing, etc.). Employees are encouraged to share their ideas, as well as vote and comment on other employees' ideas. • Open Ideas Forum: If an employee has an idea not related to an active business challenge, he or she may submit the idea to the most appropriate USPS organization found in the Open Ideas Forum. • Comment and Vote: We encourage employees to participate by voting and commenting on the ideas that are shared in the

Fiscal Year	Accomplishments
	IdeaSMART application. The Postal Service also continued to utilize the training and information module, "Your Future with the USPS," in all field/ bargaining New Employee Orientation sessions. This training provided information on career opportunities within the organization and timeframes and also supported retention through increased employee understanding of the many career opportunities in the Postal Service. In addition, Districts, Areas, and Headquarters used post-employment feedback surveys to determine reasons for employee resignations and identify trends in order to address them. These were applied uniformly via email communication and tracked in the national Field Staffing and Support database.

STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	RECRUITMENT/HIRING The representation of PWD and PWTD was below the 12% and 2% benchmark goals. For new hires in the permanent workforce, representation of PWD and PWTD was below the benchmark goals.

STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

BARRIER ANALYSIS: Provide a description of the steps taken and data analyzed to determine cause of the condition.	
STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Although triggers were identified, barriers were not.

Objective	To continue to strengthen recruitment and enhance disability-focused outreach to increase representation toward the regulatory goals of 12% PWD and 2% PWTD.
Date Objective Initiated	Oct 1, 2017
Target Date For Completion Of Objective	Sep 30, 2023
Responsible Officials	Lisa M. Williams Manager, Disability Programs Jeryl A. Wilson Director, Diversity & Talent Acquisition Joseph R. Bruce Director, National Human Resources

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2022	Develop and implement a formal recruitment program for PWD and PWTD.	Yes		
09/30/2021	Provide statistical data to field offices including the monitoring and analyzing of accessions, promotions, and separations of individuals with disabilities and individuals with targeted disabilities.	Yes		
09/30/2020	Revise PS Form 3666, Certification of Postal Service Employment of Persons with Severe Disabilities to reflect the updated disability codes.	Yes		
09/30/2021	Update the workforce data tables to reflect the new disability codes in the EEOC workforce tables.	Yes		09/30/2019
09/30/2021	Identify and deploy new assistive technology for applicants with disabilities and with targeted disabilities.	Yes		

Fiscal Year	Accomplishments
2019	NATIONAL/HEADQUARTERS/AREAS (Continued-Part1) Noteworthy Disability Programs accomplishments relevant to recruitment and hiring for Fiscal Year 2019 included the following: • Participated in two CAREERS & the disABLED magazine career fairs with the Diversity and Talent Acquisition team. • Partnered with Postal Service Injury Compensation team members to provide guidance via WebEx to RAC members and Injury Compensation personnel on handling reasonable-accommodation evaluations in which the employees also have disabilities under the Federal Employees' Compensation Act (FECA). • Hosted a Job Accommodation Network (JAN) webinar for RAC members on getting the most out of JAN online resources. • Team members ensured that RAC members completed available web-based reasonable-accommodation-related courses. The National Disability Program manager continued with the revisions of the reasonable accommodations procedures in accordance with the revised EEOC regulations. Human Resources staff continued to review PS Form 3666, Certification of Postal Service Employment of Persons with Severe Disabilities to reflect the updated disability codes. In terms of permanent new hires, there was limited opportunity as compared to the opportunities for temporary hiring. Nationally during FY2019, there were 3,872 permanent, or career, new hires among all levels. Of those, 326 or 8.42% were persons with disabilities (PWD) of which 80 or 2.07% were persons with targeted disabilities (PWTD). In comparison, in FY2018 there were 2,274 permanent employee new hires, of which 208 or 9.15% represented PWD, of which 14 or 0.62% were PWTD. There were significantly more PWD hired in FY2019 as compared to FY2018. The difference in the number of new hires for FY2019 represented 118 more PWD, and 66 more PWTD as compared to FY2019. For headquarters during FY2019, of 647 permanent new hires, 46 PWD were hired, and of those, 14 were PWTD. PWD made up 7.11% of permanent new hires, and PWTD made up 2.16%, which represent increases over the representation of PWD and PWTD in the current permanent workforce. In comparison, in FY2018, of 510 permanent new hires, 43 or 8.43% were PWD of which 3 or 0.53% were PWTD, showing an improvement toward the regulatory goal for PWTD. As stated previously there are seven areas, Capital Metro, Eastern, Great Lakes, Northeast, Pacific, Southern, and Western, that oversee 67 districts. For the Capital Metro Area during FY2019, of 201 permanent new hires, 21 or 10.45% were PWD, and of those, 3 or 1.49% were PWTD. In comparison in FY2018 of 130 permanent new hires, 16 or 12.31% were PWD, of which none were PWTD, showing a significant increase in the number of PWD hired. For the Eastern Area during FY2019, of 388 permanent new hires 14 or 3.61% PWD were hired, and of those, 2 or 0.52% were PWTD. In comparison, in FY2018, of 289 permanent new hires, 30 or 10.38% were PWD of which 2 or 0.69 % were PWTD. For the Eastern Area, the opportunities were greater in FY2018. Nevertheless, the Eastern Area continues to work towards reaching the regulatory goals. For the Great Lakes Area during FY2019, of 338 permanent new hires, 28 or 8.28% were PWD, and of those, 5 or 1.48% were PWTD. In FY2018 of 278 permanent new hires, 27 or 3.71% were PWD of which 2 or 0.72 % were PWTD, showing a significant improvement towards the regulatory goals in FY2019. For the Northeast Area, there were 502 permanent new hires, of which 26 or 5.18% were PWD and 7 or 1.39% were PWTD. In comparison, in FY2018, of 397 permanent new hires, 24 or 6.05% were PWD of which 2 or 0.50 % were PWTD, showing an increase in FY2019 towards the regulatory goal for PWTD. The Northeast Area continues to work towards the regulatory goals, in spite of the limited opportunities for recruitment for permanent positions. For the Pacific Area during FY2019, of 841 permanent new hires, 66 or 3.59% were PWD, and of those, 19 or 2.26% were PWTD. In comparison, in FY2018, of 165 permanent new hires, or 7.88% were persons with disabilities PWD, of which 1 or 0.61% was a PWTD, showing a significant improvement by exceeding the regulatory goal for PWTD, although the Pacific Area continues to work towards the regulatory goals. For the Southern Area during FY2019, of 245 permanent new hires, 28 or 11.43% were PWD, and of those, 5 or 2.04% were PWTD. In comparison, in FY2018, of 197 permanent new hires, 22 or 11.17% were PWD, of which 1 or 0.51% was a PWTD. In FY2019, the Southern Area showed a significant improvement towards achieving the regulatory goals. For the Western Area during FY2019, there were 710 permanent new hires, including 74 or 10.42% PWD, and of those, 19 or 2.68% were PWTD. In comparison, in FY2018, of 468 permanent new hires, 53 or 11.32% were PWD, of which 4 or 0.85% were PWTD. In FY2019, the Western Area showed significant improvement towards achieving and exceeding the regulatory goal for PWTD. Nevertheless, the Western Area continues to work towards the regulatory goals. Area accomplishments related to recruitment and hiring included of PWD and PWTD include: • Utilizing the Reasonable Accommodation Data Activity Reporting (RADAR) system reports to document reasonable-accommodations requests, timely action, and implement approved reasonable accommodations. • Communicating with all Districts regarding the policies and guidance on service animals as a reasonable accommodation.

Fiscal Year	Accomplishments
	• Ensuring that all members of Reasonable Accommodation Committees completed the required training. • Ensuring that supervisors and managers of new employees who are deaf or hard of hearing completed the course, Supervising Deaf and Hard of Hearing Employees • Ensuring that supervisors and managers of new employees who are deaf or hard of hearing completed the course, Providing Communication Accommodations. • The Managers of Learning Development and Diversity serving as the liaisons for communication accommodations for prospective employees going through the application process. • Each District and Area utilizing the District Reasonable Accommodation Committees to ensure no barriers were present in the recruitment and hiring process for new employees, including those with targeted disabilities. • The Areas and Districts continuing to maintain contact with the State Departments of Vocational Rehabilitation and community organizations that assist PWD and PWTD in obtaining employment. • Districts and Areas participating in career fairs sponsored by veterans' organizations, State Departments of Vocational Rehabilitation and community organizations that assist PWD and PWTD in obtaining employment. • Promoting awareness of employment opportunities with "Help Wanted" and/or "We Are Hiring" advertisements that were posted in post office lobbies and sent to community colleges, veterans' organizations, State Departments of Vocational Rehabilitation, Veterans Administration offices, and other organizations that assist PWD and PWTD in obtaining employment. In addition, employment opportunities were posted on a variety of social-media sites. • Ensuring that all external job vacancy postings contained the regulatory statement, "The United States Postal Service (USPS) is an equal opportunity employer. The USPS provides reasonable accommodation for any part of the application, interview, and/or selection process."

Fiscal Year	Accomplishments
2019	NATIONAL/HEADQUARTERS/AREAS As an organization, the Postal Service maintains a headquarters and a field office structure that comprises seven Areas, 67 Districts, and more than 31,000 facilities. Accomplishments occur at every level of the organization. For this report, the accomplishments are reported for national, headquarters, and the Areas (Capital Metro, Eastern. Great Lakes, Northeast, Pacific, Southern, and Western) combined. Supplementing this report are the individual Area reports. The headquarters Diversity and Talent Acquisition team traveled across the nation to ensure Postal Service recruitment efforts were inclusive of a diverse audience, representative of the diversity of our communities. Recruitment efforts were not only for Headquarters and Headquarters-related positions, but were in support of Area and District partners and their local recruitment efforts. Headquarters-specific recruitment outreach included the following events, inclusive of or focused on the recruitment of persons with disabilities: CAREERS & the disABLED Career Expo for People with Disabilities • November 16, 2018 – Washington, DC • July 11, 2019 – Washington, DC The Diversity and Talent Acquisition team partnered with veteran and military organizations to recruit veterans and disabled veterans at the following events: Recruit Military Job Fair • October 4, 2018 – Atlanta, GA • October 11, 2018 – Chicago, IL • November 1, 2018 – Norfolk, VA • November 1, 2018 – Colorado Springs, CO • November 8, 2018 – Seattle, WA • November 15, 2018 – Philadelphia, PA • November 20, 2018 – National Virtual Region • November 29, 2018 – Jacksonville, FL • December 6, 2018 – Seattle, WA • December 11, 2018 – Eastern Virtual Region • March 21, 2019 – New York, NY • April 4, 2019 – Boston, MA • April 11, 2019 – Seattle, WA • April, 18, 2019 – Denver, CO • April, 25, 2019 – Minneapolis, MN • April 25, 2019 – Salt Lake City, UT • May 9, 2019 – Portland, OR • May 23, 2019 – Cincinnati, OH • May 30, 2019 – San Antonio, TX • June 6, 2019 – New York, NY • June 12, 2019 – Fayetteville, NC • June 13, 2019 – St. Louis, MO • June 27, 2019 – Indianapolis, MN • June 27, 2019 – Washington, DC • June 27, 2019 – Miami, FL • July 20, 2019 – National Virtual Region • July 11, 2019 – Fort Hood, TX • July 25, 2019 – Seattle, WA • August 1, 2019 – Riverside, CA • August 6, 2019 – Western Virtual Region • August 28, 2019 – Boston, MA • September 12, 2019 – Milwaukee, WI • September 19, 2019 – Phoenix, AR Corporate Gray • October 17, 2018 – Virginia Beach, VA • October 18, 2018 – Virginia Beach, VA • February 27, 2019 – Virginia Beach, VA • March 29, 2019 – Arlington, VA • April 26, 2019 – Springfield, VA • May 28, 2019 – Virginia Beach, VA • June 21, 2019 – Springfield, VA • September 27, 2019 – Springfield, VA College/University Outreach Rochester Institute of Technology • October 3, 2018 – Rochester, NY

Fiscal Year	Accomplishments
	Gallaudet University • October 5, 2018 – Washington, DC • March 1, 2019 – Washington, DC The Postal Service advertised in the following publications in print and digital formats with a focus on or inclusive of persons with disabilities: • CAREERS & the disABLED Expo & Awards 2019 issue (featuring Frank Facio, Automation Clerk, San Diego, winner of the 2019 EOP Employee of the Year Award) • DIVERSEability Magazine, Fall Issue • CAREERS and the disABLED Magazine, Winter 2018-2019 • Equal Opportunity Magazine, Winter 2018-2019 • Diversity in Action Magazine, September/October 2019 • G.I. Jobs Magazine • Military Spouse Magazine • Diversity.com • U.S. Veterans Magazine • Corporate Gray (Military-to-Civilian Transition Guide) Additional publications that potentially reached persons with disabilities were: • STEM Workforce Diversity Magazine, Fall 2019 • Black EOE Journal, Spring-Summer 2019 • Woman Engineer Magazine, Spring 2019 • Professional Woman's Magazine, Spring 2019 • American Indian Science and Engineering Society (AISES), Winds of Change Magazine, 25th Annual Special College Issue, 2018-2019 • Woman Engineers Magazine, Fall 2018 (cover and feature of employee Jewelyn Harrington) • Hispanic Network Magazine, Fall 2018 • Professional Woman's Magazine, Fall 2018 The Headquarters recruitment team shared information on Postal Service employment opportunities, including how to access and navigate the Postal Service's external career application system. The Postal Service increased its presence on social-media platforms, including LinkedIn, Facebook, and Twitter, with frequent postings and announcements of recruitment events and career opportunities to access talent while appealing to those job seekers who rely on social media as their job-search tools. Postal Service staff reviewed marketing materials, including recruitment brochures, banner displays, and advertisements to refresh and develop literature to appeal to various job seekers, including use of social-media connections and promotion of our military-friendly designation. Potential candidates had the opportunity to view these at career-fair events or by accessing them on the Postal Service career page at www.usps.com/careers to get a real-life perspective of what some of the positions entail. During FY19 the Postal Service received the following recognitions for recruitment efforts of persons with disabilities: • #18 CAREERS and the disABLED Magazine Winter 2018-2019 Issue • #9 Equal Opportunity Magazine Winter 2018-2019 Issue • USPS Employee, Frank Facio, Automation Clerk, San Diego, winner of the 2019 EOP Employee of the Year Award for 4/11/2019, featured in the CAREERS & the disABLED Awards Issue National Disability Programs, part of EEO Compliance and Appeals, serves as a centralized support for managers, supervisors, and employees to understand the reasonable-accommodation process as well as promote disability-employment awareness and inclusion. The program is managed at Headquarters and is comprised of Disability Compliance Specialists domiciled at each Area office and Headquarters. The Disability team provides direction, education, and consultative services to its key reasonable-accommodation decision-makers, as well as Human Resources professionals, the Law Department, and other Postal Service functions. Disability Programs staff also serve as subject-matter-expert contributors to policy guidance, service and standup talks, as well as training materials covering various disability-related topics. In a continuing effort to ensure the Postal Service's compliance with reasonable-accommodation law and policy, the Disability Programs team members work closely with Area and District-level Reasonable Accommodation Committees (RACs) across the country. Disability Programs team members provide these Committees technical assistance and support, as well as training. To best equip employees and enhance the work experience for individuals with disabilities, the Disability Programs staff provide guidance to Postal Service management and employees on assistive and adaptive technology solutions. The Disability Programs office also funds and oversees all sign-language interpreting services for its employees who are deaf or hard of hearing. This includes deploying and ensuring the best use of Video Remote Interpreting (VRI) equipment in facilities across the country. Helpful tools and resources on reasonable accommodation, disability inclusion, and other topics are made available at the Disability Programs website of the Human Resources Blue page.

STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	The Velva B. v. United States Postal Service class action identified as a barrier the National Reassessment Process (NRP) that affected employees who had suffered workplace injuries. The NRP was utilized by the Postal Service between May 2006 and July 2011.
STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	AWARDS The United States Postal Service has triggers involving PWD for awards of $500 and below, $501-$999, $1000 - $1999, $2000-$2999, $3000-$3999, and $4000-4999. The United States Postal Service has triggers involving PWTD for awards of $500 and below, $501-$999, $1000 - $1999, $2000-$2999, $3000-$3999, and $4000-$4999.

STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

BARRIER ANALYSIS: Provide a description of the steps taken and data analyzed to determine cause of the condition.	
STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Although potential triggers were identified, barriers were not.

Objective	To ensure that the Recognition and Awards Program is managed in accordance with Postal Service policy and guidelines and that all employees, including employees with disabilities and employees with targeted disabilities, are treated fairly and equitably and provided a workplace environment characterized by recognition and celebration of business success.

Date Objective Initiated	Oct 1, 2017
Target Date For Completion Of Objective	Sep 30, 2018

Responsible Officials	Lisa M. Williams Manager, Disability Programs
	Joseph R. Bruce Director, National Human Resources
	Jeryl A. Wilson Director, Diversity & Talent Acquisition
	Vinay Gupta Director, Compensation and Benefits

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2020	Communicate the data relevant to awards with PWD and PWTD with Leadership team.	Yes		
09/30/2020	Review awards procedures and nomination processes to ensure procedures are being followed in accordance to Postal Service policy and that distribution is fair and inclusive of PWD and PWTD	Yes		

Fiscal Year	Accomplishments
2019	NATIONAL/HEADQUARTERS/AREAS In FY2019 the Postal Service issued 1,236 awards to PWD, of which 213 were issued to PWTD. Headquarters issued 96 awards for PWD of which 27 were issued to PWTD. The Postal Service, as a whole, including headquarters and the areas reviewed award processes to ensure proper protocols for procedures and nominations were followed in accordance to Postal Service policy and that the awards program was fair and inclusive of all employees based on performance, including PWD. The director, Diversity and Talent Acquisition, General Counsel, vice-president, Employee Resource Management, and the Postmaster General reviewed the awards data. .

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

The disability-status survey to be administered to all Postal Service employees has been postponed due to the complexity of the administration of the survey to over 640,000 employees, and the tabulation of the results under the current HR systems. The new EEOC workforce tables continue to be updated in the new Postal systems in FY2019. Only limited data were available for the FY2019 report. The Field Staffing and Support department continue to work through the complexities of the various Postal data systems to consolidate the various data required by the EEOC into the required new MD-715 2.0 workforce data tables. PS Form 3666, Certification of Postal Service Employment of Persons with Severe Disabilities, continues to be reviewed and vetted through the approval processes to publication. The revised reasonable-accommodation procedures, Handbook EL307, Reasonable Accommodation, an Interactive Process, continues to be reviewed by stakeholders and is expected be submitted to union officials for the Article 19 review process. Due to the confidentiality surrounding employee disability status, we have been unable to implement a way to connect employees' reasons for separating, such as those identified in and exit survey, with the their status as a PWD or PWTD, which would better allow the Postal Service to investigated potential barriers in employment for PWD and PWTD.

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

The Postal Service did not identify any barriers in FY19. Activities were planned and completed to address the triggers. In compliance with the Velva B v United States Postal Service order the Postal Service completed the following required activities: a. All officers, managers, and employees who are primarily responsible for the Agency's injury-compensation program and the reasonable-accommodation program completed the annual eight hours of reasonable-accommodation training in accordance with the order obligations. This training was completed by 1,395 employees who are currently on the rolls. b. The Postal Service made certain that employees who needed to be placed into limited-duty or rehabilitation assignments, if they met the statutory requirements of the Rehabilitation Act, were notified of their right to request a reasonable accommodation. The notification was made through Employee Rights and Responsibilities notice included in claim form CA-1, Traumatic Injury, and claim form CA-2, Occupational Diseases, which explain the confidentiality of medical information and the right to reasonable accommodation. In addition, employees that have been released to limited duty and for which the search for work finds no work or not a full day of available work were notified that they would be referred to the Reasonable Accommodation Committee. These measures resulted not only in compliance with the order, but in ensuring officers, managers, and employees who are primarily responsible for the Agency's injury-compensation program and the reasonable-accommodation program are trained on and understand the legal obligations and regulations and Postal Service regulations and processes and their roles in compliance with these regulations and processes. In addition, supervisors of employees placed on limited duty are trained on and understand the legal requirements and Postal Service regulations and processes regarding limited-duty employees, their obligations and responsibility regarding the confidentiality of medical information, employee rights to request a reasonable accommodation, and their roles in compliance with these regulations and processes. And finally, the Postal Service updated the workforce data tables to reflect the new disability codes in the EEOC workforce tables.

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 Postal Service will continue to evaluate activities and adjust the plan as appropriate.