

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 Plan)	Total	Reportable Disability Total	Reportable Disability Percentage (Numerical Goal 12 Percent)	Targeted Disability Total	Targeted Disability Percentage (Numerical Goal 2 Percent)
Grades GS-11 to SES	5569	1261	22.64	255	4.58
Grades GS-1 to GS-10	4059	928	22.86	209	5.15

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

DFAS employs a multi-faceted communication strategy to ensure that its numerical goals for the employment of PWD and PWTD are widely understood. The agency provides constant briefings and reminders to leaders, managers, supervisors and recruiters on its goals and opportunities, and procedures to facilitate hiring of PWD/PWTD. DFAS also communicated its 5 Percent PWTD goal to the entire workforce, encouraged employees to verify their disability status and provided them with step-by-step instructions.

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	Total Full Time	Total Part Time	Total Collateral Duty	Responsible Official (Name, Title, Office Email)
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	6	0	2	Katherine Murray Chief, LER katherine.m.murray16.civ@mail.mil
Section 508 Compliance	1	0	0	Julie Bravard DFAS Section 508 Coordinator julie.l.bravard.civ@mail.mil
Special Emphasis Program for PWD and PWTD	0	0	5	Will Bryson Director, OEOP william.l.bryson4.civ@mail.mil
Architectural Barriers Act Compliance	1	0	0	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

Management Directive 715, Computer Electronic Accommodations Program Training, Mandatory Supervisory Reasonable Accommodation 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

Program name 1	C.2.b.5
Description of Program Deficiency	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.
Planned Activities (Planned Activity)	DFAS will provide interim accommodations, as appropriate, on complex RA request cases that require advanced skills to process in accordance with applicable law and regulations, taking into consideration essential functions and organizational mission (e.g. full-time telework or remote work).
Planned Activities (Planned Activity)	HR will assess their current process to improve timeliness in accommodation request processing.
Planned Activities (Planned Activity)	HR will assess their need for additional resources to improve timeliness of reasonable accommodation requests and its process.
Planned Activities (Planned Activity)	HR will implement necessary actions identified during the assessment of their process and resources to improve accommodation requests timeliness.
Planned Activities (Planned Activity)	OEOP will monitor reasonable accommodation processing progress on a quarterly basis.
Fiscal Year	2025
Responsible Official Name	Amber Kennedy-Miller
Responsible Official Name	Andrew Hartz
Responsible Official Name	Anthony Garrett
Responsible Official Name	William Bryson
Responsible Official Title	Anti-Harassment Program Manager
Responsible Official Title	Chief, Labor, Management and Employee Relations Policy Office
Responsible Official Title	Director, Human Resources
Responsible Official Title	Director, Office of Equal Opportunity Programs

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 WRP and provides recruiters to conduct interviews with students. Two WRP interns from FY24 had their internship extended into FY25. One WRP intern accepted a permanent position with the agency.

As part of the DFAS commitment to provide employment opportunities for men and women who have honorably served in the U.S. Armed Forces, they established the Hire a Hero Program. To support this commitment, the agency uses an applicant supply file that includes a 10-point veteran's preference for eligible applicants. After a preliminary qualification determination is made, DFAS places applicants in this file as a match for all specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, the file and possible matches can be used 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, applicants are placed in this file as a match for all agency specialties and grades for which they are likely qualified. As vacancies occur in these specialties and grades, the file and possible matches can be used as a means of recruitment using this streamlined hiring authority.

In FY25, DFAS representatives attended Gallaudet University and RIT/NTID in October 2024 to promote Schedule A, vacancy announcements, and more; and also participated in the virtual Bender Disability Career Fair, which had 1072 participants.

In FY25, DFAS representatives participated in multiple targeted recruitment events to connect with qualified candidates with disabilities and to promote federal hiring authorities. Key events included on-campus recruitment events at Gallaudet University and the Rochester Institute of Technology/National Technical Institute for the Deaf. The agency was able to directly engage with students, promote the use of the Schedule A hiring authority, and advertise current DFAS vacancy announcements. This large-scale virtual event had 1,072 participants, providing the agency with significant exposure to a broad pool of talent.

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 hired one WRP candidate for a full-time position.

As part of the DFAS commitment to provide employment opportunities for men and women who have honorably served in the U.S. Armed Forces, they established the Hire a Hero Program. To support this commitment, the agency uses an applicant supply file that includes a 10-point veteran's preference for eligible applicants. After a preliminary qualification determination is made, DFAS places applicants in this file as a match for all specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, the file and possible matches can be used 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, applicants are placed in this file as a match for all agency specialties and grades for which they are likely qualified. As vacancies occur in these specialties and grades, the file and possible matches can be used as a means of recruitment using this streamlined hiring authority.

DFAS actively participates in the Bender Virtual Career Fair for people with disabilities, where the agency hosts personal chat rooms to connect directly with potential candidates in a virtual environment.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The HR Recruitment and Placement Division performs a preliminary qualification review of the applicant's credentials. Concurrently, all required eligibility documentation (e.g., the Schedule A letter) is reviewed and verified. Once qualified and verified, applicants are placed into a centralized applicant supply file. Within the supply file, applicants are cross-referenced as potential matches for all specialties (job series) and grades for which they are likely qualified, making them available for future consideration.

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", describe the trigger(s) below.

a. New Hires for Permanent Workforce (PWD)

Answer: No

b. New Hires for Permanent Workforce (PWTD)

Answer: No

New Hires	Total (Number)	Reportable Disability Permanent Workforce (Percentage)	Reportable Disability Temporary Workforce (Percentage)	Targeted Disability Permanent Workforce (Percentage)	Targeted Disability Temporary Workforce (Percentage)
% of Total Applicants	10429	8.60	0.03	4.10	0.01
% of Qualified Applicants	2788	8.75	0.00	3.95	0.00
% of New Hires	84	11.90	0.00	7.14	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: No

b. New Hires for MCO (PWTD)

Answer: No

New Hires to Mission-Critical Occupations	Total (Number)	Reportable Disability New Hires (Percentage)	Targetable Disability New Hires (Percentage)
Numerical Goal	--	12%	2%
0201 HUMAN RESOURCES MANAGEMENT	1	0.00	0.00
0501 FINANCIAL ADMINISTRATION PROGRAM	29	13.79	10.34
0510 ACCOUNTING	30	10.00	6.67
2210 INFORMATION TECHNOLOGY MANAGEMENT	24	12.50	4.17

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. 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.

DFAS has established two key programs designed to foster internal talent, ensure leadership continuity, and provide career broadening opportunities for its workforce: the Succession Program and the Mentoring Program.

The DFAS Succession Program is specifically designed to build leadership continuity and cultivate senior talent from within the agency to safeguard the DFAS mission. The program helps the agency identify and develop a pipeline of future leaders to ensure continuity in key positions through an annual review of leadership talent that assesses candidates based on leadership competencies, work experience, performance history, and professional credentials. The program is open to all GS-12 employees in a supervisory role and all GS-13 and above employees.

The DFAS Mentoring Program is available to all employees and is focused on providing broader career development opportunities. This program, which is open to all DFAS employees, provides career broadening opportunities and fosters professional growth through mentorship.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

The DFAS Career Acclimation Program (DCAP) is the agency's primary formal developmental program designed to cultivate talent in nonsupervisory, entry-level professional and analytical roles. 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 this two-year period. 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.

The table below provides a comprehensive overview of the DCAP structure, objectives, and requirements.

Aspect	Description
Program Title	DFAS Career Acclimation Program (DCAP)
Target Audience	Nonsupervisory, entry-level personnel in professional and analytical positions. (Typically targeted to GS-9 or GS-11)
Primary Goal	To build a foundation for career success by focusing development on learning the job and gaining exposure to related processes and functions.
Key Developmental Objectives	Participants will work to: • Enhance their technical skills. • Broaden their agency and organizational awareness. • Develop process improvement skills to make mission-area improvements.
Program Duration	Two (2) years from the official entry date.
Completion Requirements	Participants are expected to complete all mandatory program requirements within the two-year period. Note: In rare circumstances where coursework is not completed on time, an extension may be granted to ensure successful completion.
Internship Programs – Interns from the AFD (job series which end in 99).	
Mentoring Programs – employees from FY (entire year, not just 30 September) who participated as either a mentor or mentee.	
Training Programs – employees from FY (entire year, not just 30 September) who participated in DCAP or have Special Program Indicator codes	
Other Career Development Programs – employees from FY (entire year, not just 30 September) who participated in the FY25 Succession program or ELDP.	

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 Applicants (Percentage)	Total Participants Selectees (Percentage)	PWD Applicants (Percentage)	PWD Selectees (Percentage)	PWTD Applicants (Percentage)	PWTD Selectees (Percentage)
Coaching Programs	0	0	0	0	0	0
Training Programs	599	0	0	18.20%	0	3.34%
Fellowship Programs	0	0	0	0	0	0
Detail Programs	0	0	0	0	0	0
Mentoring Programs	1,658	0	0	26.12%	0	5.55%
Internship Programs	1,008	49	7.04%	8.16%	3.67%	4.08%
Other Career Development Programs	74	0	0	17.57%	0	5.41%

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

a. Applicants (PWD)

Answer: No

b. Selections (PWD)

Answer: No

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

a. Applicants (PWTD)

Answer: No

b. Selections (PWTD)

Answer: No

C. AWARDS

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

a. Awards, Bonuses, & Incentives (PWD)

Answer: No

b. Awards, Bonuses, & Incentives (PWTD)

Answer: No

Time-Off Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
Time-Off Awards 1 - 10 hours: Awards Given	10934.00	20.36	79.64	3.98	96.02
Time-Off Awards 1 - 10 Hours: Total Hours	19775.00	20.00	80.00	3.92	96.08
Time-Off Awards 1 - 10 Hours: Average Hours	1.81	1.78	1.82	1.78	1.81
Time-Off Awards 11 - 20 hours: Awards Given	140.00	24.29	75.71	2.86	97.14
Time-Off Awards 11 - 20 Hours: Total Hours	2213.00	23.95	76.05	2.85	97.15
Time-Off Awards 11 - 20 Hours: Average Hours	15.81	15.59	15.88	15.75	15.81
Time-Off Awards 21 - 30 hours: Awards Given	115.00	26.09	73.91	7.83	92.17
Time-Off Awards 21 - 30 Hours: Total Hours	2894.00	26.26	73.74	7.36	92.64
Time-Off Awards 21 - 30 Hours: Average Hours	25.17	25.33	25.11	23.67	25.29
Time-Off Awards 31 - 40 hours: Awards Given	191.00	28.80	71.20	4.19	95.81
Time-Off Awards 31 - 40 Hours: Total Hours	7265.00	28.97	71.03	4.27	95.73
Time-Off Awards 31 - 40 Hours: Average Hours	38.04	38.27	37.94	38.75	38.01
Time-Off Awards 41 or more Hours: Awards Given	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0.00	0.00	0.00	0.00	0.00

Cash Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
Cash Awards \$500 and Under: Awards Given	6048.00	20.77	79.23	3.70	96.30
Cash Awards \$500 and Under: Total Amount	2287725.00	20.71	79.29	3.72	96.28
Cash Awards \$500 and Under: Average Amount	378.26	377.23	378.53	379.64	378.21
Cash Awards: \$501 - \$999: Awards Given	3372.00	20.55	79.45	3.68	96.32
Cash Awards: \$501 - \$999: Total Amount	2485187.00	20.62	79.38	3.70	96.30
Cash Awards: \$501 - \$999: Average Amount	737.01	739.48	736.37	741.10	736.85
Cash Awards: \$1000 - \$1999: Awards Given	5028.00	20.21	79.79	3.92	96.08
Cash Awards: \$1000 - \$1999: Total Amount	6688531.00	20.51	79.49	3.97	96.03
Cash Awards: \$1000 - \$1999: Average Amount	1330.26	1350.48	1325.14	1348.98	1329.49
Cash Awards: \$2000 - \$2999: Awards Given	2302.00	19.94	80.06	4.13	95.87
Cash Awards: \$2000 - \$2999: Total Amount	5456949.00	20.13	79.87	4.16	95.84
Cash Awards: \$2000 - \$2999: Average Amount	2370.53	2393.29	2364.86	2386.77	2369.83
Cash Awards: \$3000 - \$3999: Awards Given	1093.00	18.12	81.88	3.39	96.61
Cash Awards: \$3000 - \$3999: Total Amount	3701066.00	18.09	81.91	3.32	96.68
Cash Awards: \$3000 - \$3999: Average Amount	3386.15	3380.93	3387.31	3321.49	3388.42
Cash Awards: \$4000 - \$4999: Awards Given	467.00	17.77	82.23	3.43	96.57
Cash Awards: \$4000 - \$4999: Total Amount	2044006.00	17.59	82.41	3.39	96.61
Cash Awards: \$4000 - \$4999: Average Amount	4376.89	4331.58	4386.68	4330.13	4378.55
Cash Awards: \$5000 or more: Awards Given	256.00	17.58	82.42	5.08	94.92
Cash Awards: \$5000 or more: Total Amount	1568961.00	16.44	83.56	4.69	95.31
Cash Awards: \$5000 or more: Average Amount	6128.75	5732.36	6213.29	5658.62	6153.91

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

a. Awards, Bonuses, & Incentives (PWTB)

Answer: Yes

b. Pay Increases (PWTB)

Answer: No

A trigger exists for PWD for performance-based monetary award compared to awards for those without disabilities.

Other Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
Total Performance Based Pay Increases Awarded	22.00	4.55	95.45	4.55	95.45

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 (PWTD) Answer: No
ii. Internal Selections (PWTD) Answer: No
- b. Grade GS-15
i. Qualified Internal Applicants (PWTD) Answer: Yes
ii. Internal Selections (PWTD) Answer: No
- c. Grade GS-14
i. Qualified Internal Applicants (PWTD) Answer: No
ii. Internal Selections (PWTD) Answer: No
- d. Grade GS-13
i. Qualified Internal Applicants (PWTD) Answer: Yes
ii. Internal Selections (PWTD) Answer: No

GS-15 Trigger: There were not enough disability qualified internal applicants compared to those with no disability.

GS-13: The selection percentage was below the benchmark.

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

- a. SES
i. Qualified Internal Applicants (PWTD) Answer: No
ii. Internal Selections (PWTD) Answer: No

- b. Grade GS-15

- | | |
|---|------------|
| i. Qualified Internal Applicants (PWTD) | Answer: No |
| ii. Internal Selections (PWTD) | Answer: No |
- c. Grade GS-14
- | | |
|---|------------|
| i. Qualified Internal Applicants (PWTD) | Answer: No |
| ii. Internal Selections (PWTD) | Answer: No |
- d. Grade GS-13
- | | |
|---|------------|
| i. Qualified Internal Applicants (PWTD) | Answer: No |
| ii. Internal Selections (PWTD) | Answer: No |
3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- | | |
|-----------------------------|------------|
| a. New Hires to SES (PWD) | Answer: No |
| b. New Hires to GS-15 (PWD) | Answer: No |
| c. New Hires to GS-14 (PWD) | Answer: No |
| d. New Hires to GS-13 (PWD) | Answer: No |
4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- | | |
|------------------------------|------------|
| a. New Hires to SES (PWTD) | Answer: No |
| b. New Hires to GS-15 (PWTD) | Answer: No |
| c. New Hires to GS-14 (PWTD) | Answer: No |
| d. New Hires to GS-13 (PWTD) | Answer: No |
5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. Executives
- | | |
|--|-------------|
| i. Qualified Internal Applicants (PWD) | Answer: Yes |
| ii. Internal Selections (PWD) | Answer: Yes |
- b. Managers
- | | |
|--|------------|
| i. Qualified Internal Applicants (PWD) | Answer: No |
| ii. Internal Selections (PWD) | Answer: No |
- c. Supervisors
- | | |
|--|------------|
| i. Qualified Internal Applicants (PWD) | Answer: No |
| ii. Internal Selections (PWD) | Answer: No |

Executives: While it appears there is a trigger for hiring PWD at the executive level, there were only six 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: No
- ii. Internal Selections (PWTD) Answer: Yes

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: Yes

Executives: While it appears there is a trigger for hiring PWD at the executive level, there were only six executives who were promoted.
Supervisors: There were 0 PWTD 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
- 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: Yes

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

a. Voluntary Separations (PWD)

Answer: No

b. Involuntary Separations (PWD)

Answer: No

Separations	Total (Number)	Reportable Disabilities (Percentage)	Without Reportable Disabilities (Percentage)
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	72	1.36	0.56
Permanent Workforce: Resignation	785	5.63	8.84
Permanent Workforce: Retirement	701	9.18	6.67
Permanent Workforce: Other Separations	103	1.23	1.02
Permanent Workforce: Total Separations	1661	17.40	17.09

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(s) in the text box.

a. Voluntary Separations (PWTD)

Answer: No

b. Involuntary Separations (PWTD)

Answer: No

Separations	Total (Number)	Targeted Disabilities (Percentage)	Without Targeted Disabilities (Percentage)
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	72	2.56	0.65
Permanent Workforce: Resignation	785	4.91	8.27
Permanent Workforce: Retirement	701	7.69	7.22
Permanent Workforce: Other Separations	103	0.43	1.10
Permanent Workforce: Total Separations	1661	15.60	17.24

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.

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.

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.

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 the website below.

<http://dodcio.defense.gov/DoDSection508/Section508Form.aspx>

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.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.

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

The 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 pertaining to the Agency's IT infrastructure. DFAS established a Section 508 ICT 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 be a liaison for each Agency directorate or section by bringing issues, complaints, or problems into the limelight and to disseminate information to management.

C. REASONABLE ACCOMMODATION PROGRAM

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

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

The average processing time for reasonable accommodation requests in FY25 was 63.5 calendar days.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

DFAS continues to maintain full-time ASL interpreting staff at 4 of its 5 main 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 AA, 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.

1. 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 FY25.

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.

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 1 (Workforce Data Table, Complaints data, FEVS, or other sources)	
Source	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 910 employees did not self- identify their disability.
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 1	Attitudinal Barrier
Description of Policy, Procedure, or Practice	Self-Identification of disability by employees.
Objective(s) and Dates for EEO Plan	
Date Initiated	10/01/2024
Target Date	09/30/2025
Sufficient Funding / Staffing?	Yes
Date Modified	
Date Completed	
Objective Description	Encourage employees to self-identify their disability status.
Responsible Official(s)	
Title	Disability Employment Program Manager (DEPM)
Name	Lauren Aggen
Standards Address The Plan?	Yes
Planned Activities Toward Completion of Objective	
Target Date	09/30/2025
Planned Activities	The DEPM will send periodic emails and publish articles to the workforce, outlining the importance of self- identifying disability status.
Sufficient Staffing & Funding?	Yes

Modified Date**Completion Date** 09/30/2025**Target Date** 09/30/2025**Planned Activities** The DEPM incorporated a new slide into the RA training specifically focused on how employees can self-identify their disability status.**Sufficient Staffing & Funding?** Yes**Modified Date****Completion Date** 09/30/2025**Target Date** 09/30/2026**Planned Activities** The DEPM will have an article published on the DFAS portal promoting verification of disability status, linking agency employees to a step-by-step guide along with a banner.**Sufficient Staffing & Funding?** Yes**Modified Date****Completion Date****Target Date** 09/30/2026**Planned Activities** To enhance transparency and encourage participation in self-identification efforts, the DEPM will have an article published on the DFAS portal. The article will specifically address the topic of disability self-identification status. It will highlight the number of individuals who did not self-identify their disability status during FY25, providing critical data for ongoing awareness campaigns.**Sufficient Staffing & Funding?** Yes**Modified Date****Completion Date****Target Date** 09/30/2026

Planned Activities Obtain access to data relevant to employees with approved RA, PWD, and PWTD, to ensure individuals with approved RA are listed in the system as individuals with disability.

1. Cross-Reference RA Data with Disability Status
 - Action: The Data Analytics team will obtain access to data identifying employees with approved RA.
 - Purpose: This access will be used to ensure that any individual with an approved RA is correctly listed in the personnel system as an individual with a disability. This cross-referencing process will close data gaps and lead to a more accurate accounting of PWD and PWTD across the agency.
2. Expand Data Sources for Workforce Identification
 - Action: The Data Analytics team will begin identifying and utilizing additional data sources to proactively identify PWD and PWTD within our workforce.
 - Purpose: This initiative will move beyond relying solely on self-identification and will help create a more complete/accurate picture of the agency's disability demographics

Sufficient Staffing & Funding? Yes**Modified Date****Completion Date****Report of Accomplishments****Fiscal Year** 2025**Accomplishment** Verifying Disability Status Training for the workforce.