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

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

Section I: Efforts to Reach Regulatory Goals

EEOC regulations (29 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 <u>PWD</u> by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

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

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

> The percentage of PWD in the GS-11 to SES cluster was 11.29% PWD in FY 2017, which falls below the goal of 12.00%

   * 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 <u>PWTD</u> by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

     a. Cluster GS-1 to GS-10 (PWTD)   Answer: Yes

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

> The percentage of PWTD in the GS-1 to GS-10 cluster was 0.00%, while the percentage of PWTD in the GS-11 to SES cluster was 0.40%. Both clusters fall below the goal of 2.00%

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

> No numerical hiring goals have yet been communicated to hiring managers at FRTIB. The FRTIB will use the MD-715 Part J (Affirmative Action Plan for Hiring Individuals with Disabilities) as a way to identify barriers to PWD and PWTD, and to identify numerical goals set forth under Section 501, which will emphasize improving hiring efforts in the following occupations: IT; Project Management; Program Analysis; Accounting; and Financial Management.

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

> N/A

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 PWTD	0	0	1	Nilsa Grange, Supervisory HR Specialist (Staffing) Office of Resource Management ORM Nilsa.Grange@tsp.gov
Answering questions from the public about hiring authorities that take disability into account	0	0	1	Nilsa Grange, Supervisory HR Specialist (Staffing) Office of Resource Management ORM Nilsa.Grange@tsp.gov
Processing reasonable accommodation requests from applicants and employees	0	0	1	April Lane, HR Specialist (Employee Relations), Office of Resource Management (ORM) april.lane@tsp.gov
Section 508 Compliance	0	0	0	FRTIB currently does not have a Section 508 Compliance Officer
Architectural Barriers Act Compliance	0	0	1	Joel Mitchell, Facilities Operations Specialist, ORM, joel.mitchell@tsp.gov
Special Emphasis Program for PWD and PWTD	0	0	0	The FRTIB does not have a PWD/PWTD SEPM

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

> N/A

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

N/A

Section III: Program Deficiencies in the Disability Program

In Part G of its FY 2017 MD-715 report, the agency identified the following program deficiencies involving its disability program:

Program Deficiencies	Agency Comments
Have the procedures for reasonable accomodation for individuals with disabilities been made readily available/accessible to all employees by disseminating such procedures during orientation of new employees and by making such procedures available on the World Wide Web or Internet?	Posting of this information of FRTIB's public website is currently in process. However, information was available on Agency intranet site.
Are statutory/regulatory EEO related Special Emphasis Programs sufficiently staffed: People With Disabilities Program Manager; Selective Placement Program for Individuals With Disabilities - Section 501 of the Rehabilitation Act; Title 5 U.S.C. Subpart B, Chapter 31, Subchapter I-3102; 5 CFR 213.3102(t) and (u); 5 CFR 315.709	No full-time or collateral-duty staff are made available for Special Emphasis Programs at this time. Due to the small agency size resources are not available to support SEPs.
Does the agency review disability accommodation decisions/actions to ensure compliance with its written procedures and analyze the information tracked for trends, problems, etc.?	This will be established by 9/30/2018; full-time EEO Manager was just onboarded 10/1/2017

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.

FRTIB ensured that all external FRTIB vacancy announcements explicitly stated each vacancy is open to 30% disabled veterans and to people with disabilities under Schedule A appointments. Information was also disseminated to requestors on the availability of the Schedule A Hiring authority for persons with disabilities. All new managers continue to receive a Hiring Manager Toolkit that references programs regarding the recruitment of persons with disabilities. In FY 2017, FRTIB provided hiring managers and supervisors the appropriate Schedule A hiring information and instruction regarding the process of hiring persons with disabilities.

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.

The agency posts all vacancies on both USAJOBS and the agency website and includes both a reasonable accommodation statement and veterans's preference information. We also utilized DCJobs.com and the Project Management Institute which allowed us to reach a large number of persons with disabilities including disabled Veterans. During FY 2017, FRTIB hired 2 employees under the Schedule A hiring authority and 3 Veterans with a 10% or greater disability status, one of which was hired under VEOA.

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.

Unless the position has a limitation that would not allow an appointment of an individual with a disability, FRTIB would allow the Schedule A candidates to self-nominate for the position. At this time, no position at FRTIB meets this criteria thus all positions accept Schedule A applications.
Upon receipt of an application package submitted under Schedule A authority, the HR Specialist will validate eligibility (confirm supporting documentation) and qualifications. If eligible and qualified, the application package, without any medical documentation, is submitted to the hiring official and they are informed of their options regarding length of appointments under Schedule A and how the candidate may be converted if/when applicable.

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

All hiring managers were required to take Veterans Employment Training for hiring managers. This training provided information on disabled veteran hiring authorized.

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.

> The Agency utilized DCJobs.com and the Project Management Institute which allowed us to reach a large number of persons with disabilities including disabled Veterans.

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: Yes

> Among the new hires in the permanent workforce, triggers exist for the percentage of PWD (11.54%) and PWTD (0.00%) brought on board, both of which fall below the respective benchmark of 12% for PWD and 2% for PWTD.

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: No

   b. New Hires for MCO (PWTD)   Answer: No

> Applicant pool data crosswalk with hiring and workforce date is not available for analysis of this section. The agency will work with data systems for better data connection.

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: No

   b. Qualified Applicants for MCO (PWTD)   Answer: No

> Applicant pool data crosswalk with hiring and workforce date is not available for analysis of this section. The Agency will work data systems for better data connection.

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: No

   b. Promotions for MCO (PWTD)   Answer: No

> Applicant pool data crosswalk with hiring and workforce data is not available for analysis of this section. The Agency will work with data systems for better data connection.

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.

-FRTIB operates a mentoring program (GovLoop) to match seasoned public sector professionals with rising FRTIB leaders enabling the exchange of professional advice which accelerates career advancement and eases transitions. This program was open to all employees.
-FRTIB offers all employees the opportunity to participate in an internal Leadership Development Program.
-A newly launched Seeds of Professional Success Program is offered to all GS-5 - 11 employees and is designed to develop future leaders.
-Executive Coaching is provided to all SES, GS-15 and GS-14 Managers and Supervisors to ensure growth and success in their leadership positions.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

-FRTIB offers all employees the opportunity to particpate in an internal Leadership Development Program.
-A newly launched Seeds of Professional Success Program is offered to all GS-5 to 11 employees and is designed to develop future leaders.

2.   Do triggers exist for <u>PWD</u> 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

No individuals with disabilities applied for FRTIB's competitive career development programs where all applicants were not included in the program. (Internship programs not included due to lack of adequate crosswalk AFD and workforce information.)

3.   Do triggers exist for <u>PWTD</u> 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

No individuals with targeted disabilities applied for FRTIB's competitive career development programs where all applicants were not included in the program. (Internship programs not included due to lack of adequate crosswalk AFD and workforce information.)

C. AWARDS

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

     a. Awards, Bonuses, & Incentives (PWD)   Answer: Yes

     b. Awards, Bonuses, & Incentives (PWTD)   Answer: Yes

In FY 2017, the agency identified a trigger involving the percentage of PWD (10.99%) and PWTD (0.00%) who received time-off awards, and involving the percentage of PWD (10.06%) and PWTD (0.00%) who received cash awards.

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

In FY 2017, the agency identified a trigger involved the percentage of PWD (11.1%) and PWTD (0.00%) who received a quality step increase. PWD and PWTD both received time in grade increases in excess of the minimum at rates greater than their participation rates in the workforce (26.32%, 5.26% respectively).

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: Yes

     b. Other Types of Recognition (PWTD)   Answer: Yes

In FY 2017, the agency identified a trigger involving the percentage of PWD (0.00%) and PWTD (0.00%) who received FRTIB specific honorary awards (Superior Service Award, Outstanding Leader Award, Rising Star Award, and Unsung Hero Award).

D. PROMOTIONS

1. Does your agency have a trigger involving <u>PWD</u> 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: No

    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: No

        ii. Internal Selections (PWD)   Answer: No

Current HR coding does not differentiate internal/external promotions. Also, applicant pool data crosswalk with hiring and workforce date is not available for analysis of this section. The Agency will work towards adequate coding and with data systems for better data connection.

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2. Does your agency have a trigger involving <u>PWTD</u> 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 (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

Current HR coding does not differentiate internal/external promotions. Also, applicant pool data crosswalk with hiring and workforce date is not available for analysis fo this section. The Agency will work towards adequate coding and with data systems for better data connection.

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3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWD</u> 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: No

Applicant pool data crosswalk with hiring and workforce date is not available for analysis of this section. The Agency will work with data systems for better data connection.

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4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWTD</u> 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

> Applicant pool data crosswalk with hiring and workforce date is not available for analysis of this section. The Agency will work with data systems for better data connection.

5. Does your agency have a trigger involving <u>PWD</u> 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: No

    b. Managers

        i.Qualified Internal Applicants (PWD)   Answer: No

        ii. Internal Selections (PWD)   Answer: No

    c. Supervisors

        i.Qualified Internal Applicants (PWD)   Answer: No

        ii. Internal Selections (PWD)   Answer: No

> Current HR coding does not differentiate internal/external promotions. Also, applicant pool data crosswalk with hiring and workforce date is not available for analysis fo this section. The Agency will work towards adequate coding and with data systems for better data connection.

6. Does your agency have a trigger involving <u>PWTD</u> 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

> Current HR coding does not differentiate interna/external promotions. Also, applicant pool data crosswalk with hring and workforce date is not available for analysis of this section. The Agency will work towards adequate coding and with data systems for better data connection.

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWD</u> 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: No

   c. New Hires for Supervisors (PWD)   Answer: No

> Applicant pool data crosswalk with hiring and workforce date is not available for analysis of this section. The Agency will work with data systems for better data connection.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWTD</u> 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

> Applicant pool data crosswalk with hiring and workforce date is not available for analysis of this section. The Agency will work with data systems for better data connection.

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

N/A

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

    a. Voluntary Separations (PWD)   Answer: Yes

    b. Involuntary Separations (PWD)   Answer: No

In FY 2017 the agency identified a trigger involving the percentage of PWD (11.54%) who are voluntarily separting from the workforce. There were no involuntary separations from the permanent workforce in FY 2017.

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

No PWTD were separated from the FRTIB workforce in FY 2017.

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.

Exit interview data is not currently collected by disability status, nor are other data sources available at this time, thus this analysis could not be completed. Necessary edits to the exit interview are in progress.

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.

Section 508 compliance information is currently in process of development.
EEO Complaint filing information and rights are provided at:
https://www.frtib.gov/EEO/index.html

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.

Architectural Barriers Act information is currently in process of development.
EEO Complaint filing information and rights are provided at:
https//www.frtib.gov/EEO/index.html

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.

FRTIB plans to undertake establishment of information on Section 508 and Architectural Barriers Act 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 time frame for processing of initial reasonable accommodations requests in FY 2017 was eight (8) days. All requests were processed within the 20 day time limit.

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.

100% of all FY 2017 RA requests were processed within the established 20 day timeframe. 100% of iniital requestes received were approved.
FRTIB Managers and Supervisors are training annually on providing RAs for their

employees. 100% of all RA requests are monitored and the information is used by the EEO Manager in conducting Barrier Analysis for MD-715 Reporting.

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.

PAS procedures have been incorpoarated into FRTIB RA procedures and are currently under the EEOC review and recommendations process. Training on PAS requests will be provided to all FRTIB managers and supervisors once the final procedures have been fully approved.

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.

N/A

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?

<center>Answer: No</center>

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?

<center>Answer: No</center>

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.

N/A

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?

<center>Answer: Yes</center>

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

<center>Answer: Yes</center>

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.

Trigger 1	In FY 2017, the agency identified a trigger involving the percentage of PWD (10.99%) and PWTD (0.00%) who received time-off awards; the percentage of PWD (10.06%) and PWTD (0.00%) who received cash awards; the percentage of PWD (11.11%) and PWTD (0.00%) who received a quality step increase; and, the percentage of PWD (0.00%) and PWTD (0.00%) who received FRTIB specific honorary awards (Superior Service Award, Outstanding Leader Award, Rising Star Award, and Unsung Hero Award) compared to their participation rate in the FRTIB workforce.
Barrier(s)	Benchmark Standards in employees Performance Management Records (PMRs) need to be more clearly defined at each rating level to ensure both Managers and Supervisors as well as employees fully understand performance expectations and rating levels.
	Lack of detailed education, guidance and information on dealing with PWD and PWTD in the workplace, reasonable accommodations and EEO, Diversity and Inclusion.
Objective(s)	Ensure all employees, including PWD and PWTD, are receiving clearly defined performance standards and benchmarks of expectations, thereby resulting in accurate year-end ratings.

	Ensure that FRTIB employees, especially Managers and Supervisors, are provided education and information on PWD and PWTD in the workplace, Reasonable Accommodations and EEO, Diversity and Inclusion.

Responsible Official(s)	Performance Standards Address the Plan? (Yes or No)
Kristin Hanmer, HR Officer	Yes
Angela James, EEO, Diversity and Inclusion Manager	Yes

Barrier Analysis Process Completed? (Yes or No)	Barrier(s) Identified? (Yes or No)
Yes	Yes

Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected
Workforce Data Tables	Yes	Tables B1-B5; Awards Data; Internal Promotions; New Hires; Separations
Complaint Data (Trends)	Yes	EEO Complaints filed both at the informal and formal levels (FYs 2015-2017)
Grievance Data (Trends)	Yes	All FY 2017 Anti-Harassment Inquiries, Grievances and Performance Reconsideration Requests
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	Yes	OPM Audit on HR policies, practices and procedures
Climate Assessment Survey (e.g., FEVS)	Yes	FEVS, Internal Core Values Survey, and Qualitative Input from the Employee Strategic Retreat Survey
Exit Interview Data	No	Data is not currently collected by disability status, so analysis was not possible
Focus Groups	No	
Interviews	No	
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	Yes	No FEAR; FEORP; DVAAP; Form 462 Reports
Other (Please Describe)	Yes	Leadership Development and Mentoring Program data; Reasonable Accommodations Request data

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2018	Update PMR forms and requirements to ensure full compliance in benchmark standard development and year-end rating criteria.	Yes		

09/30/2019	Educate Managers and Supervisors, employees, new hires and new supervisors on EEO, Diversity and Inclusion program laws and requirements.	Yes		
09/30/2019	Educate all employees, especially managers and supervisors on Reasonable Accommodations laws, requirements, rights and responsibilities.	Yes		
09/30/2018	Educate all employees, especially managers and supervisors on working with persons with disabilities, including persons with targetted disabilities in the workplace. Specific information on various disability types, performance and conduct issues, and recognizing needs for accommodtions should be provided.	Yes		
06/30/2018	Roll-out updated Supervisory PMRs to included more detailed expectations under EEO, Diversity & Inclusion.	Yes		
09/30/2018	Educate Managers and Supervisors to ensure benchmark standard development is clearly defined and understood.	Yes		
Fiscal Year	**Accomplishments**			
2017	N/A			

Trigger 2	In FY 2017 the agency identified a trigger involving the percentage of PWD (11.54%) who are voluntarily separating from the workforce. Additionally, of five involuntary separations within FRTIB over FYs 2012-2017 40% were PWTD, 40% did not have a disability, and the remaining 20% did not identify their disability status.
Barrier(s)	Lack of detailed education, guidance and information on dealing with PWD and PWTD in the workplace, reasonable accommodations and EEO, Diversity and Inclusion.
Objective(s)	Ensure that FRTIB employees, especially Managers and Supervisors, are provided education and information on PWD and PWTD in the workplace, Reasonable Accommodations and EEO, Diversity and Inclusion.
Responsible Official(s)	**Performance Standards Address the Plan? (Yes or No)**
Angela James, EEO, Diversity and Inclusion Manager	Yes
April Lane, HR (Employee Relations) Specialist	Yes
Barrier Analysis Process Completed? (Yes or No)	**Barrier(s) Identified? (Yes or No)**
Yes	Yes

Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected		
Workforce Data Tables	Yes	Tables B1-B5; FYs 2012-2017 Separations; Awards Data; Internal Promotions; New Hires		
Complaint Data (Trends)	Yes	EEO Complaints filed both at the informal and formal level (FY 2015-2017)		
Grievance Data (Trends)	Yes	All FY 2017 Grievances, Anti-Harassment Inquiries, and Performance Reconsideration Requests		
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	Yes	Results of OPM Audit on HR policies, practices and procedures		
Climate Assessment Survey (e.g., FEVS)	Yes	FEVS, Internal Core Values Survey, and Qualitative Input from the Employee Strategic Retreat Survey		
Exit Interview Data	Yes	Data is currently not collected by disability, so analysis was not possible		
Focus Groups	No			
Interviews	No			
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	Yes	No FEAR; FEORP; DVAAP; Form 462 Reports		
Other (Please Describe)	Yes	Leadership Development and Mentoring Programs Data; Reasonable Accommodation Request Data.		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2018	Educate Managers and Supervisors, employees, new hires and new supervisors on EEO, Diversity and Inclusion program laws and requirements.	Yes		
09/30/2019	Educate all employees, especially managers and supervisors on Reasonable Accommodations laws, requirements, rights and responsibilities.	Yes		
09/30/2019	Educate all employees, especially managers and supervisors on working with persons with disabilities, including persons with targeted disabilities in the workplace. Specific information on various disability types, performance and conduct issues, and recognizing needs for accommodtions should be provided.	Yes		
Fiscal Year	Accomplishments			
2017	N/A			

Trigger 3	In FY 2017 the percentage of PWD in the GS-11 to SES cluster was 11.29%, which falls below the goal of 12.00%. Additionally, the percentage of PWD in the GS-1 to GS-10 cluster was 0.00%, while the percentage of PWTD in the GS-11 to SES cluster was 0.40%. Both clusters fall below the goal of 2.00%. Among the new hires in the FY 2017 permanent workforce, triggers exist for PWD (11.54%) and PWTD (0.00%), both of which fall below the respective benchmarks of 12% for PWD and 2% for PWTD.
Barrier(s)	Lack of utilization of special hiring authorities, disability employment programs and resources, and partnerships with disability employment organizations.
	Lack of detailed education, guidance and information on dealing with PWD and PWTD in the workplace, reasonable accommodations and EEO, Diversity and Inclusion.
Objective(s)	Ensure clear and effective communication of numerical hiring goals for PWD and PWTD is communicated to all FRTIB managers and supervisors.
	Establish contacts with disability employment organizations, databases, and other resources to increase hiring and retention of PWD and PWTD.
	Ensure that FRTIB employees, especially Managers and Supervisors, are provided education and information on PWD and PWTD in the workplace, Reasonable Accommodations and EEO, Diversity and Inclusion.

Responsible Official(s)	**Performance Standards Address the Plan? (Yes or No)**
Angela James	Yes
Kristin Hanmer, HR Officer	Yes

Barrier Analysis Process Completed? (Yes or No)	**Barrier(s) Identified? (Yes or No)**
Yes	Yes

Sources of Data	**Sources Reviewed? (Yes or No)**	**Identify Information Collected**
Workforce Data Tables	Yes	Tables B1-B5; Awards Data; Internal Promotions; New Hires
Complaint Data (Trends)	Yes	EEO Complaints filed both at the informal and formal levels (FYs 2015-2017)
Grievance Data (Trends)	Yes	All FY 2017 Anti-Harassment inquiries, Grievances and Performance Reconsideration requests
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	Yes	OPM Audit on HR policies, practices and procedures
Climate Assessment Survey (e.g., FEVS)	Yes	FEVS, Internal Core Values Survey, and Qualitative Input from the Employee Strategic Retreat Survey
Exit Interview Data	Yes	Data is currently not collected by disability, so analysis was not possible
Focus Groups	No	
Interviews	No	

Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected		
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	Yes	No FEAR; FEORP; DVAAP; Form 462 Reports		
Other (Please Describe)	Yes	Leadership Development and Mentoring Programs Data; Reasonable Accommodation Request Data		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2019	Educate all employees, especially managers and supervisors on working with persons with disabilities, including persons with targetted disabilities in the workplace. Specific information on various disability types, performance and conduct issues, and recognizing needs for accommodtions should be provided.	Yes		
09/30/2019	Educate all employees, especially managers and supervisors on Reasonable Accommodations laws, requirements, rights and responsibilities.	Yes		
09/30/2019	Utilize the following disability employment lists and resources: disability.gov; hireveterans.gov; Job Accommodations Network; Workforce Recruitment Program; OPM Shared List of People with Disabilities.	Yes		
09/30/2018	Educate Managers and Supervisors, employees, new hires and new supervisors on EEO, Diversity and Inclusion program laws and requirements.	Yes		
09/30/2019	Establish partnerships with and utilize resources provided by disability employment organizations such as the National Organization on Disability, American Association of People with Disabilities and Employer Assistance and Resources Network on Disability Inclusion.	Yes		
06/30/2019	Utilize the MD-715 Part J generated Affirmative Action Plan for the Employment of Individuals with Disabilities to clearly define and provide information on numerical hiring goals of PWD and PWTD to all FRTIB Leadership and hiring managers and supervisors.	Yes		

09/30/2019	Identify sources of applicants with disabilities such as Disability Service Centers at colleges and universities and utilize Pathways, Schedule A and Internship programs to increase persons with disabilities in the applicant feeder pool for FRTIB positions.	Yes		
Fiscal Year	**Accomplishments**			
2017	N/A			

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).

N/A

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.

N/A