

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 |

In the permanent workforce, PWD in the GS-1 to GS-10 grade cluster, make up 14.57% of the workforce (Table B4) In the GS-11 to SES grades, the composition is 11.80%, just below the regulatory 12% goal and .66% higher than the previous FY.

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

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

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

Using the 2% goal as the benchmark, the agency does not have a trigger involving the GS11 - SES grade cluster as the percentage of PWTD is 2.15%. For the GS1 - GS10 grade cluster, there is a trigger as this grade cluster made up 4.02%.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10	195	29	14.87	8	4.10
Grades GS-11 to SES	2208	260	11.78	47	2.13

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

The Office of Human Resource Solutions (OHRS) Selective Placement Program Coordinator (SPPC) continues to actively engage managers and supervisors and remind them of the agency's goal.

Section II: Model Disability Program

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

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

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

Answer Yes

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTB	1	0	0	Kathy Mitcham kathy.Mitcham@sba.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Kathy Mitcham HR Specialist, OHRS
Processing reasonable accommodation requests from applicants and employees	1	0	0	Judette Crosbie DEPM, ODI&CR
Special Emphasis Program for PWD and PWTB	1	0	0	Judette Crosbie DEPM, ODI&CR
Section 508 Compliance	1	0	0	Janice R. MacLean Section 508 Coordinator, OCIO
Architectural Barriers Act Compliance	0	0	0	Cynthia Pitts Director, Office of Administrative Services

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 Disability Employment Program Manager attends monthly webinars hosted by the Job Accommodation Network as well as participates in the quarterly Federal Exchange on Employment and Disability (FEED) meetings, hosted by the Department of Labor.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Answer Yes

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.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.
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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 PWTDD

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.

On September 29, 2022, SBA’s Office of Human Resource Solutions (OHRS) updated and fully deployed the revised agency wide National Strategic Recruitment Plan (NSRP): Building the Pipeline of Future Leaders to recruit, sustain, and effectively deploy a skilled, knowledgeable, diverse, and high-performing workforce to meet the current and emerging needs of its customers. SBA guidelines state that hiring officials will first consider all applicants eligible to be appointed under special hiring authorities including qualified veterans and persons with disabilities prior to making a final selection. The NSRP has been expanded to provide a more comprehensive recruitment tactical plan for individuals with disabilities and targeted disabilities, additional partnership opportunities, and metrics associated with past accomplishments and future goals. The Agency continued to leverage a broad-based recruiting strategy to attract a diverse pool of job applicants, including those with disabilities and targeted disabilities. One element of the strategy is to expand opportunities to hire and retain veterans and disabled veterans through a variety of veteran-focused recruitment and retention strategies, such as the Wounded Warriors/ Operations Warfighter Program, the Veterans Affairs (VA) Non-paid Work Experience Programs, and targeted recruitment fairs. Additionally, OHRS partners with the following organizations and agencies to assist with their recruitment events: Maryland State Department of Education, Division of Rehabilitation Services; Military Spouse Hiring Authority and Educational Institutions and disability organizations; Office of Veterans Affairs Rehabilitation Services. OHRS has partnered with the Office of Personnel Management (OPM) to host workshops on Hiring in the Federal workplace to educate employees on special hiring authorities associated with persons with disabilities, 30% or more disabled veterans and how hiring managers can take advantage of these authorities. The SBA implemented the use of the Schedule A hiring authority in support of the CAREs Act to expedite temporary employee hiring (appointments of one-year with the option to extend for an additional year). The authority expires in May 2023. The Agency also received a dual compensation waiver from OPM to allow re-hiring of annuitants. OHRS has reached out to various recruitment sources targeting a diverse group of candidates, including disabled veterans. OHRS Executive Resources uses an internal database with resumes for Persons with Disabilities, Peace Corp volunteers and Veterans who are 30% or more disabled. The resumes are shared with supervisors and managers on request. SBA provides advice and guidance to applicants via phone and email with respect to required documents on the Federal hiring process utilizing veterans’ preference; collects veteran resumes for hiring managers using special hiring authorities; consults with applicants to provide clear guidance and assistance in resume building and job placement; and searches for highly skilled veterans through the Veterans Employment Program Office and the OPM list of persons with disabilities to meet Agency staffing needs and to support agency mission objectives. The SBA participated in several virtual recruitment webinars including the Virtual HBCU Hiring Event, American University Virtual Recruiting, Peace Corps Virtual Job Fair, Military Spouse Program Webinar, University of Maryland Virtual Handshake Event, Department of Veterans Affairs Readiness & Employment and Microsoft Corporation virtual career fair, and the George Washington School of Business Virtual Information Session. The SBA used the hiring manager’s toolkit and trained hiring managers on various hiring flexibilities (e.g., Cybersecurity direct hire authority, Schedule A, Veterans Programs, and the COVID-19 Excepted Service Hiring Authority).

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 PWTDD for positions in the permanent workforce

SBA’s Special Placement Program Coordinator (SPPC) utilizes all hiring authorities that cover disabilities. The SPPC coordinates the onboarding; however, there is not a process in place to ensure that PWTDD completes a SF 256 reflecting their targeted disability as completion is completely voluntary. The number of Reasonable Accommodation processed in FY 22 (235) increased slightly

over the previous FY (221). There were no requests for Personal Assistant Services. The number of Schedule A PWD in the permanent workforce increased from 51 in FY 21 to 59, and the PWTD increased from 10 in FY 21 to 11 in FY 22. This represents a net change of 15.69% in Schedule A permanent PWDs over FY 21, and a 10% net change for Schedule A PWTD. Of the 42 Schedule A new hires in the permanent workforce, 40 percent or 17 employees had a disability and 2 percent, or 1 employee had a targeted disability. (Source: Table B-1).

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.

Applicants who apply under Schedule A via USAJobs have eligibility determinations via the same evaluation process as other candidates but are placed on a separate certificate for hiring managers' consideration. Applicants who apply directly to the SPPC have their qualifications determined by a Human Resources Specialist (locally identified by the SPP) for the position identified, in which the Human Resources Specialist explains whether and how the hire can/will be affected, and the person brought on board.

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

Yes. OHRS has partnered with the Office of Personnel Management (OPM) and continues to host workshops in the Federal workplace to educate all employees on special hiring authorities associated with persons with disabilities, persons with targeted disabilities, and 30% or more disabled veterans and provide guidance on how hiring managers can take advantage of these authorities. OHRS utilizes the National Strategic Recruitment Plan to educate and guide SBA hiring managers about the wide variety of hiring flexibilities, as well as provide critical information about the full hiring life-cycle. OHRS provides on-demand training options through the Agency's Talent Management Center which allows supervisors to take staffing training based on their availability. In FY 22, SBA continued to leverage online content (Percipio and Manager Advantage) geared to educating managers and supervisors on employing people with disabilities. This content describes the special hiring authority and provides the steps for using Schedule A. SBA regularly provides training to agency hiring managers and human resources staff on Schedule A hiring authority. The Workforce Recruitment Program for College Students with Disabilities (WRP) is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs. OHRS shared WRP webinars with hiring managers and supervisors to provide insight into the program, teaching them how to review resumes of highly qualified candidates with disabilities or targeted disabilities, and providing instructions about how they can sign up to be a WRP recruiter. WRP provides trainings throughout the year and SBA partners with managers to share and support use of the trainings provided.

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.

OHRS maintains monthly contact with the Department of Veteran's Affairs Vocational Rehabilitation Program and Department of Labor's Workforce Recruitment Database and maintains a strong working relationship with the counselors to assist with SBA's recruitment of PWD and PWTD. SBA continues to recruit from sources such as Peace Corps, and AmeriCorps to attract candidates with disabilities. SBA also participates in the Operation Warfighter's Internship Recruitment Fair, Workforce Recruitment Program for College Students with Disabilities, Department of Veterans Affairs Non-Paid Work Experience Program, and recruitment fairs at Gallaudet University.

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

No. Using the 12% and 2% goals for PWD and PWTD respectively, there are no triggers for new hire. The percentage for new hires of PWD is 16.86 % and PWTD is 2.33%.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	2514	4.30	0.00	2.07	0.00
% of Qualified Applicants	1025	3.80	0.00	1.37	0.00
% of New Hires	34	5.88	0.00	8.82	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

Yes. Using the qualified applicant pool as the benchmark, triggers exist for both PWD and PWTD for all of the mission-critical occupations.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%
1101 GENERAL BUSINESS & INDUSTRY	18	5.56	0.00
1102 CONTRACTING	1	100.00	300.00
1165 LOAN SPECIALIST	3	0.00	0.00
2210 INFORMATION TECHNOLOGY MANAGEMENT	12	0.00	0.00

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 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.

SBA uses a centralized approach to address the Agency’s strategic, talent development needs. A centralized training budget and blanket purchase agreement enable SBA to provide leadership effectively and efficiently as well as address professional and technical development needs for its mission critical occupations (MCOs), which account for approximately 57% of the Agency’s workforce. Leveraging a centralized training budget for core and mission critical technical training promotes the ability to achieve economies of scale by identifying and meeting talent development needs at the corporate level. The Blanket Purchase Agreement affords SBA a cost-effective contracting vehicle that streamlines the procurement process and allows for added flexibility to plan and respond to talent development needs in a timely manner. Talent development strategies include all-employee access to a new online, career path tool; regular talent needs and competency assessments; an automated, Individual Development Plan (IDP) tool and leadership development opportunities at all levels. Staff and managers receive guidance on the use of IDPs. SBA also ensures supervisors and managers are educated on the importance of developing their employees and works with leaders to create program office workforce plans to assess the current state of the workforce, identify gaps, and develop Agency-wide strategies to address them. SBA continues to monitor the Agency exit survey results to understand participants’ perceptions on diversity and inclusion in the Agency, whether the decision to leave was related to a disability, perceptions of agency performance with regard to reasonable accommodation, and whether participants felt they were given the tools to succeed at their job. The agency aligns its workforce and talent development planning strategies with the SBA Strategic Plan to address organizational needs, continuously educating hiring managers about hiring practices and available hiring authorities via resources such as the National Strategic Recruitment Plan and the Hiring Manager’s toolkit, standardizing position descriptions to ensure greater efficiency and better utilization of resources to create upward mobility for employees. To prepare future leaders and improve knowledge transfer, SBA utilized the Excellence in Government Fellows program for 10 future leaders and administered the mentoring program with 31 mentees in FY 22.

B. CAREER DEVELOPMENT OPPORTUNITES

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

SBA’s Learning Management System (LMS) continues to give all employees access to on-line training on demand. Thousands of courses are available to meet employees’ career and individual developmental needs. All employees can look up and register for online, and on-site training classes. SBA has also successfully leveraged the Franklin Covey All Access Pass to extend quality learning and development opportunities throughout SBA. Franklin Covey workshops and webinars continue to be a pillar in SBA’s leadership development efforts. Moving forward, SBA will continue using the Leadership Learning Journeys models to provide leadership development across the SBA leader pipeline. The SBA continues to expand educational offerings and increase training, certification, cross-training, rotational opportunities, leadership development programs, coaching, and mentoring, thereby providing opportunities for employees to enhance their learning and development goals. In FY 22, SBA launched the pilot for individual coaching (one-to-one) and had 17 employees request coaching services between July – September 2022.

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	0	0	0	0	0	0
Coaching Programs	0	0	0	0	0	0
Training Programs	0	0	0	0	0	0
Detail Programs	0	0	0	0	0	0
Other Career Development Programs	0	0	0	0	0	0
Mentoring Programs	49	49	12%	12%	0	0
Fellowship Programs	23	10	17%	20%	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

There are no triggers for PWD among the applicant and or selectees for any of the development programs.

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

a. Applicants (PWTD) Answer No

b. Selections (PWTD) Answer No

There are no triggers for PWTD among the applicant and or selectees for any of the development programs.

C. AWARDS

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

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

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

Using the inclusion rate as the benchmark, there are no triggers involving PWD or PWTD for awards.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	307	8.30	12.64	7.27	8.55
Time-Off Awards 1 - 10 Hours: Total Hours	2462	78.20	100.00	58.18	82.91
Time-Off Awards 1 - 10 Hours: Average Hours	8	3.11	0.38	14.55	0.43

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 11 - 20 hours: Awards Given	195	5.88	8.79	7.27	5.56
Time-Off Awards 11 - 20 Hours: Total Hours	3222	107.96	142.73	109.09	107.69
Time-Off Awards 11 - 20 Hours: Average Hours	16	6.23	0.87	27.27	1.28
Time-Off Awards 21 - 30 hours: Awards Given	65	3.11	2.44	5.45	2.56
Time-Off Awards 21 - 30 Hours: Total Hours	1614	76.82	59.54	130.91	64.10
Time-Off Awards 21 - 30 Hours: Average Hours	24	8.30	1.30	43.64	0.00
Time-Off Awards 31 - 40 hours: Awards Given	157	6.23	5.86	9.09	5.56
Time-Off Awards 31 - 40 Hours: Total Hours	6256	249.13	233.41	363.64	222.22
Time-Off Awards 31 - 40 Hours: Average Hours	39	13.84	2.11	72.73	0.00
Time-Off Awards 41 or more Hours: Awards Given	0	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	1074	43.60	40.02	36.36	45.30
Cash Awards: \$501 - \$999: Total Amount	803304	32824.91	29891.05	26652.73	34275.64
Cash Awards: \$501 - \$999: Average Amount	747	260.21	40.46	1330.91	8.55
Cash Awards: \$1000 - \$1999: Awards Given	1581	52.94	65.13	50.91	53.42
Cash Awards: \$1000 - \$1999: Total Amount	2215874	75258.48	91552.33	73274.55	75724.79
Cash Awards: \$1000 - \$1999: Average Amount	1401	491.70	76.19	2616.36	-7.69
Cash Awards: \$2000 - \$2999: Awards Given	1136	31.14	51.57	34.55	30.34
Cash Awards: \$2000 - \$2999: Total Amount	2681792	72162.63	122327.93	80196.36	70274.36
Cash Awards: \$2000 - \$2999: Average Amount	2360	801.73	128.58	4220.00	-1.71
Cash Awards: \$3000 - \$3999: Awards Given	285	9.00	12.20	3.64	10.26
Cash Awards: \$3000 - \$3999: Total Amount	931245	29296.89	39857.21	11310.91	33524.36
Cash Awards: \$3000 - \$3999: Average Amount	3267	1126.64	177.11	5654.55	62.39
Cash Awards: \$4000 - \$4999: Awards Given	90	4.84	3.69	3.64	5.13
Cash Awards: \$4000 - \$4999: Total Amount	377994	20087.89	15543.38	14836.36	21322.22
Cash Awards: \$4000 - \$4999: Average Amount	4199	1434.60	228.58	7418.18	28.21

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$5000 or more: Awards Given	58	1.73	2.60	0.00	2.14
Cash Awards: \$5000 or more: Total Amount	699778	17289.62	32834.82	0.00	21353.42
Cash Awards: \$5000 or more: Average Amount	12065	3457.79	684.06	0.00	4270.51

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

a. Pay Increases (PWD) Answer No

b. Pay Increases (PWTD) Answer No

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
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

D. PROMOTIONS

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

a. SES

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

ii. Internal Selections (PWD) Answer N/A

b. Grade GS-15

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer Yes

ii. Internal Selections (PWD) Answer Yes

d. Grade GS-13

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

Triggers involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade GS 14 grades exists.

2. Does your agency have a trigger involving PWT D 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 (PWT D) Answer No
- ii. Internal Selections (PWT D) Answer No

b. Grade GS-15

- i. Qualified Internal Applicants (PWT D) Answer Yes
- ii. Internal Selections (PWT D) Answer Yes

c. Grade GS-14

- i. Qualified Internal Applicants (PWT D) Answer Yes
- ii. Internal Selections (PWT D) Answer Yes

d. Grade GS-13

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

Triggers involving PWT D among the qualified internal applicants and/or selectees for promotions to the senior grade levels GS 15 and GS 14 grades exists.

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 PWT D 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 VI: Plan to Improve Retention of Persons with Disabilities

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

Answer No

Of the nine employees hired in FY 19 who had not been converted as of the end of FY 21, four are still with SBA and remain to be converted. In FY 20, 34 employees were hired under the Schedule A disability hiring authority. Ten of those employees were converted to permanent appointments, five left before the end of the two-year period, leaving 19 who remain to be converted. OHRS will review schedule A hires and conversions to ensure conversion actions are entered as appropriate. SBA is working on developing a process to ensure employees are converted timely.

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

Using the inclusion rate as the benchmark, separations of PWD did not exceed persons without disabilities in neither voluntary nor involuntary separations.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Removal	7	0.00	0.13
Permanent Workforce: Resignation	53	1.52	0.81
Permanent Workforce: Retirement	103	2.03	1.68
Permanent Workforce: Other Separations	103	2.03	1.68
Permanent Workforce: Total Separations	266	5.58	4.30

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 No
- b. Involuntary Separations (PWTD) Answer No

Using the inclusion rate as the benchmark, separations of PWTD did not exceed persons without disabilities in neither voluntary nor involuntary separations.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	7	0.00	0.12
Permanent Workforce: Resignation	53	1.89	0.86
Permanent Workforce: Retirement	103	0.94	1.73
Permanent Workforce: Other Separations	103	1.89	1.71
Permanent Workforce: Total Separations	266	4.72	4.42

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.

NA

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.sba.gov/about-sba/open-government/about-sbagov-website/accessibility> SBA is committed to making the information it delivers through its Internet site accessible for all members of the public, including individuals with disabilities. In the spirit of this commitment, the SBA strives to provide electronic and information technology that meets or exceeds the compliance requirements of Section 508 of the Rehabilitation Act of 1973, as amended. If an individual has feedback, concerns or complaints related to the accessibility of electronic and information technology provided by the SBA, including content on the web site. SBA Office of Diversity Inclusion and Civil Rights, 409 Third St. SW suite 6400, Washington, DC 20416. Individuals may also send complaints regarding Section 508 to the following address: they may contact the Section 508 Coordinator via email at: 508@sba.gov.

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.sba.gov/about-sba/open-government/about-sbagov-website/accessibility>

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

SBA hired a new 508 Program Manager who has incorporated an Intake Process for utilizing Service Now to provide a more organized method of tracing/tracking communications. This will help in providing measurable metrics to improve services. The 508 Program Manager continues to engage Program Office 508 SMEs to ensure proper compliance guidance is provided.

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.)

At SBA, supervisors, in consultation with the Disability Employment Program Manager, makes the decision on requests for Reasonable Accommodation. Procedurally, the requirement is within 30 business days, barring no extenuating circumstances. During FY 22, the average processing time for initial reasonable accommodation requests was 33 days. Reasonable Accommodation training is provided on a as needed or request basis. During FY 22, no training to the workforce was provided; however, the Disability Employment Program Manager routinely provides one-on-one training to any supervisor who is unfamiliar with the agency’s process. Reasonable Accommodation training is also presented to new supervisors on a quarterly basis and the Disability Employment Program Manager, along with subject matter experts from Human Resources, appear as panelist during the week-long training to answer any questions relating to variety of topics, to include reasonable accommodation.

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.

To the extent possible, reasonable accommodations were timely processed. Though the average processing time was three days outside of the average time, all accommodations were timely implemented. The DEPM serves as a Subject Matter Expert who sits on a panel during the new supervisors training course to address questions about the agency’s accommodation process. The trend for accommodation requests during the fiscal year continue to be requests to telework fulltime.

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 FY 22, there were no requests for Personal Assistance Services.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared

to the governmentwide average?

Answer No

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

Answer No

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

Government-wide average for formal complaints filed by people with disabilities for Harassment is 21.98%. During FY 22, there were no findings of discrimination alleging harassment based on disability status.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

Answer No

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

Answer No

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

Government-wide average for formal complaints filed by people with disabilities for Failure to Accommodate is Harassment is 14.03%.

Section VIII: Identification and Removal of Barriers

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

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

Answer 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

Source of the Trigger:	Workforce Data (if so identify the table)				
Specific Workforce Data Table:	Workforce Data Table - B7				
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?	Triggers exists for both PWD and PwTD new hires in all of the MCOs Triggers exists for PWTD in grade cluster GS1-GS10 Trigger exists for PWD in grade cluster GS11-SES Trigger exists for PWD among qualified and selected PWDs in the GS 14 grade Trigger exists for PWTD among qualified and selected PwTDs in GS 14 and 15 grades				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> 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		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
10/01/2020	09/20/2024	Yes			SBA has no policy in place to require hiring managers and supervisors to achieve the targeted goals of 12% PWD and 2% PWTD. Managers require training both in regard to recruiting individuals with disabilities and creating an inclusive work environment for differently abled individuals. Educate managers and hiring officials on the requirements for an effective affirmative action program for People with Disabilities no later than September 30, 2021.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Deputy Chief Human Capital Officer		Julie Brill		No	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
					Completion Date

Report of Accomplishments	
Fiscal Year	Accomplishment

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

The triggers were only identified during a review of the FY 20 workforce data and a plan was developed with a target completion date of 9/30/2022.

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

In FY 21, 24 or 18.32% of total permanent new hires were PWD. Two (2) or 1.53% of permanent total new hires were PWTD. This represents an increase of 0.59 percentage points in new hire PWTDs over FY 20.

- 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.

NA