MD-715 – Part J
Special Program Plan
for the Recruitment, Hiring, Advancement, and
Retention of Persons with Disabilities

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

Section I: Efforts to Reach Regulatory Goals

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

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

a.Cluster GS-1 to GS-10 (PWD)	Answer	No
b.Cluster GS-11 to SES (PWD)	Answer	No

> In FY21 the NLRB's total workforce was 1,219 employees with 90 employees identifying as a person with disability (PWD). In FY 20 there were 1,255 employees with 92 identifying as a person with disability (PWD). Though the agency decreased by 36 employees, in comparison to FY20 there is ratio change of -2. This means that in FY21, 2 employees that identified as a PWD separated from the agency. In FY21, using the goal of 12% as the benchmark, 7.4% of the Agency's workforce were reported as PWD. In FY21, the NLRB data shows that 97 employees, which represents 8.0% of the workforce, did not voluntarily disclose a disability, and that 1,013 employees, which represents 83.1% of the workforce, reported not having a disability. Of the 90 employees that identified as a PWD, 28 employees are in cluster GS-1 to GS-10, and 62 employees are in GS-11 to SES.

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

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

a.Cluster GS-1 to GS-10 (PWTD)	Answer	No
b.Cluster GS-11 to SES (PWTD)	Answer	No

> In FY21 NLRB's total workforce was 1, 219 employees and 19 identified as a person with a targeted disability (PWTD). In FY20 there were 1, 255 employees with 19 identifying as a person with a (PWTD). There is no ratio change. The total employees identifying as a PWTD remained the same. Of the 19 employees that identified as a PWTD, 6 employees are in Cluster GS-1 toGS-10 and 13 employees are in Cluster GS-11 to SES.

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

> The NLRB continues to communicate the strategic hiring process to hiring managers and the importance of using hiring flexibilities, such as the veterans hiring authorities and Schedule A hiring authority for persons with differing abilities; and shares the Schedule A applicant pool with hiring managers before posting vacancy announcements to increase its hiring of applicants with PWD and PWTD.

Section II: Model Disability Program

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

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

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

Answer   Yes

> The activities and management of the Schedule A Program is centralized. The administration of Program has been delegated to a one primary HR Specialist who ensures that all participants meet and maintain program requirements, review and upload resumes to our central site and respond correspondence from individuals with disabilities looking for employment opportunities. We also have another HR Specialist that supports these efforts as needed. All HR Specialist are skilled in Schedule A hiring and are available to support the program as needed.

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	2	0	0	Tracy Phelps Associate Director
Architectural Barriers Act Compliance	1	0	0	Jessica Graham Director of Facilities and Property
Special Emphasis Program for PWD and PWTD	0	0	1	Lawrence Patterson Director, OHR
Answering questions from the public about hiring authorities that take disability into account	2	0	0	Tracy Phelps Associate Director
Processing reasonable accommodation requests from applicants and employees	3	0	0	Otto D. Powell Associate Director
Section 508 Compliance	1	0	0	Thomas Pojeta Associate Chief Information Officer, Administrative System

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

> The Primary HR Specialist that manages the administration of the program, conducted a re-fresher session for the Employment Solutions Team this year on Schedule A Program and Hiring People with Disabilities. The HR Specialist focused on some of the improvements that have been made to our Sharepoint database site and shared updated notifications that we can used when referring a person with a Disability to a Hiring Manager.

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

> Each fiscal year the NLRB allocates appropriated funds to disability programs and reasonable accommodations for all employees that meet the requirements as defined in OPM guidelines.

Section III: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency's recruitment program plan for PWD and PWTD

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

> The agency uses the DOL Workforce Recruitment Program (WRP). Schedule A applicants that apply to agency USAJOBS postings and are determined to be Best Qualified are also referred to the hiring manager for consideration.

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 NLRB uses the WRP to identify candidates that can be considered for Schedule A. In addition, we keep an inhouse data base of resumes from Schedule A candidates that contact us directly for employment. We review the resumes and determine if there are any vacant positions where they could be considered.

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 HR Specialist reviews the individual's applications package and validates the documents to determine eligibility. If the individual applied to a specific position, then they will be referred if they were found qualified. If they did not apply to a specific job announcement, then the application/documents are uploaded to our internal database. When positions become vacant the database/resumes are reviewed to determine if there are any Schedule A candidates that can be considered for the position.

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

                                                                      Answer   Yes

> OHR has an ongoing collaboration between the hiring managers and the servicing HR Specialist when developing a recruitment strategy to fill vacant positions. OHR explains hiring flexibilities, like the veterans hiring authorities and Schedule A hiring authority for persons with differing abilities; and shares the Schedule A applicant pool with hiring managers before posting vacancy announcements.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

> The agency maintains our contacts with the Operation Warfighter Program/ Wounded Warrior Program and Neurodiversity in the Federal Workplace. Additionally, the agency still maintains relations with the Melwood Partnership Program, which established the opportunity for people with disabilities and targeted disabilities and opportunity to gain work experience. Due to the COVID-19 pandemic the Agency has not been able to accept new applicants through this partnership.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

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

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

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

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

Section IV: 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 agency continues to explore options for more targeted outreach. The corporate recruitment identifies events or media platforms that we are currently using to attract all candidates to include increasing awareness of job opportunities for applicants with differing abilities. We continue to search the DOL WRP Database when recruiting for positions for candidates.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The Agency supports career development through in-house training programs, support for external training attendance, internship programs, and detail programs. Employees are encouraged to complete an Individual Development Plan (IDP) annually. Use of IDPs is voluntary. The Agency provides periodic workshops for employees and supervisors on best practices for IDP implementation. In FY21, the Agency conducted multiple sessions of 31 courses across our development programs, which include the Leadership Development Program, Legal Professional Development Program, Administrative Development Program, and General/Core Skills Development Program. The instructor-led training sessions were all conducted virtually, and there was a total of 1,712 participants (this total includes individuals who attended multiple courses). Additionally, In-house training programs include access to online training content through the Agency's learning management system (LMS) with hundreds of self-paced courses, books, and videos; and West LegalEdcenter, a collection of legal training courses. Resources in the LMS were accessed 9,224 times during FY21, and West LegalEdcenter resources were accessed 926 times. Additionally, individual business units and conduct ad hoc training sessions as needed, and regional offices conduct monthly training sessions. External training attendance for targeted career development is supported through funding of attendance at external training events including classes, courses, conferences, meetings, symposia, etc. Any employee may request funding to attend external training. Individuals covered by a collective bargaining agreement (CBA) are subject to the limits outlined in their CBAs; requests from other employees are evaluated on a case-by-case basis. There were 549 approved requests to attend external training during FY21. The Agency offers the Bridge Program, an internship program for administrative professionals in the regional offices who are interested in converting to a higher-graded legal professional position. There are a limited number of opportunities in the Bridge Program offered each year, and they are filled through a competitive process. Detail programs are offered in accordance with CBA guidelines. Management determines the number and location of detail assignments, which are then filled via a competitive process jointly conducted by representatives from management and the bargaining unit. Selections are made primarily based on experience. In FY21, the Office of Human Resources (OHR) launched an internal detail program in which OHR employees are selected to detail to a different team in OHR to gain experience in other areas. Two OHR employees participated in the program in FY21. The Agency provides a comprehensive Leadership Development Program (LDP) with different components for employees at different levels. The LDP is organized into five components: Aspire, Emerge, Apex, Emerge-Executive, and Executive Development. The Aspire component is a voluntary, self-paced program for unit employees who are interested in preparing for a possible future supervisory position. The Emerge component is a two-year mandatory program for new supervisors. The Apex component is a voluntary program for existing supervisors and managers. The Emerge-Executive component is an application-based program for managers who are interested in becoming executives. The Executive Development component is a voluntary program for ongoing development of SES 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 (#)
Internship Programs						
Training Programs	1078	1078	85	85	10	10
Fellowship Programs	0	0	0	0	0	0
Detail Programs	9	2	1	1	0	0
Mentoring Programs	0	0	0	0	0	0
Other Career Development Programs	1095	1095	112	112	13	13
Coaching Programs	1	1	0	0	0	0

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

      a. Applicants (PWD)   Answer   No

      b. Selections (PWD)   Answer   No

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   No

      b. Selections (PWTD)   Answer   No

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If "yes", please describe the trigger(s) in the text box.

      a. Awards, Bonuses, & Incentives (PWD)   Answer   No

      b. Awards, Bonuses, & Incentives (PWTD)   Answer   No

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

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If "yes", describe the employee recognition program and relevant data in the text box.

      a. Other Types of Recognition (PWD)   Answer   No

      b. Other Types of Recognition (PWTD)   Answer   No

D. PROMOTIONS

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

      a. SES

      i. Qualified Internal Applicants (PWD)   Answer   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

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

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

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

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

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

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

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

Section V: 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 CFR § 213.3102(u)(6)(i))? If "no", please explain why the agency did not convert all eligible Schedule A employees.

	Answer	Yes

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

a.Voluntary Separations (PWD)	Answer	No
b.Involuntary Separations (PWD)	Answer	No

In FY 21, there were 99 voluntary and involuntary separations. Of those separations 11 voluntary separations reported having a PWD.

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

a.Voluntary Separations (PWTD)	Answer	No
b.Involuntary Separations (PWTD)	Answer	No

> In FY21, there were 99 separations. Of those 99 separations, 2 voluntary separations reported having a PWTD and 1 involuntary separation reporting having a PWTD.

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.

> The Agency does not currently have a system in place to collect exit interview data beyond employees who are employed in the Division of Administration. The Agency has developed Planned activities to correct this deficiency.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

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

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

> https://www.nlrb.gov/reports-guidance/policies/section-508

2. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to file a complaint.

> https://www.nlrb.gov/reports-guidance/policies/section-508

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 Agency will provide 508 training courses for the appropriate staff. The General Services Administration (GSA) manages government buildings and real estate spaces for Federal agencies. NLRB will continue to work with GSA through their ongoing accessibility assessment as part of their extensive diversity, equity, inclusion, and accessibility efforts. i

C. REASONABLE ACCOMMODATION PROGRAM

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

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

> The average number of days from the date requests were received until the date reasonable accommodations were implemented was 57 days in FY21. This is a reduction from FY 20 which was 75 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.

> In FY21, The Office of Human Resources, Workforce Relations (OHR/WR) coordinated with the COVID-19 Task Force and the Facilities and Property Branch last year to established procedures for employees to take home office furniture/equipment for pandemic telework. OHR/WR collaborated with the Office of Chief Information Office (OCIO) to develop a new reporting dashboard using Microsoft PowerBI, which enables program managers to generate and conduct more comprehensive reporting and program analysis. These procedures have proven to be effective and remain in place for FY21.

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.

During this reporting period, the Agency did not receive any requests for Personal Assistance Services (PAS).

Section VI: 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 government-wide average?

Answer   No

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

Answer   No

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

B.   EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

Answer   No

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

Answer   Yes

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

The Agency revised its reasonable accommodation policy and procedures. The revised policy and procedures were approved by the EEOC in August 2021.
The Agency will implement mandatory training for managers and supervisors in FY 2022.

Section VII: Identification and Removal of Barriers

Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer   No

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

Answer   N/A

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

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

We conducted the 80 day Hiring Managers sessions during FY21. The sessions covered the hiring regulations, procedures, and practices. We discussed Schedule A hiring and the benefits of the program to both the candidate and the employer.

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

The learning session was planned and executed in FY21 as stated above.

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.

During the strategic conversations with our hiring managers, we continually discuss and advise them of all opportunities of utilizing the Schedule A program. Before advertising we check our Schedule A database for resume of applicants that may qualify for the position and be referred to the hiring manager for consideration.