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

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

Section I: Efforts to Reach Regulatory Goals

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

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

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

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

> There is a trigger for PWD in GS-11 to SES (includes GS equivalents). The participation rate is 9.30% (increased from FY 20 8.18%).

*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

> No triggers.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10	7513	1144	15.23	280	3.73
Grades GS-11 to SES	28536	2654	9.30	626	2.19

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

> DOC's Office of Civil Rights (OCR) communicate the numerical goals during the annual State of the Agency to senior leadership and during various methods (i.e., New Supervisors Training, RA Training for Managers/Supervisors). Additionally, some Bureaus provided bimonthly training sessions for first line supervisors and their designees which include discussions on current workforce statistics and disability goals. Bureau HR offices communicate numerical goals to hiring officials with each recruitment action. Bureau Selective Placement Program Coordinators also discuss strategic recruitment options and hiring goals with hiring officials when providing Schedule A candidates for vacancies. The goals are also communicated during the Department's "Self-identification Campaign" in April and October each year.

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="right">Answer   Yes</div>

2. Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Special Emphasis Program for PWD and PWTD	4	0	2	Monique Dismuke DOC Disability Program Manager mdismuke@doc.gov
Processing reasonable accommodation requests from applicants and employees	17	0	1	Monique Dismuke DOC Disability Program Manager & RA Program Manager mdismuke@doc.gov
Architectural Barriers Act Compliance	5	0	0	Cara Westholm Chief, Space Management Division cwestholm@doc.gov
Answering questions from the public about hiring authorities that take disability into account	4	0	36	Roseal Fowlkes Veterans Employment & Selective Placement Program Manager rfowlkes@doc.gov
Section 508 Compliance	5	0	1	Jennifer Jessup DOC Section 508 Compliance Coordinator jjessup@doc.gov
Processing applications from PWD and PWTD	8	0	36	Roseal Fowlkes Veterans Employment & Selective Placement Program Manager rfowlkes@doc.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.

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

Disability program staff received training via webinar, in-person, or online through classes offered by various entities including USDA Graduate School, ASKEARN Training Center, Disability Management Employer Coalition, Job Accommodation Network (JAN), US Access Board, ADA Network, EEOC, and others. Staff also attend training conferences hosted by EEOC (EXCEL), Federal Dispute Resolution (FDR), and the Federal Employment Law Training Group. Additionally, Bureau disability program staff

attended various internal ad hoc training and training coordinated by the Department's OCR.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Answer   Yes

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]

Brief Description of Program Deficiency	B.4.a.8. to effectively administer its special emphasis programs (such as, Federal Women's Program, Hispanic Employment Program, and People with Disabilities Program Manager)? [5 USC § 7201; 38 USC § 4214; 5 CFR § 720.204; 5 CFR § 213.3102(t) and (u); 5 CFR § 315.709]

Brief Description of Program Deficiency	C.2.a.6. Do the agency's training materials on its anti-harassment policy include examples of disability-based harassment? [see 29 CFR §1614.203(d)(2)]

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)]

Brief Description of Program Deficiency	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If "no", please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
Objective	To improve the timely processing of requests for reasonable accommodations		
Target Date	Mar 31, 2020		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	May 28, 2019	May 28, 2019	Discuss issue with Bureau RACs at quarterly RAC meeting and ensure RA quarterly reports monitor and track timeliness.
	Sep 30, 2019	September 30, 2021	Incorporate training on updated RA procedures in mandatory New Supervisors training.
	Sep 30, 2019		Secure and launch a new automated reasonable accommodations tracking system to improve the processing of reasonable accommodations within the time frame set forth in the reasonable accommodations procedures.
	Mar 31, 2020		Provide training on updated RA procedures for all DOC employees.
	Sep 30, 2022		Provide updated DAO, policies, and procedures for bureaus to adopt, implement, and distribute.
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2021	In FY21, the percentage of timely-processed requests was 94%. This was a 7% improvement over FY20. Several factors contributed to this improvement, including 1) incorporating RA training in mandatory New Supervisors training and 2) Bureau's increased the number of RA training sessions provided to managers and supervisors.	
	2019	In FY 2019, the percentage of RA requests processed within the Department's established timeframes (20 business days for decision; 10 business days for implementation) was 87%. To address this deficiency, in September 2019, DOC acquired a new automated tracking system for RA requests. The Entellitrak Reasonable Accommodation System (ETK RA) is designed to improve the entry, management and reporting of data related to requests for reasonable accommodation. The system will also increase the monitoring of timeliness by providing notification to RACs and Deciding Officials when requests are approaching delinquent status. RACs will receive training on the new system in January 2020. The Department is pending final user testing and authority to operate on DOC's network. ETK RA is scheduled to deploy sometime in Spring 2020. Additionally, the Department's RA procedures were approved by EEOC in August 2019. These updated RA procedures will be incorporated in the mandatory New Supervisors training and RA training provided to managers and supervisors.	
	2020	In FY20, the percentage of timely-processed requests was 94%. Several factors contributed to this improvement, including 1) incorporating RA training in mandatory New Supervisors training and 2) Bureau's increased RA training sessions provided to managers and supervisors.	
	2020	OCR, OPOG and OCIO partnered to get the automated RA tracking system (ETK RA) approved and ready for use. The launch was supposed to take place in FY20 but was delayed due to development and implementation of ETK EEO. Both systems are anticipated to launch in FY21.	

Brief Description of Program Deficiency	D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]

Objective	To develop and conduct a Departmental retention survey that includes questions on recruitment, hiring, inclusion, retention, and advancement of individuals with disabilities.		
Target Date	Sep 30, 2019		
Completion Date	Jul 23, 2019		
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2018	August 20, 2018	Partner with the Census Bureau's Center for Behavioral Science Methods (CBSM) to implement survey via Qualtrics, a web-based survey tool to conduct survey research, evaluations and other data collection activities.
	Sep 30, 2018	August 20, 2018	Develop questions for retention survey.
	Mar 30, 2019	March 11, 2019	Disseminate survey to OGC, Unions, Privacy Offices, Departmental Management Council, and the PHRM Council for testing, review and comments.
	Apr 30, 2019	July 23, 2019	Launch Retention Survey.
	Sep 30, 2020		OCR will review the results from the Retention Survey and determine if improvements to applicable enterprise-wide policies, practices, and procedures are needed. Results will also be used in barrier analysis, if applicable
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2012	To address the high separation rates of various demographic groups at the DOC, including individuals with disabilities, in collaboration with the Center for Behavioral Science Methods (CBSM) at Census, OCR conducted a Retention Survey of 10,841 employees, 41.6% of which provided insight into why employees may want to leave the Department, as well as their reasons for staying. The survey also included questions on recruitment, hiring, inclusion, retention, and advancement of individuals with disabilities. Results from the survey are still pending data analysis and processing, which OCR estimates will be completed during Q4 of FY2020. Results from this survey will lead to the improvement of policies, practices, and procedures that can positively affect retention of individuals with disabilities and other groups with lower than expected participation rates.	
	2021	In FY21, OCR continued its collaboration with CBSM; the final report from the Retention Survey was released, but inconclusive. More analysis was required. However, OCR was able to gather some valuable information from the survey to implement in the future to improve Department-wide policies, practices, and procedures. In FY22, OCR will work with CBSM to relaunch a revised retention survey to begin establishing a baseline and trends. Also, OCR will collaborate with OHRM to explore the feasibility of establishing Department wide exit interview surveys, given personnel system parameters. An update will be provided in the FY22 MD 715 report.	
	2020	In February 27, 2020, the Center for Behavioral Science Methods (CBSM) at the Census Bureau provided the Office of Civil Rights with a preliminary document containing the final Retention Survey Results. The survey was conducted in FY19 to better understand Commerce employees' views about staying in the Department or seeking employment elsewhere, as well as the factors that may affect this decision. Although the full results from the survey are yet to be cleared for official release, the available data identifies several issues that OCR has consistently found in employment practices at the Department. The survey results indicate higher levels of dissatisfaction with: - Senior leadership effectiveness and communication - Department-wide career development opportunities - Mentoring opportunities - Promotion opportunities In FY21, OCR will continue its collaboration with CBSM, with the expectation the final report will be released during Q3 of FY21. OCR is also committed to collaborating with OHRM and exploring the feasibility of establishing Department wide exit interview surveys, given personnel system parameters. An update will be provided in the FY21 MD 715 report.	

Brief Description of Program Deficiency	D.4.a. Does the agency post its affirmative action plan on its public website? [see 29 CFR §1614.203(d)(4)] If yes, please provide the internet address in the comments.

Brief Description of Program Deficiency	D.4.d. Has the agency taken specific steps that are reasonably designed to increase the number of persons with disabilities or targeted disabilities employed at the agency until it meets the goals? [see 29 CFR §1614.203(d)(7)(ii)]

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.

Several Bureaus are using the Workforce Recruitment Program (WRP) on a regular basis to identify potential employees. USPTO has a separate webpage designed to provide information to job applicants with disabilities: https://www.uspto.gov/ jobs/hiring-people-disabilities. The USPTO has also formed relationships with the various disability offices at the universities and colleges from which it regularly recruits students. NOAA uses outreach to vocational rehabilitation centers, veteran organizations and the resume mining feature from USAJOBS to search for applicants with disabilities. We have also encouraged managers to use the Workforce Recruitment Program database to identify applicants to fill positions. Several of the line and staff offices have incorporated diversity and plans to hire individuals with disabilities in management performance plans. In addition, the agency holds an annual Hiring Event for Veterans and PWDs. NIST advertises all vacancies on USAJOBS. NIST utilizes a variety of methods to recruit and employ veterans and individuals with disabilities: Direct-Hire, Delegated Examining, Agency Based, Merit Promotion, and Non-Competitive procedures. NIST also utilizes special appointment authorities such as the Veterans Employment Opportunities Act (VEOA), the Veterans Recruitment Appointment (VRA) Authority, and other appointment authorities (e.g. disabled veterans with 30% or greater disability) as appropriate. NIST's Selective Placement Coordinator maintained a catalogue of applicants eligible for noncompetitive hiring authorities such as the Veterans Recruitment Authority, 30% or more disabled Veteran hiring authority and the Schedule A hiring authority for individuals with disabilities. The catalogue is accessible by members of the HR Operations Team so the resumes can be shared with hiring officials as positions become available.

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

Same as in FY20, the Department continued to encourage managers to use Schedule A to fill vacant positions, whenever possible, and consult with Bureau Selective Placement Program Coordinators (SPPC) to receive guidance in this area. Through outreach to vocational rehabilitation centers and disabled veterans' organizations, the SPPC encouraged eligible applicants to make their resumes searchable in USAJOBS by selecting eligibility for special hiring authorities. The SPPC developed recruitment solutions tailored to specific hiring needs, marketed agency vacancies to persons with disabilities who are eligible for non-competitive placement via Schedule A and represented DOC at events focused on hiring people with disabilities. The SPPC encouraged individuals utilizing Schedule A to send their resumes directly to them to be placed in the Bureau-specific database. When a hiring official informs the SPPC about a vacancy, the SPPC ask for the Position Description and/or vacancy announcement. The SPPC utilizes this information to search for qualified applicants and provides these resumes to the hiring official. The hiring official can then proceed with interviews and selection of the desired candidate. Applicants who have questions or would like to receive technical assistance on how to apply under Schedule A, are provided information for the Bureau SPPCs and DOC's central Schedule A email address: ScheduleA@doc.gov.

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 DOC's Human Resources (HR) Specialists and SPPC are dedicated to working with job applicants that apply under special hiring authorities, i.e. Schedule A, to determine eligibility and ensure their application is provided to relevant hiring officials. This process continues to be reviewed and analyzed for process improvement. 1) Applications received via USAJOBS are assessed by an assigned HR Specialist; qualified applicants are referred to the hiring official for the related vacancy with an explanation of the Selective Placement Program and the process for selection. 2) Applications received via the Selective Placement Program or from hiring officials are reviewed by the Bureau SPPC to determine if the person qualifies for the identified position and if the Schedule A letter submitted meets OPM's requirements. If all criteria are met, the applicant's resume is placed in the Bureau's electronic database. 3) When vacancies are identified, upon request, the Bureau SPPC searches the application database for qualified applicants, then forwards qualified applicants' resumes to the hiring official with an explanation of the Selective Placement Program and the process for selection.

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.

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

DOC requires all supervisors and hiring officials to annually complete the OPM mandated training: "A Roadmap to Success: Hiring, Retaining, and Including People with Disabilities"; Uniformed Services Employment and Reemployment Rights Act (USERRA), and Veterans Employment Training. This training is available online via the Commerce Learning Center. Additionally, all new supervisors/managers are required to take supervisor's training within their first year of becoming a supervisor. This training provides information on recruitment and hiring of PWD/TD. Some Bureaus conduct additional training. Census' Strategic Recruitment and Outreach Branch (SROB) provided a 3-hour management level training to supervisors and hiring managers on selective placement hiring initiatives and procedures for disability hiring. USPTO provides computer-based training annually. NOAA offered the ABC's of Schedule A Hiring, bi-monthly in-person or via webinar to hiring managers. NIST Disability Program Manager worked with the SPPC to record a training video on Non-Competitive Hiring Authorities. The video will be posted in FY22 on the NIST internal website.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

DOC has established and/or maintained contact with "Hiring Our Heroes", Vocational Rehabilitation Services, and RecruitMilitary, all which target PWD/TD. DOC staff attended campus events for students with disabilities; developed relationships and partnerships with local colleges and universities to provide paid/unpaid internships for students with disabilities; partnered with affinity groups to help recruit individuals with disabilities; and partnered with local Vocational Rehabilitation centers, Maryland's Department of Rehabilitation Services, and the Virginia Department of Aging and Rehabilitative Services to provide guidance on applying for federal positions. The Department's Selective Placement Program Coordinators are listed on OPM's directory so applicants can contact them directly. NIST Disability Program Manager and SPPC attended Equal Opportunity Publications Career Expo for People with Disabilities. NIST employment opportunities were discussed with the candidates attending this event. Census established partnerships with the following groups: Department of Defense (DOD) and Veteran's Administration-Operation Warfighter (OWF) Internship Program. Department of Labor (DOL)- Workforce Recruitment and Apprenticeship Programs. NOAA's representative visited vocational rehabilitation centers near cities where NOAA has a large presence, to offer assistance to PWD and PWTD, including training on how to understand and apply for federal positions. USPTO relationships with various disability offices at universities and colleges in which it regularly recruits students with disabilities and will continue to reach out to additional schools and external disability-related organizations to develop more partnerships. They have an established relationship with the local vocational rehabilitation office and plan to continue outreach to career services and disability program coordinators at targeted schools in the area to establish a baseline relationship and gauge interest in partnership with the agency.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

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

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

| New Hires | Total | Reportable Disability | | Targeted Disability | |
| | | Permanent Workforce | Temporary Workforce | Permanent Workforce | Temporary Workforce |
	(#)	(%)	(%)	(%)	(%)
% of Total Applicants	7874	24.84	0.00	11.85	0.00
% of Qualified Applicants	4370	23.04	0.00	11.72	0.00
% of New Hires	228	18.86	0.00	7.89	0.00

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

        a. New Hires for MCO (PWD)   Answer   Yes

        b. New Hires for MCO (PWTD)   Answer   Yes

There were some improvements in FY21 in comparison to FY20 analysis. In series 1101, there were no triggers for PWD or PWTD, and series 1530 and 2210 had no triggers for PWD. In comparison to the benchmarks (BM), triggers exist for PWD and PWTD among the following MCOs: 0301 Administrative Spec, Misc Admin & Prog: PWTD 5.88% (BM: 13.44%) 0343 Management Program Analyst: PWD 26.32%; PWTD 5.26% (BM: 44.44%; 20.42%, resp) 0482 Fish Biologist: PWD 0%; PWTD 0% (BM: 4.74%; 3.16% resp) 0905 General Attorney: PWD 0%; PWTD 0% (BM: 14.44%; 6.67%, resp) 1301 Physical Scientist: PWD 3.45%; PWTD 3.45% (BM: 10.00%; 4.72%, resp) 1340 Meteorologist: PWD 10.45%; PWTD 7.46% (BM: 16.96%; 9.88%, resp) 1530 Statistician: PWTD 10.20% (BM: 11.12%) 2210 Information Tech Spec: PWTD 11.76% (BM: 12.62%)

| New Hires to Mission-Critical Occupations | Total | Reportable Disability | Targetable Disability |
| | | New Hires | New Hires |
	(#)	(%)	(%)
Numerical Goal	--	12%	2%
0301 MISC. ADMIN. GENERAL BUSINESS AND INDUSTRY	17	41.18	5.88
0343 MANAGEMENT ANALYSIS	19	26.32	5.26
0482 FISHERY BIOLOGY	11	0.00	0.00
0905 ATTORNEY	0	0.00	0.00
1101 MISC. ADMIN	2	100.00	50.00
1301 GEN. PHYS. SCIENCE	29	3.45	3.45
1340 METEOROLOGIST	67	10.45	7.46
1530 SURVEY STATISTICIAN	49	24.49	10.20
2210 COMPUTER SCIENCE INFOR TECH SPECIALIST	34	26.47	11.76

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

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

        b. Qualified Applicants for MCO (PWTD)   Answer   N/A

Applicant flow data for internal applicants was not available.

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

a. Promotions for MCO (PWD)   Answer   N/A

b. Promotions for MCO (PWTD)   Answer   N/A

Applicant flow data was not available.

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.

DOC Bureaus provided career/professional development programs for their employees, including PWD/TD. The competitive opportunities are announced via USAJOBS and many other internal programs are opened to all employees and announced via internal broadcast messages. Some examples of Bureau specific plans are: USPTO has three initiatives underway to ensure that PWD's have sufficient opportunities for advancement. First, USPTO's Diversity Program will stand up an Agency-wide D&I Council which will incorporate the current Disability Advisory Council. Second, USPTO will establish relationships with Disability-friendly institutions, such as Gallaudet and the Rochester Institute of Technology to increase the number of Schedule A applicants and hires for MCOs. Third, USPTO will improve hiring manager education to ensure managers have the tools needed to optimize disability recruitment. For the first time ever, this training will be included in Aspiring Managers career development program or class. Other programs were provided to help employees gain management and leadership skills to accomplish their career objectives. For example, workshops on Engaging Employee Resource Groups and developing Individual Development Plans and Leadership Competencies were offered. All employees were encouraged to participate in DOC-wide developmental opportunities, as well as Federal Government-wide career development programs. Additionally, Bureaus initiated and engaged Employee Resource Groups, including Disability Working Groups, to help advertise and promote career development programs. This will continue in 2021.

B. CAREER DEVELOPMENT OPPORTUNITES

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

Currently, there is one Department-wide Career Development Program for the Senior Executive Service. However, Bureaus have instituted various career development opportunities. Some of notable mentions are: NIST: Offered three leadership programs targeting employees at various stages in their managerial careers: Foundations of Leadership Program (FLP), New Leader Program (NLP), and Project Management and Leadership Program (PMLP). Mentoring and coaching sessions are available to participants of these programs. Additionally, the Office of Human Resources Management "Leadership for All" (L4A) program makes content from popular leadership development programs available to the entire staff. NOAA: Offered three leadership developmental programs: Leadership Competencies Development Program (LCDP); NOAA Leadership Seminar (NLS); and NOAA Rotational Assignment Program (NRAP). Census: administers a Data Science Training Program (DSTP)'s, which is a 5-month unit – based program that gives Census Bureau employees an opportunity to gain hands-on data science experience. Participants complete online and live coursework in addition to a Capstone Project, where participants apply what they've learned to mission-critical work at the Census Bureau. Participants are also paired with a mentor who acts as a career coach and provides guidance on the non-technical

aspects of the program. Currently, all elements of the program will take place remotely. This year, participants can take one of two learning paths: Data Science Generalist Path or Machine Learning Specialist Path. The Data Science Generalist Path focuses on the fundamentals of data science concepts. Participants will examine data science applications both at the Census Bureau and in real-world examples. Participants will also learn how to use programs such as SQL and Python to analyze and visualize data to generate insights. The Machine Learning Specialist Path dives deeper into data science skills using Python and machine learning concepts. Participants will learn how to develop and apply advanced algorithms and analysis tools that improve over time using supervised/ unsupervised learning. Additionally, participants will learn about artificial intelligence, deep learning, natural language processing, and more.

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						
Coaching Programs						
Other Career Development Programs						
Fellowship Programs						
Training Programs						
Mentoring Programs						
Detail Programs						

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

DOC currently does not have a system in place to track RNO and disability applicant flow data for career development programs but is actively working with HR to correct this deficiency.

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

DOC currently does not have a system in place to track RNO and disability applicant flow data for career development programs but is actively working with HR to correct this deficiency.

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

Triggers were identified for the following (Table B13): PWD $4000-$4999; PWD $5000 or more Time Off Awards 1-10 hrs for PWTD

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	1142	3.11	2.74	3.42	3.02
Time-Off Awards 1 - 10 Hours: Total Hours	7475	20.53	17.92	22.13	20.04
Time-Off Awards 1 - 10 Hours: Average Hours	6.55	0.16	0.02	0.65	0.00
Time-Off Awards 11 - 20 hours: Awards Given	426	1.09	1.03	1.11	1.08
Time-Off Awards 11 - 20 Hours: Total Hours	6595	17.32	15.83	16.70	17.51
Time-Off Awards 11 - 20 Hours: Average Hours	15.48	0.38	0.04	1.52	0.03
Time-Off Awards 21 - 30 hours: Awards Given	150	0.45	0.35	0.60	0.40
Time-Off Awards 21 - 30 Hours: Total Hours	3619	10.83	8.38	14.49	9.71
Time-Off Awards 21 - 30 Hours: Average Hours	24.13	0.57	0.07	2.41	0.00
Time-Off Awards 31 - 40 hours: Awards Given	261	0.66	0.63	0.80	0.62
Time-Off Awards 31 - 40 Hours: Total Hours	9863	25.67	23.70	32.19	23.67
Time-Off Awards 31 - 40 Hours: Average Hours	37.79	0.92	0.11	4.02	-0.04
Time-Off Awards 41 or more Hours: Awards Given	100	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $501 - $999: Awards Given	12776	22.77	31.88	22.84	22.75
Cash Awards: $501 - $999: Total Amount	9761239	17358.33	24378.87	17563.68	17295.41
Cash Awards: $501 - $999: Average Amount	764.03	17.99	2.16	77.37	-0.21
Cash Awards: $1000 - $1999: Awards Given	24183	36.64	61.90	43.86	34.43
Cash Awards: $1000 - $1999: Total Amount	30214999	46797.29	77261.03	56232.90	43906.10
Cash Awards: $1000 - $1999: Average Amount	1249.43	30.13	3.52	128.97	-0.15
Cash Awards: $2000 - $2999: Awards Given	6958	13.78	17.32	14.08	13.69
Cash Awards: $2000 - $2999: Total Amount	16929619	33205.47	42203.35	33950.30	32977.25

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $2000 - $2999: Average Amount	2433.12	56.86	6.88	242.50	-0.02
Cash Awards: $3000 - $3999: Awards Given	5175	8.45	13.16	10.36	7.86
Cash Awards: $3000 - $3999: Total Amount	17577845	28710.78	44680.80	35509.46	26627.59
Cash Awards: $3000 - $3999: Average Amount	3396.69	80.20	9.59	344.75	-0.86
Cash Awards: $4000 - $4999: Awards Given	4843	5.95	12.54	6.34	5.83
Cash Awards: $4000 - $4999: Total Amount	21337395	26032.96	55297.57	27964.89	25441.00
Cash Awards: $4000 - $4999: Average Amount	4405.82	103.31	12.45	443.89	-1.05
Cash Awards: $5000 or more: Awards Given	6840	10.50	17.51	12.88	9.77
Cash Awards: $5000 or more: Total Amount	50516962	75215.60	129654.37	95516.80	68995.07
Cash Awards: $5000 or more: Average Amount	7385.52	169.02	20.92	746.23	-7.84

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance- based pay increases? If "yes", please describe the trigger(s) in the text box.

> a. Pay Increases (PWD)　　　　　　　　　　　　Answer　Yes
>
> b. Pay Increases (PWTD)　　　　　　　　　　　Answer　Yes

For Quality Step Increases there were triggers identified for PWD/TD. PWDs and PWTDs are receiving awards at lower rates than their workforce participation rates.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	0	0.00	0.00	0.00	0.00

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

> a. Other Types of Recognition (PWD)　　　　　Answer　N/A
>
> b. Other Types of Recognition (PWTD)　　　　Answer　N/A

N/A

D. PROMOTIONS

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

> a. SES

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

      ii. Internal Selections (PWD)   Answer   N/A

   b. Grade GS-15

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

      ii. Internal Selections (PWD)   Answer   N/A

   c. Grade GS-14

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

      ii. Internal Selections (PWD)   Answer   N/A

   d. Grade GS-13

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

      ii. Internal Selections (PWD)   Answer   N/A

> Applicant flow data (AFD) is incomplete; therefore, full analysis was not possible. The Department is working to eliminate the inconsistencies in AFD. AFD showing qualified versus selected was only available for GS13 and 14 grade levels; there was an identified trigger at the GS 14 level based on the qualified 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   N/A

      ii. Internal Selections (PWTD)   Answer   N/A

   b. Grade GS-15

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

      ii. Internal Selections (PWTD)   Answer   N/A

   c. Grade GS-14

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

      ii. Internal Selections (PWTD)   Answer   N/A

   d. Grade GS-13

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

      ii. Internal Selections (PWTD)   Answer   N/A

> Applicant flow data (AFD) is incomplete; therefore, full analysis was not possible. The Department is working to eliminate the inconsistencies in AFD. AFD showing qualified versus selected was only available for GS13 and 14 grade levels; there was an identified trigger at the GS 14 level based on the qualified 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	Yes
b. New Hires to GS-15 (PWD)	Answer	Yes
c. New Hires to GS-14 (PWD)	Answer	Yes
d. New Hires to GS-13 (PWD)	Answer	Yes

Triggers were identified for the following: SES: % of qualified PWD new hires 11.10%; 0% selected. GS 15: % of qualified PWD new hires 11.48%, selected 1.4%, below benchmark GS 14: % of qualified PWD new hires 13.51%; selected 3.0%; below benchmark GS 13: % of qualified PWD new hires 14.29%; selected 3.3%; below benchmark

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	Yes
b. New Hires to GS-15 (PWTD)	Answer	Yes
c. New Hires to GS-14 (PWTD)	Answer	Yes
d. New Hires to GS-13 (PWTD)	Answer	Yes

Triggers were identified for the following, all below their benchmarks: SES: % of qualified PWD new hires 5.19%; selected 0%. GS 15: % of qualified PWD new hires 5.41%, selected 0%; GS 14: % of qualified PWD new hires 5.76%; selected 2.44%; GS 13: % of qualified PWD new hires 5.36%; selected 2.68%.

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

a. Executives

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

b. Managers

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

c. Supervisors

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

Triggers were identified for the Executives. There were only 2 applicants found qualified among the internal applicant pool for Executives. Both applicants were PWD; no selections were made.

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   Yes

          ii. Internal Selections (PWTD)   Answer   Yes

There were no applicants for Executives or Managers. Triggers were identified for the Supervisors for PWTD, 50.0% qualified; 0% selected.

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

          a. New Hires for Executives (PWD)   Answer   Yes

          b. New Hires for Managers (PWD)   Answer   Yes

          c. New Hires for Supervisors (PWD)   Answer   Yes

In comparison to the qualified applicant pool, triggers exist for PWD among the selectees for new hires, as follows: Executives: qualified 11.27%; 0% selected Managers: qualified 13.07%, selected 2.90%, below benchmark Supervisors: qualified 50.0%; 0% selected

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

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

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

          c. New Hires for Supervisors (PWTD)   Answer   N/A

Due to multiple data issues resulting from changes in the EEOC's FY19 workforce data tables, DOC is unable to conduct applicant flow data analysis for FY19. The data tables contain multiple inconsistencies when analyzing internal selections, interviewed applicants, internal applications, and others. DOC/OCR is working with relevant stakeholders (Data Analytics, Monster, and NFC)

to address these issues.

Section VI: Plan to Improve Retention of Persons with Disabilities

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

    Answer   Yes

All eligible Schedule A employees with disabilities were converted after two years.

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

Using the inclusion rate the benchmark, the percentage of involuntary separations for PWD (16.1%) exceeded those without disabilities (78.1%); and the percentage of voluntary separations (11.6%) exceeded those without disabilities (84.7%)

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	177	0.64	0.32
Permanent Workforce: Resignation	866	1.84	1.76
Permanent Workforce: Retirement	1087	1.95	2.26
Permanent Workforce: Other Separations	511	1.70	0.96
Permanent Workforce: Total Separations	2641	6.13	5.30

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

Using the inclusion rate, the percentage of voluntary separations for PWTD (3.14%) exceeded those without disabilities (84.7%); and the percentage of involuntary separations for PWTD (3.8%) exceeded those without disabilities (78.1%)

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	177	0.80	0.35
Permanent Workforce: Resignation	866	1.20	1.78
Permanent Workforce: Retirement	1087	2.63	2.21

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Other Separations	511	2.23	1.01
Permanent Workforce: Total Separations	2641	6.86	5.36

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.

In FY 2019, DOC launched a DOC-wide Employee Retention Survey (ERS) to assist the Agency in determining root causes for why employees with disabilities were separating at higher rates than those without disabilities. The survey showed the top 5 reasons PWD/TD were considering leaving were: 1) Leadership of my immediate supervisor, 2) Unit/organizational leadership, 3) their age/ years of service, 4) VERA incentives, and 5) discrimination in DOC. To improve the retention of employees with disabilities, DOC will continue to analyze ERS survey data, and coordinate Focus Groups to substantiate information and provide potential solutions.

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.commerce.gov/cr/complaints/section-508-architectural-barriers-act-aba-notice-rights

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.commerce.gov/cr/complaints/section-508-architectural-barriers-act-aba-notice-rights

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.

In FY 2020, DOC developed five Section 508 online training courses for distribution via the Commerce Learning Center. This digital training allows the program office to generate awareness of Information and Computer Technology planning, development, and acquisitions. Upon completion of the Section 508 virtual training modules, individuals are eligible to receive the designation Section 508 Excellence Award. DOC also established an automated Section 508 Certification framework to address the needs of purchased and developed software, and documents disseminated for both public-facing and USCB Intranet. Additionally, Section 508 coordinators provided guidance on how to correct WCAG 2.0 A/AA issues within existing websites, applications, and documents, and how to achieve Section 508 Certifications. Section 508 Coordinators facilitated Section 508 requirement reviews to help attain a higher level of compliance while ingraining Section 508 best practices within workforce. The Census Bureau implemented an assessment, remediation, and certification process which awards application owners with a certification of compliance. The interactive accessibility tool scans and evaluates for Section 508 Compliance. This is a uniquely structured Section 508 assessment framework that has been recognized by GSA and showcased as a model process to other agencies. The Census Section 508 Certification framework is the only recognized Certification process in the Federal and Private Domain, resulting in over 30 Census Applications being Section 508 Certified. In FY20, Space Management Division worked with Installation Services to install new ADA compliant restroom signage in unrenovated areas of the DOC HQ building (HCHB). The task updated 67 restrooms. As part of the overall HCHB building renovation project in 2020, modifications were made to one of the historical entrances to included blast resistant doors and removal of the center mullion allowing the entrance to be ADA compliant. Disability Program Managers and Reasonable Accommodation staff continue to collaborate with the DOC Facility Management Offices and Section 508 Coordinators to assess physical locations, websites, and information technology to ensure accessibility for persons with disabilities in accordance with the law.

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.)

For FY20, the average processing time for initial requests was 14.7 days (a decrease from 17.6 in 2019). DOC's Reasonable Accommodation Coordinators (RAC) reported receiving and processing approximately 2,305 requests for RA (not including request for sign language interpreting); 94% of all RA requests were completed within established timelines.

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 FY20, DOC Bureaus continued to offer reasonable accommodation training to employees, managers, and supervisors. New employees receive training on reasonable accommodation during new employee orientation. New supervisors are required to attend training that includes reasonable accommodation. This routine provision of RA training is a contributing factor to the decrease in processing time and increase in timely approval and implementation of accommodations.

D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

In FY 2020, there were 3 requests for PAS that were timely processed within DOC. Bureaus are continuing to provide training on PAS to hiring officials to encourage increased hiring of individuals with disabilities, including those who require PAS. DOC is also monitoring trends.

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   Yes

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

Answer   Yes

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

In FY 2019, the Agency had one (1) finding alleging both discrimination alleging disability-based harassment and failure to accommodate. In FY 2020, EEOC modified the finding. The following corrective action was originally ordered: • Removal of

References to Termination • Reinstatement to Position • Compensatory Damages (if the amount is needed, it was $65,000) • Back Pay, Interest, and Other Benefits • Training for the involved Agency officials • Adjustment of time and attendance records to reflect the use of LWOP rather than AWOL • Consideration of appropriate disciplinary action against two (2) Agency officials • Posting of Notice of Non-Discrimination Policy In FY 2020, the EEOC's Office of Federal Operations modified this finding and awarded the Complainant an additional $20,000.

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   Yes</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.

The Agency had one (1) finding of discrimination alleging disability-based harassment and failure to accommodate during the last FY which was modified by the Office of Federal Operations (see A3 above).

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   N/A</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

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Participation rates for PWD at GS 11 to SES is 9.30%, which is below the 12% goal.
STATEMENT OF BARRIER GROUPS:	*Barrier Group* People with Disabilities
Barrier Analysis Process Completed?:	N
Barrier(s) Identified?:	N

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	Barrier identification in progress.	Potential barriers include 1) lack of resources for recruitment and outreach activities for PWD/TD and 2) lack of policy enforcement that encourages the hiring of (PWD/PWTD) candidates using special hiring authorities (Schedule A, Veterans, etc.) when filing vacant positions.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**
10/01/2019	09/30/2020	Yes	09/30/2022		Improve outreach, recruitment, and hiring of PWD to increase the representation of PWD and meet the Federal benchmark 12% goal.

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Disability Program Manager	Monique Dismuke	Yes
Director, Office of Human Capital Strategy	Charles Clark	Yes
DOC Veterans Employment & Selective Placement Program Manager	Roseal Fowlkes	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2019	Analyze current DOC recruitment/hiring policy to identify areas for improvement for PWD/TD utilizing Schedule A. Establish policy which requires hiring managers to acknowledge and consider Schedule A candidate(s) before publishing vacancy announcement or extending an offer of employment to non-Schedule A candidates.	Yes	12/30/2022	
10/01/2021	Track and monitor number of Schedule A applicants referred for vacant positions by Bureau HR Specialists and SPPC. Set annual goals and submit quarterly report to OHRM and OCR.	Yes	09/30/2022	
09/30/2019	Conduct outreach efforts at college and universities with career placement offices, campus organizations and other networks that provide services to students with disabilities. Participate in special recruiting events, including virtual events, that specifically target people with disabilities.	Yes		09/30/2019

Report of Accomplishments	
Fiscal Year	**Accomplishment**
2020	Funding for onsite recruitment efforts were not provided FY 2020. However, some bureaus did actively participate in virtual recruitment events in FY 2020. This is an ongoing activity.
2021	Planned Activity #3: Conduct outreach efforts at college and universities with career placement offices, campus organizations and other networks that provide services to students with disabilities. Participate in special recruiting events, including virtual events, that specifically target people with disabilities. Funding for onsite efforts were not provided in FY 2021. Additionally, COVID 19 restrictions prevented in-person visits. Some bureaus did participate in virtual recruitment events.

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	There were no PWD or PWTD applicants or selectees for promotion/appointments to SES positions. There were no PWD selected for Promotion to GS-14 and GS-15 grade levels. There were no PWTD selected for Promotion to GS-13, GS-14, or GS-15 grade levels.

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

Barrier Analysis Process Completed?:	N
Barrier(s) Identified?:	N

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	Barrier Analysis in progress.	Potential barriers include: 1) lack of mentoring programs that target individual with disabilities and 2) lack of career development programs that target people with disabilities.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**
10/01/2019	09/30/2020	Yes			Increase promotion opportunities for PWD/PWTD in GS 13 - SES level positions.

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Director, Office of Human Resources	Kevin Mahoney	Yes
DOC Disability Program Manager	Monique Dismuke	Yes
Director, Office of Civil Rights	Tinisha Agramonte	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2019	Increase collaboration between Agency's disability affinity/employee resource groups, Diversity & Inclusion staff, OHRM, and Disability Program Managers to address issues related to promotion of PWD/PWTD.	Yes		09/30/2019

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2019	Review training completion data for mandatory training on recruitment and retention of people with disabilities. Submit quarterly report to senior leadership.	Yes	09/30/2020	09/30/2020
09/30/2019	Promote awareness and encourage participation in DOC's career/leadership development programs; collect and track disability status for applicants and participants.	Yes	09/30/2021	
09/30/2019	Ensure new supervisors receive mandatory training that includes disability inclusion and reasonable accommodations.	Yes	09/30/2020	09/30/2021
Report of Accomplishments				
Fiscal Year	**Accomplishment**			
2020	#1 Promote awareness and encourage participation in DOC's career/leadership development programs; collect and track disability status for applicants and participants. - DOC does have access to disability data for career/leadership development programs that are competitive and announced via USAJOBS. Currently, there is only one DOC-wide career/leadership development program - the SES CDP. Disability data for this program will be made available in FY2021. Additionally, DOC Bureaus that develop internal career development programs do not currently collect and track the disability status of applicants. DOC will develop strategies to improve the methods participation used to promote awareness and encourage PWD/TD participation in these programs. #2 – Supervisors and managers are required to complete mandatory annual training on recruitment and retention of people with disabilities. OHRM annually collects and reviews training completion data. A roster of those that have not completed the training is sent to the Bureau's Principal Human Resource Managers for follow-up. In FY 2020, the completion rate for this training was 89%. #3 - New supervisors receive mandatory training that includes disability inclusion and reasonable accommodations. This curriculum was modified in FY 2020 and executed in October 2020 (FY2021).			
2019	Established and engaged employee resource groups, Diversity & Inclusion staff, OHRM, and Disability Program Managers to increase collaboration and address issues related to career development and promotion of PWD/PWTD. Several career development activities and workshops were initiated throughout the department at several bureaus.			

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Separation rates for PWD and PWTD are disproportionately higher than people without disabilities.

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

Barrier Analysis Process Completed?:	N
Barrier(s) Identified?:	N

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	Barrier Analysis In Progress	Potential barriers include: 1) limited opportunities for advancement or career development; 2) employees and supervisors lack knowledge of reasonable accommodation procedures or do not adhere to them; and/or 3) lack of supervisor training for addressing workplace harassment.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**
09/01/2019	09/30/2020	Yes			Increase retention rate and decrease separation rates for PWD/PWTD.

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Director, Office of Civil Rights	Tinisha Agramonte	Yes
DOC Disability Program Manager	Monique	Yes
Director, Office of Human Resources Management	Kevin Mahoney	Yes
Director, Office of Human Capital Strategy	Charles Clark	Yes
Chief, Policy and Evaluation Division	Stacy Carter	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2019	Increase collaboration between Agency's disability affinity/employee resource groups and Disability Program Managers to address issues related to retention of PWD/PWTD.	Yes		09/30/2019
09/30/2019	Establish DOC-wide retention and exit interview surveys to determine root cause for high separation rates.	Yes	09/30/2020	09/30/0020
09/30/2019	Provide training to managers and supervisors to increase knowledge of disability inclusion practices/strategies and RA procedures.	Yes		09/30/2019
09/30/2019	Ensure New Supervisors receive training that includes disability inclusion practices/strategies and reasonable accommodation training.	Yes	09/30/2020	09/30/2020
09/30/0021	Ongoing analysis and review of results of employee retention survey, and other data to, established strategies to address retention issues.	Yes		
Report of Accomplishments				
Fiscal Year	**Accomplishment**			
2019	Established and engaged employee resource groups, Diversity & Inclusion staff, OHRM, and Disability Program Managers to increase collaboration and address issues related to career development and promotion of PWD/PWTD. Several career development activities and workshops were initiated throughout the department. Training for DOC managers and supervisors is ongoing in all bureaus. In June 2019, EEOC conducted training at DOC HQ for managers, supervisors and senior leadership. Overall, participation rates for PWD/TD increased in FY 2019. Participation rates for PWTD met the established goal of 2%.			
2020	DOC establish and executed a Department wide employee retention surveys to identify root causes for high separation rates for PWD/TD in FY 2019. The survey was limited to 3,500 participants. The preliminary survey results were reviewed in FY20. Final results and analysis of survey data will be completed in FY 2021. DOC's next steps are to create strategies and establish focus groups. New supervisors receive mandatory training that includes disability inclusion and reasonable accommodations. This curriculum was modified in FY 2020 and executed in October 2020 (FY2021).			

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

All planned activities not completed in FY 2019, are still in progress. Planning and coordination efforts were impacted by competing priorities and some lack of resources. FY 19 Planned Activity: Establish retention and possibly exit interview surveys to determine root cause for increased separation rates. This action is in progress and has been moved to the action plan for Trigger #2. FY 19 Planned Activity: Conduct outreach efforts at college and universities with career placement offices, campus organizations and other networks that provide services to students with disabilities. Participate in special recruiting events, including virtual events, that specifically target people with disabilities. - Funding not provided in FY 2019 to implement this action; plans are being developed for FY 2020. Activities require further analysis, planning and senior level approval for implementation. Developing RA training curriculum for DOC-wide new supervisors mandatory training that will include disability inclusion and reasonable accommodations. Some bureaus are currently providing RA training for new supervisors.

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

DOC bureaus established and engaged employee resource groups, Diversity & Inclusion staff, OHRM, and Disability Program

Managers to increase collaboration and address issues related to career development and promotion of PWD/PWTD. Several career development activities and workshops were initiated throughout the department. Overall, participation rates for PWD/TD increased in FY 2019. Training for DOC managers and supervisors is ongoing in all bureaus. In June 2019, EEOC conducted training at DOC HQ for managers, supervisors and senior leadership. Overall, participation rates for PWD/TD increased in FY 2019. Participation rates for PWTD met the established goal of 2%. In FY 2019, DOC revised and implement DOC's Strategic Operations Plan for the Recruitment, Hiring and Advancement of PWD and PWTD. The participation rate for PWTD increased to 2% to meet the federal benchmark. However, we are continuing to analyze workforce data across Occupational Series and higher grade levels to determine where disparities still exist.

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.

DOC will continue implementation of planned strategies in FY 2020.