

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

Section I: Efforts to Reach Regulatory Goals

EEOC regulations (29 C.F.R. § 1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with reportable and 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

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

On a one-to-one basis, the Disability Employment Program Manager (DEPM) briefed supervisors regarding goals and opportunities. DPM consoled recruiters on goals and procedures to facilitate hiring PWD/PWTD. An email message was distributed to the

entire DFAS workforce that communicated the 3% PWTB inclusion goal and asked that employees verify their disability status in their personnel file.

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 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	Teresa Hatcher, Human Resources Specialist, HR Shared Services, teresa.a.hatcher3.civ@mail.mil
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Lauren A. Aggen, Disability Employment Program Manager, Office of Equal Opportunity Programs, lauren.a.aggen.civ@mail.mil
Processing reasonable accommodation requests from applicants and employees	1	0	0	Connie Hoferkamp, Labor and Employee Relations Specialist, Human Resources, Shared Services, connie.s.hoferkamp.civ@mail.mil

Section 508 Compliance	1	0	0	Jaye Miller, DFAS Section 508 Coordinator, Information and Technology, jaye.p.miller.civ@mail.mil
Architectural Barriers Act Compliance	1	0	0	Lauren A. Aggen, Disability Employment Program Manager, Office of Equal Opportunity Programs, lauren.a.aggen.civ@mail.mil
Special Emphasis Program for PWD and PWTD	0	0	5	Cynthia Ice-Bones, Deputy Director, Office of Equal Opportunity Programs, cynthia.g.ice-bones.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(s) that disability program staff have received. If "no", describe the training(s) planned for the upcoming year.

Answer: Yes

Reasonable Accommodation for the Federal Workplace; U.S. Equal Employment Opportunity Commission Annual Training Seminar

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

In Part G of its FY 2020 MD-715 report, the agency identified the following program deficiencies involving its disability program:

Program Deficiencies	Agency Comments
Does the agency process all accommodation requests 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 in the comments column.	Reasonable Accommodation Workflow will be implemented in FY 22

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 APPLICANTS 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). DFAS provides recruiters to conduct interviews with students. DFAS hired four summer interns under the WRP in 2020. One WRP candidate accepted a permanent position within DFAS and therefore DFAS hired a total of 5 WRP students. Additionally, DFAS established a project team consisting of members of OEOP, Human Resources, and Human Capital to improve the usage of the WRP. The project team conducted outreach and provided informational meetings to key DFAS site staff to encourage greater usage of the WRP. The project team also conducted searches of the WRP database and provided key DFAS site staff with the resumes of highly qualified candidates for consideration.

DFAS established the Hire a Hero Program. DFAS is committed to providing employment opportunities for men and women who have honorably served on behalf of our nation. To support this commitment, we are currently using an Applicant Supply File that includes 10 point veteran's preference eligible applicants. After a preliminary qualification determination is made, we place applicants in this file as a match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we can use 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, we place applicants in this file as a match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades,

we can use this file and these possible matches as a means of recruitment using this streamlined hiring authority.

DFAS representatives (including the DPM) participated in virtual career fairs. DFAS hosted personal chat rooms to connect virtually with candidates. A Veterans Career Fair was held on October 9, 2019, which consisted of potential candidates who have a disability (283 student participants). A Diversity and Inclusion Career Fair held on October 15, 2019 had 375 candidates. On November 13, 2020, 923 potential candidates met virtually with DFAS employers during a career fair. On March 18, 2020 another virtual career fair was held that consisted of 1, 252 participants from the community. There were 1,759 candidates at the career fair on April 21, 2020. A total of 2,199 students registered for the career fair on August 5, 2020.

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 Workforce Recruitment Program (WRP). DFAS provides recruiters to conduct interviews with students. DFAS hired 4 WRP interns in 2020 and hired one WRP candidate for a full time position. Additionally, DFAS established a project team consisting of members of OEOP, Human Resources, and Human Capital to increase WRP hiring. The project team conducted outreach and provided informational meetings to key DFAS site staff to encourage hiring via WRP. The project team also conducted searches of the WRP database and provided resumes to their DFAS site staff with the resumes of highly qualified candidates appropriate to supervisors needs for consideration.

DFAS established the Hire a Hero Program. DFAS is committed to providing employment opportunities for men and women who have honorably served on behalf of our nation. To support this commitment, we are currently using an Applicant Supply File that includes 10 point veteran's preference eligible applicants. After a preliminary qualification determination is made, we place applicants in this file as a match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we can use this file to streamline hiring of these possible matches as a means of recruitment.

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, we place applicants in this file as a potential match for all of our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we use this file and these possible matches as a means of recruitment to streamline hiring.

DFAS also participates in the bi-annual Bender Virtual Career Fair for people with disabilities. DFAS hosted personal chat rooms to connect virtually with candidates. Representatives from DFAS chatted with many potential candidates during these career fairs.

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 performs a preliminary qualification review. Eligibility documentation (e.g., Schedule A) is also reviewed by the staffing team. Applicants are then placed in an applicant supply file as potential matches for all of 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

The new Disability Employment Program Manager (DEPM) established a Schedule A brochure and distributed it to the Special Emphasis Program Managers (SEPMs) to share with supervisors and managers during the month of September. The new DEPM has briefed managers regarding Schedule A and the WRP hiring process during September of 2020.

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.

We maintain contact information with the Social Security Administration for the Ticket- to-Work Program; State Vocational Rehabilitation Agencies (SVRAs) and State Disability Service agencies; DOL's Veterans' Employment and Training; and Veteran's Administration Vocational Rehabilitation and Employment (VR&E) 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: Yes
- b. New Hires for Permanent Workforce (PWTD) Answer: No

New hires of PWD was 10.65% of all new appointments in FY20. New Hires of PWTD was 4.80% of all new appointments in FY20.

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.

- a. New Hires for MCO (PWD) Answer: Yes
- b. New Hires for MCO (PWTD) Answer: Yes

Triggers exist for PWD and PWTD in the mission-critical occupations of 0501 and 2210.

Triggers exist for PWTD in the mission-critical occupations of 0510

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.

- a. Qualified Applicants for MCO (PWD) Answer: Yes
- b. Qualified Applicants for MCO (PWTD) Answer: Yes

Triggers exist for PWTD in the mission-critical occupations of 0501.

Triggers exist for PWD and PWTD in the mission-critical occupations of 0510.

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.

- a. Promotions for MCO (PWD) Answer: Yes

b. Promotions for MCO (PWTD) Answer: Yes

Triggers exist for PWD and PWTD in the mission-critical occupations of 0510. A trigger exist for PWTD in the mission-critical occupation of 0501.

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 DFAS 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.

Mentoring Program provides career broadening opportunities that is available to employees.

B. CAREER DEVELOPMENT OPPORTUNITIES

DFAS primary career development program is the Career Acclimation Program (DCAP). DCAP is a two year formal developmental training program for non-supervisory entry-level personnel into professional and analytical positions typically targeted to GS-9 or GS-11.

Program completion date will end 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 extended 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.

DFAS also offers the Aspiring Leader Program (ALP).

ALP is as a 2-year cohort-based program that develops critical leadership competencies for candidates at the GS-11 and GS-12 level. Unlike the DCAP or LIM programs, this program is a competitive program where interested candidates must apply and are selected to be a part of the program.

The basic framework of the ALP will include a training curriculum that focuses on competencies that align with the DoD Leadership continuum and address skill gaps that emerged from interviews with senior agency leaders. Additionally, participants will have learning experiences such as rotations dictated by agency needs/mission (with possible rotations to different sites) and exposure to the strategic elements within the agency, with the goal of preparing the participants for an enterprise wide perspective. ALP participants will also be required to obtain their green belt certification.

2. 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 applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

a. Applicants (PWD) Answer: No

b. Selections (PWD) Answer: No

3. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs identified? (The appropriate benchmarks are the relevant applicant pool for applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

a. Applicants (PWTD) Answer: No

b. Selections (PWTD) Answer: No

C. AWARDS

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

- a. Awards, Bonuses, & Incentives (PWD) Answer: No
- b. Awards, Bonuses, & Incentives (PWTD) Answer: No

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

- a. Pay Increases (PWD) Answer: Yes
- b. Pay Increases (PWTD) Answer: Yes

C2a. Quality Step Increases –PWD received 11.90% of awards in this category. This is 7.86 percentage points below the inclusion rate of 19.72%.

C2b. Quality Step Increases –PWTD received 1.19% of awards in this category. This is 2.22 percentage points below the inclusion rate of 3.40%

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.

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

GS-15 zero selections were made from an applicant pool of 4.

GS-13: Only 21.60% of the relevant PWD applicant pool were qualified internal applicants compared to 54.98% of the overall relevant applicant pool that were qualified internal applicants.

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.

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

GS-15 Zero of the relevant PWTD applicant pool (2) were qualified internal applicants compared to 49.50% of the overall relevant applicant pool that were qualified internal applicants.

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.

- 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: Yes

GS-13 Zero of qualified PWD applicants were selected compared to an overall selection rate of 2.27%.

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.

- 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.

- a. Executives
 - i. Qualified Internal Applicants (PWD) Answer: No
 - ii. Internal Selections (PWD) Answer: Yes
- b. Managers
 - i. Qualified Internal Applicants (PWD) Answer: No
 - ii. Internal Selections (PWD) Answer: No
- c. Supervisors
 - i. Qualified Internal Applicants (PWD) Answer: Yes
 - ii. Internal Selections (PWD) Answer: Yes

Executives: Zero selections were made from an applicant pool of 4 (0.00%).

Supervisors: Qualified Internal applicants for PWD was at 9.22% compared to the benchmark of 13.0%. Internal sections was 4.88% compared to the benchmark of 13.0%.

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.

- 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.

- a. New Hires for Executives (PWD) Answer: No
- b. New Hires for Managers (PWD) Answer: Yes
- c. New Hires for Supervisors (PWD) Answer: No

Managers: There is a trigger for the number of disabled hires for managers position (3.45%) compared to 5.89% individuals without disabilities that were hired.

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.

- 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 a 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 personal 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

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

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.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 C.F.R. § 1614.203(d)(4), federal agencies are required to inform job 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

The individual experiencing difficulties accessing content on a DFAS website may submit a DoD Section 508 Form to
<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://dodcio.defense.gov/Portals/0/Documents/Section%20508/DoDS508_FactSheet_Compliant.pdf

This link is to the agency's Reasonable Accommodation Instructions. These instructions contain guidance on how to initiate an EEO Discrimination Complaint.

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 DFAS Disability Employment Program Manager and Section 508 Program Coordinator has been attending Change Control Board (CCB) meetings to be proactive to ensure that matters related to accessibility are considered when making changes to the IT infrastructure. The CCB is the approval authority for all proposed change requests pertaining to the DFAS DMI III Information Technology (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 best industry practices and considering them during the revision of the policy.
- Provide governance for the DFAS Section 508 program.
- To be a liaison for each DFAS directorate or section by bringing issues, complaints or problems into the limelight and to disseminate information to management.

The Disability Employment Program Manager is engaged with meetings regarding updated changes that will be made to the main entrance at the Indianapolis site.

DFAS will also be establishing an Employee Resource Group (ERG) for people with disabilities. This ERG will advise management on matters affecting employment of people with disabilities, to include accessibility of agency facilities and technology.

DFAS is scheduled to have a Green Belt project take place to resolve the issue with Adobe Connect not being 508 compliance.

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 FY 2020 was 14.6 business 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 has established a Workflow to better manage and track requests for reasonable accommodation. The projected deployment of this workflow is January, 2021.

Additionally, DFAS continues to maintain full-time ASL interpreting staff at 4 of the 5 main sites.

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

Pursuant to 29 C.F.R. § 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, 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 revised DFAS Instruction for Requests for Reasonable Accommodation, DFAS 1020.1-I. No requests for PAS were made in FY 2020.

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 government-wide average?

Answer: No

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

Answer: No

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

In process of hiring a new Disability Program Manager. Will conduct a deeper review of data to identify trends that may impact upward mobility of occupations that feed into management positions. Data to be analyzed include management position feeder pools; applicant flow data for new hires and internal competitive promotions; summer intern trends, complaints data, exit interview, separations, reasonable accommodations.

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.

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.