

AAP for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

To capture agencies' AAP 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 AAP will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

Section I: Efforts to Reach Regulatory Goals

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

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

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

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

*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

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical Goal	--	12%		2%	
Grades GS-11 to SES					
Grades GS-1 to GS-10					

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

The numerical goals are communicated through a variety of ways to hiring managers and recruiters. Leadership at all levels receive briefings and/or trainings that include such information. The agency Disability Employment Program Manager (DEPM) also briefs supervisors on goals and opportunities on a one-on-one basis and advises recruiters on goals and procedures to facilitate the hiring of PWD/PWTD. The DEPM also informed the agency workforce via email about the 5% PWTD goal and encouraged them to verify their disability status in their personnel file. Step-by-step instructions were provided to do so.

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	
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Lauren Aggen Disability Employment Program Manager lauren.a.aggen.civ@mail.mil
Processing reasonable accommodation requests from applicants and employees	3	0	0	Connie Hoferkamp Employee Relations Specialist connie.s.hoferkamp.civ@mail.mil
Section 508 Compliance	1	0	0	Jaye Miller DFAS Section 508 Coordinator jaye.p.miller.civ@mail.mil
Architectural Barriers Act Compliance	1	0	0	Lauren Aggen Disability Employment Program Manager lauren.a.aggen.civ@mail.mil
Special Emphasis Program for PWD and PWTD	0	0	5	Lauren Aggen Disability Employment Program Manager lauren.a.aggen.civ@mail.mil
Processing applications from PWD and PWTD	1	0	0	Talon Althouse Human Resources Specialist talon.j.althouse.civ@mail.mil

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

EXCEL Conference, EEO Professional Series Intermediate Course, EEO Refresher: Preventing Common Workplace Issues, Certified Windmills Trainer, Computer Electronic Accommodations Program Training

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Answer Yes

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.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	Improve timeliness of accommodation request processing and continue to grant interim accommodations, where appropriate.		
Target Date	Sep 30, 2025		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2024	In FY24, due to the return to the office mandate, DFAS experienced an unexpected significant increase in accommodation requests. DFAS was able to process 17% of them timely, meeting the 21-day/36-day established deadline to process accommodation requests. Where appropriate, interim accommodations were granted, pending decisions on the requests. There are two HR specialists who process accommodation requests at DFAS. Each specialist is responsible for their own respective Agency sites. Several collateral duty reasonable accommodations processors were trained to handle the increased workload, which assisted in lowering their backlog. In FY24, DFAS made reasonable accommodations training mandatory for supervisors and approximately 1,580 attended the training. RA training is offered on regular basis to ensure supervisors are well aware of their responsibilities under the Rehabilitation Act. DFAS added a slide to the New Employee Orientation EEO presentation explaining to new employees the process to request accommodations and providing points of contact (POCs).	

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.

DFAS participates in the Workforce Recruitment Program (WRP) and provides recruiters to conduct interviews with job candidates. DFAS hired 10 WRP candidates for a summer internship in FY24. In addition, six WRP interns from FY23 had their internship extended into FY24. Four WRP interns accepted a permanent position within DFAS. For its efforts, the agency was recognized as outstanding mid-sized component within DoD supporting WRP efforts in 2024, and DFAS personnel were also recognized as Outstanding WRP Recruiter, Outstanding WRP Intern, and WRP Coordinator of the Year. DFAS established the Hire a Hero Program because of the agency’s commitment to providing employment opportunities for men and women who have honorably served in the U.S. Armed Forces. To support this commitment, DFAS uses an applicant supply file that includes a 10- point veteran’s preference to eligible applicants. After a preliminary qualification determination is made, DFAS places applicants in this file as a match for all our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, DFAS uses this file and these possible matches as a means of recruitment using streamlined hiring authorities. DFAS has also established an applicant supply file for Schedule A eligible applicants. As with the Hire a Hero Program, after a preliminary qualification determination is made, DFAS places applicants in this file as a match for all its specialties and grades for which they are likely qualified. As vacancies occur in these specialties and grades, DFAS uses this file and these possible matches

as a means of recruitment using this streamlined hiring authority. DFAS also attended in-person career fairs at the University of Illinois and Rochester Institute of Technology/National Technical Institute for the Deaf.

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

DFAS participates in the WRP and provides recruiters that conduct interviews with job candidates. The agency hired 10 WRP interns in 2024 aside from the 6 WRP interns from FY23 who had their internship extended into FY24. DFAS hired four WRP candidates for full-time positions. Additionally, DFAS established a project team consisting of members from OEOP and HR to increase WRP hiring. The project team conducted outreach and provided informational meetings to key site staff to encourage hiring via WRP. The project team also conducted searches of the WRP database and provided site staff resumes of highly qualified candidates appropriate to supervisors' needs for consideration. DFAS established the Hire a Hero Program because the agency is committed to providing employment opportunities for men and women who have honorably served in the U.S. Armed Forces. To support this commitment, DFAS uses an applicant supply file that includes 10- point veteran's preference eligible applicants. After a preliminary qualification determination is made, the agency places applicants in this file as a match for all our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, DFAS uses the file and possible matches as a means of recruitment using streamlined hiring authorities. DFAS has also established an applicant supply file for Schedule A eligible applicants. As with the Hire a Hero Program, after a preliminary qualification determination is made, DFAS places applicants in this file as a match for all specialties and grades for which they are likely qualified. As vacancies occur in these specialties and grades, DFAS uses the file and possible matches as a means of recruitment to streamline hiring. DFAS also participates in the "Bender Virtual Career Fair" for people with disabilities. DFAS hosts personal chat rooms to connect virtually with candidates. Agency representatives chat with many potential candidates during this career fair.

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.

HR Staffing personnel performs a preliminary qualification review, which includes, eligibility documentation (e.g., Schedule A). Applicants are then placed in an applicant supply file as potential matches for all the specialties (series) and grades for which they are likely qualified.

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

Schedule A information was incorporated in the monthly Reasonable Accommodation Training for Supervisors and DFAS also provided training for hiring managers on special hiring authorities for people with disabilities, including Schedule A.

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.

DFAS maintains contact information with Opportunities for Ohioans with Disabilities, New York State Education Department, Virginia Vocational Rehabilitation Services, National Ataxia Foundation, Cleveland Hearing and Speech Center, and Veteran's Administration Vocational Rehabilitation and Employment Service.

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	0				
% of Qualified Applicants	0				
% of New Hires	0				

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

a. New Hires for MCO (PWD) Answer Yes

b. New Hires for MCO (PWTD) Answer Yes

A trigger exists for PWD and PWTD new hires in the 0201 and 0511 mission-critical occupations.

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

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

a. Qualified Applicants for MCO (PWD) Answer No

b. Qualified Applicants for MCO (PWTD) Answer No

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.

The agency's succession program is intended to safeguard the DFAS mission, building leadership continuity and talent from within the agency. This is accomplished with an annual review of leadership talent through an assessment of leadership competencies, work experience, performance, and professional credentials. The program is now open to all GS-12 supervisors and all GS-13 and above employees. The agency's mentoring program also provides career broadening opportunities that are available to all employees.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The agency's primary career development program is the DFAS Career Acclimation Program (DCAP). DCAP is a two-year formal developmental training program for nonsupervisory entry-level personnel into professional and analytical positions typically targeted to GS-9 or GS-11. The program completion date ends two years from the entry date in the program. Participants are expected to complete the mandatory program requirements within a two-year period from the date the employee enters the program. In rare circumstances, if course work and assignments are not completed within two years, the participant will be granted an extension until their program is successfully completed. The goal of this program is to enhance technical skills, broaden agency and organizational awareness, and develop process improvement skills to make mission area improvements by focusing development on learning the job and gaining exposure to related processes and functions.

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 (%)
Coaching Programs						
Fellowship Programs						
Training Programs						
Detail Programs						
Mentoring Programs						
Internship Programs	1,263	97	1.7%	0.0%	3.5%	3.1%
Other Career Development Programs	13,903	296	4.6%	3.4%	4.0%	5.1%

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 Yes

There were no PWD selected for an internship with DFAS. However, it does not include the WRP interns who were selected through a different process.

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

a. Applicants (PWTD) Answer No

b. Selections (PWTD) Answer No

C. AWARDS

1. Using the 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 exist for PWD and PWTD in time-off awards of 1-10 hours, 11-20 hours. Triggers also exist for PWD in time-off awards of 21-30 hours. Triggers exist for PWD and PWTD in cash awards for \$500 and under, \$501-\$999, \$1,000-\$1,999, \$2,000-\$2,999, \$3,000-\$3,999, \$4,000-\$49,99, and \$5,000 or more.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	10297	83.44	100.00	71.23	86.72
Time-Off Awards 1 - 10 Hours: Total Hours	18726	150.90	180.65	132.14	155.95
Time-Off Awards 1 - 10 Hours: Average Hours	1.82	0.08	0.02	0.37	0.00
Time-Off Awards 11 - 20 hours: Awards Given	103	1.09	0.91	0.99	1.12
Time-Off Awards 11 - 20 Hours: Total Hours	1667	18.03	14.59	15.87	18.61
Time-Off Awards 11 - 20 Hours: Average Hours	16.18	0.69	0.21	3.17	0.03
Time-Off Awards 21 - 30 hours: Awards Given	59	0.42	0.56	0.60	0.37
Time-Off Awards 21 - 30 Hours: Total Hours	1453	10.26	13.81	15.08	8.96
Time-Off Awards 21 - 30 Hours: Average Hours	24.63	1.03	0.33	5.03	-0.05
Time-Off Awards 31 - 40 hours: Awards Given	125	1.56	1.09	1.19	1.65
Time-Off Awards 31 - 40 Hours: Total Hours	4689	59.27	40.86	44.44	63.25
Time-Off Awards 31 - 40 Hours: Average Hours	37.51	1.60	0.50	7.41	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	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
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	3370	28.79	32.57	27.18	29.23
Cash Awards: \$501 - \$999: Total Amount	2529398	21720.22	24390.80	20888.89	21943.68
Cash Awards: \$501 - \$999: Average Amount	750.56	31.71	9.99	152.47	-0.75
Cash Awards: \$1000 - \$1999: Awards Given	5221	42.50	51.43	42.66	42.45
Cash Awards: \$1000 - \$1999: Total Amount	6803648	55742.88	66901.79	57238.49	55340.85
Cash Awards: \$1000 - \$1999: Average Amount	1303.13	55.14	17.35	266.23	-1.60
Cash Awards: \$2000 - \$2999: Awards Given	2237	18.16	22.26	17.26	18.40
Cash Awards: \$2000 - \$2999: Total Amount	5282220	43019.84	52511.76	40418.65	43719.04
Cash Awards: \$2000 - \$2999: Average Amount	2361.3	99.58	31.46	464.58	1.47
Cash Awards: \$3000 - \$3999: Awards Given	865	6.26	8.96	4.76	6.67
Cash Awards: \$3000 - \$3999: Total Amount	2901678	21059.94	30038.00	16188.29	22369.44
Cash Awards: \$3000 - \$3999: Average Amount	3354.54	141.34	44.70	674.51	-1.97
Cash Awards: \$4000 - \$4999: Awards Given	310	2.14	3.25	2.38	2.08
Cash Awards: \$4000 - \$4999: Total Amount	1350206	9338.25	14153.02	10577.38	9005.17
Cash Awards: \$4000 - \$4999: Average Amount	4355.5	183.10	58.00	881.45	-4.61
Cash Awards: \$5000 or more: Awards Given	267	1.85	2.89	1.79	1.87
Cash Awards: \$5000 or more: Total Amount	1715577	11816.10	18592.72	11475.99	11907.52
Cash Awards: \$5000 or more: Average Amount	6425.38	268.55	85.68	1275.11	-2.02

2. Using the 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

Triggers exist for PWD and PWTD in quality step increases and performance-based pay increase.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	23	0.04	0.28	0.20	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 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 |

Not applicable

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.

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|--|--------|-----|
| a. SES | | |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | No |
| b. Grade GS-15 | | |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | No |
| c. Grade GS-14 | | |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | Yes |
| d. Grade GS-13 | | |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | No |

GS-14: There were 0 PWD selected.

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.

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|---|--------|----|
| a. SES | | |
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD) | Answer | No |
| b. Grade GS-15 | | |
| i. Qualified Internal Applicants (PWTD) | Answer | No |

- | | | |
|---|--------|-----|
| ii. Internal Selections (PWTB) | Answer | No |
| c. Grade GS-14 | | |
| i. Qualified Internal Applicants (PWTB) | Answer | No |
| ii. Internal Selections (PWTB) | Answer | Yes |
| d. Grade GS-13 | | |
| i. Qualified Internal Applicants (PWTB) | Answer | No |
| ii. Internal Selections (PWTB) | Answer | Yes |

GS-13: The selection percentage was below the benchmark. GS-14: There were 0 PWTB selected.

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.

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

GS-14: There were 0 new hires for PWD.
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4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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.

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|------------------------------|--------|-----|
| a. New Hires to SES (PWTB) | Answer | No |
| b. New Hires to GS-15 (PWTB) | Answer | No |
| c. New Hires to GS-14 (PWTB) | Answer | Yes |
| d. New Hires to GS-13 (PWTB) | Answer | Yes |

GS-13: The percentage for selection was below the benchmark. GS-14: There were 0 new hires for PWTB.
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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.

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|--|--------|-----|
| a. Executives | | |
| i. Qualified Internal Applicants (PWD) | Answer | Yes |
| ii. Internal Selections (PWD) | Answer | Yes |

b. Managers

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

i. Qualified Internal Applicants (PWD)	Answer	No
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ii. Internal Selections (PWD)	Answer	No
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Executives: While it appears there is a trigger for hiring PWD at the executive level, there were only five executives who were promoted.

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	Yes
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ii. Internal Selections (PWTD)	Answer	Yes
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b. Managers

i. Qualified Internal Applicants (PWTD)	Answer	No
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ii. Internal Selections (PWTD)	Answer	Yes
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c. Supervisors

i. Qualified Internal Applicants (PWTD)	Answer	No
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ii. Internal Selections (PWTD)	Answer	No
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Executives: While it appears there is a trigger for hiring PWD at the executive level, there were only five executives who were promoted. Managers: There is a trigger for hiring PWD since 0 were 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	No
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b. New Hires for Managers (PWD)	Answer	No
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c. New Hires for Supervisors (PWD)	Answer	No
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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
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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 Yes

2. Using the 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

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	16	0.25	0.12
Permanent Workforce: Resignation	351	2.18	3.54
Permanent Workforce: Retirement	381	4.86	3.14
Permanent Workforce: Other Separations	289	2.52	2.71
Permanent Workforce: Total Separations	1037	9.81	9.51

3. Using the 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

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	16	0.20	0.15
Permanent Workforce: Resignation	351	2.16	3.29
Permanent Workforce: Retirement	381	4.13	3.49
Permanent Workforce: Other Separations	289	2.55	2.67

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Total Separations	1037	9.04	9.60

- 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.

PWD and PWTD left due to personal reasons according to exit surveys.

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.

- 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.

http://dodcio.defense.gov/DoDSection508/Std_Stmt.aspx An individual experiencing difficulty accessing content on a DFAS website may submit a DoD Section 508 Form at <http://dodcio.defense.gov/DoDSection508/Section508Form.aspx>.

- 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.dfas.mil/nofearact/> This link is to the DFAS Reasonable Accommodation instructions. These instructions contain guidance on how to initiate an EEO discrimination complaint with the Agency.

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

The agency's DEPM and Section 508 Program Coordinator attended Change Control Board (CCB) meetings in a proactive attempt to ensure matters related to accessibility were considered when making changes to the IT infrastructure. The CCB is the approval authority for all proposed change requests to the agency's IT infrastructure. DFAS established a Section 508 Accessibility Team. The purpose of this team is: • To assist the Accessibility Team Chair in implementing 508 standards through the maintenance of the Section 508 policy by keeping abreast of industry best practices and considering them during the revision of the policy. • To provide governance for the DFAS Section 508 program. • To serve as a liaison for each agency directorate or section by bringing issues, complaints, or problems into the limelight and to disseminate information to management. The DEPM is engaged in meetings regarding updated changes that will be made to the main entrance at the Indianapolis site. DFAS will provide advice to management on matters affecting employment of PWD, to include accessibility of agency facilities and technology.

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.

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

The average processing time for reasonable accommodation requests in FY24 was 141 calendar days.

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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.

DFAS continues to maintain a full-time ASL interpreting staff at four of its sites.

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 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.

The process for requesting PAS was included in the DFAS Reasonable Accommodation Instruction, DFAS 1020.1-I. No requests for PAS were made in FY24.

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 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.

There were no findings.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

Answer No

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

Answer Yes

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

There were no findings.

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 - 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?	Self-Identification of Disability – A total of 938 employees did not self- identify their disability.				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> People with Disabilities People with Targeted Disabilities				
Barrier Analysis Process Completed?:	N				
Barrier(s) Identified?:	Y				
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		
	Attitudinal Barrier		Self-Identification of Disability by employees.		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
10/01/2024	09/30/2025	Yes			Encourage employees to self-identify their disability status.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Disability Employment Program Manager (DEPM)		Lauren Aggen		Yes	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
09/30/2025	The DEPM will send periodic emails and publish articles to the workforce, outlining the importance of self-identifying disability status.			Yes	
09/30/2025	The DEPM will add a slide into displayed reasonable accommodation training slide deck about self-identify disability status.			Yes	

Report of Accomplishments	
Fiscal Year	Accomplishment

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 is a lack of new hires for PWD and PWTD at the GS-14 level.				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> People with Disabilities People with Targeted 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		
	Failure to self-identify disabilities by new hires at the GS-14 level.		PWD and PWTD are not hired as frequently for GS-14 level vs. people with no disability. There is an apparent lack of new hires for PWD and PWTD at the GS- 14 level. This could be due to new hires at these levels not self-identifying disability status. The objective is to encourage people to self-identify disability status and continue to promote the use of Schedule A noncompetitive hiring authority at the higher graded levels.		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
10/01/2025	09/30/2025	Yes			Increase hiring of PWD and PWTD by promoting the Schedule A hiring authority and encouraging self-identification of disabilities by new hires at the GS-14 level.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Disability Employment Program Manager (DEPM)		Lauren Aggen		Yes	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
09/30/2025	Continuing informal mentoring.			Yes	
09/30/2025	DEPM working with process partners to increase awareness and use of formal mentoring program, Making a Selection Guide, and Career Counseling Portal.			Yes	

Report of Accomplishments	
Fiscal Year	Accomplishment

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

N/A

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

During FY24, the DFAS held 12+ trainings, in which the DEPM emphasized the importance of self-identify disability status. As a result, from October 2023 to September 2024 the percentage of PWD increased by 6.22% and PWTD by 0.33%.

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.

As a result from October 2023 to September 2024, the percentage of not-identified increased from October 2023 to September 2024 by 0.81%.