

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

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

### Section I: Efforts to Reach Regulatory Goals

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

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

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

For the Administrative, Professional and Technical (APT) category of employees (i.e. occupations that are not governed by medical qualification standards): a. The Cluster GS-1 to GS-10 (PWD) is at 15.95% which is above the 12% benchmark, therefore there is not a trigger with this cluster of GS employees. b. The Cluster GS-11 to SES (PWD) is at 13.94% which is above the 12% benchmark, therefore there is not a trigger with this cluster of GS and SES employees.

\*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 |

For the Administrative, Professional and Technical (APT) category of employees (i.e. occupations that are not governed by medical qualification standards): a. The Cluster GS-1 to GS-10 (PWTD) is at 2.45% which is above the 2% benchmark, therefore there is not a trigger with this cluster of GS employees. b. The Cluster GS-11 to SES (PWTD) is at 2.27% which is above the 2% benchmark, therefore there is not a trigger with this cluster of GS and SES employees.

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

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

On August 21, 2019, the new Secret Service Director released an Annual Policy Statement on "Increasing Employment of Persons with Disabilities and Persons with Targeted Disabilities within the Secret Service", to the entire workforce. The policy statement

communicates the numerical goals. The Disability Program Manager (DPM), Selective Placement Program Coordinator (SPPC), and Disability Working Group (with the recruitment team) routinely disseminated information to hiring managers, including all first-line supervisor trainings, all new employee orientations, the FY2019 Senior Leadership Conference, and the FY2019 Administrative Officer (AO) Conference.

## 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

- 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

The Secret Service employs several individuals (full-time, and collateral duty) within the following divisions/offices to fulfill the requirements of the Disability Program, the Reasonable Accommodation Program, and the Special Emphasis Program: Equity, Diversity and Inclusion Program (EDI), the Office of Human Resources (HUM) Talent and Employee Acquisition Management Division (TAD), the Enterprise Readiness Office (ERO), and the Office of the Chief Information Officer (CIO).

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Mia Dozier Human Resources Officer mia.dozier@uss.s.dhs.gov
Processing reasonable accommodation requests from applicants and employees	1	0	0	David Bruce Disability Program Manager david.bruce@Secret Service.dhs.gov
Processing applications from PWD and PWTB	1	0	0	Mia Dozier Human Resources Officer mia.dozier@uss.s.dhs.gov
Section 508 Compliance	1	0	0	Leonard Dorrian Information Technology Specialist/Section 508 Compliance Coordinator leonard.dorrian@Secret Service.dhs.gov
Architectural Barriers Act Compliance	1	0	0	Joseph Blevins Supervisory Building Management Specialist joseph.blevins@Secret Service.dhs.gov
Special Emphasis Program for PWD and PWTB	0	0	1	jasmine.snyder@uss.s.dhs.g

- 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 No

The DPM has completed the following training: Disability Program Manager – Basics (EEOC), Barrier Analysis (EEOC), and Reasonable Accommodations for Employees, and is routinely an instructor for Reasonable Accommodation training for managers. The 508 Coordinator has completed the requisite training for his role, the SPPC has received training materials from DHS and OPM, and the SEPM has completed a three day training from Rushford Associates.

## **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

The Secret Service ensured sufficient fiscal resources are available to address program management and administration of the Disability Program, to include: A full-time employee as the Disability Program Manager. Two full-time employees assigned specifically to address recruitment and persons with disabilities, and funding for recruiting events, advertising, travel/per diem, and materials in alternative formats (braille and large print). An annual budget of almost \$200,000, plus a staff sign language interpreter, to support the communication access needs for Deaf and Hard of Hearing employees and applicants. A total of almost \$1,500 spent in FY2019 Agency-wide on equipment and devices as reasonable accommodations (more funding available, as needed). The Secret Service also utilizes the Department of Defense (DOD) Computer/Electronic Accommodation Program (CAP) to order products/services as approved reasonable accommodations, when funding was available. Training opportunities for the DPM and SEPM.

## **Section III: Program Deficiencies In The Disability Program**

<b>Brief Description of Program Deficiency</b>	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
<b>Objective</b>	Increase efficiencies in Agency recognition and processing of reasonable accommodation requests (employees and applicants).		
<b>Target Date</b>	Sep 30, 2019		
<b>Completion Date</b>	Sep 30, 2019		
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Feb 12, 2019	September 10, 2019	Provide educational opportunities (workshops, lunch and learns, and formal trainings) on Agency timeframes, and recognizing requests for reasonable accommodations.
	Aug 1, 2019	August 21, 2019	Schedule regular meetings with the Talent and Employee Acquisition Management Division (TAD) to identify trends, and educate officials who receive accommodation requests on Agency timeframes.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	Successful completion of FY2018 Objective (“Increase efficiencies in Agency recognition and processing of reasonable accommodation requests”). For employees, processing time compliance with the Policy improved from 89.5% (FY2018) to 90.5% (FY2019), with an average processing time reduced from 10 days (FY2018) to nine (9) days (FY2019). For applicants, processing time compliance with the Policy drastically improved from 83.3% (FY2018) to 100% (FY2019), with an average processing time reduced from 21 days to three (3) days (FY2019). Rebranding of the Disability Program as “Inclusion365”, to include a new intranet resource page (successfully launched in FY2020) as a one-stop shop for all disability employment information (including reasonable accommodations, career development for PWD, interacting with PWD, etc.). The Disability Program Manager (DPM) conducted nine (9) trainings for first-line supervisors, a Senior Leadership Conference, and an Administrative Officer’s conference, on disability hiring and recognizing requests for reasonable accommodation, reaching a total number of 586 persons. Continued bi-monthly meetings with a Disability Working Group specifically designed for the recruitment and hiring process, including key stakeholders in the reasonable accommodation process for applicants. Initiated “Disability Table Topics”, monthly lunch-and-learn sessions on various aspects of the Disability Program (recruitment, hiring, retention, and advancement), to include recognizing requests for reasonable accommodation. Developed educational materials for the Disability Program and reasonable accommodation, to include: workflows for processing accommodations, FAQs for Managers, and worksheets on essential functions, telework, and undue hardship analysis. Recruited and selected a Special Emphasis Program Manager (SEPM) for PWD. Initiated “Ability Ally” program, where employees can volunteer as a resource for the promotion of employment and PWD.	

<b>Brief Description of Program Deficiency</b>	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
<b>Objective</b>	Increase efficiencies in Agency recognition and processing of reasonable accommodation requests (employees), and continue to monitor applicant requests (already at 100% timeliness).		
<b>Target Date</b>	Sep 30, 2020		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Oct 1, 2019		Launch intranet site for the Disability Program with resources on reasonable accommodations.
	Mar 10, 2020		Continue with the successful practice of providing educational opportunities (workshops, lunch and learns, and formal trainings) on Agency timeframes, and recognizing requests for reasonable accommodations.
	Aug 19, 2020		Continue with the successful practice of scheduling regular workgroup meetings with the Talent and Employee Acquisition Management Division (TAD) to identify trends, and educate officials who receive accommodation requests on Agency timeframes.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

## 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.

During FY2019 the Secret Service focused on establishing effective recruitment strategies to promote the Agency’s career opportunities for PWD. Despite the fact that the Federal government furlough impacted the Agency’s outreach efforts, the Secret Service was able to attend 34 outreach events (including virtual events) towards the recruitment of PWD, including: 20 career fairs, 10 informational sessions (Federal careers, the application process, and resume writing), one (1) meet-and-greet, one (1) summit event as an employer panelist, and coordinated two (2) headquarters tours for PWD. The Secret Service promoted mission critical occupations to PWD, including disabled veterans, which may meet the medical qualification determinations and medical standards of these positions. The Agency also focused its outreach efforts on promoting its administrative, professionals and technical occupations as these are not governed by medical qualification standards, and make up the vast majority of Secret Service employees with disabilities and targeted disabilities. The Secret Service also participated in interviewing Workforce Recruitment Program (WRP) students.

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 Secret Services promotes the use of hiring under the Schedule A Disability Hiring Authority and the 30% or More Disable Hiring Authority with selecting officials during the consultation and job analysis phase of the recruitment process. Selecting officials are made aware of the difference between persons with disabilities (PWD), persons with targeted disabilities (PWTD), and the Agency goals for hiring such employees. Selecting officials are encouraged to consider using these non-competitive hiring authorities as an alternate option to the more common method of hiring under the Merit Promotion and Competitive Hiring Authority. Selecting officials are made aware that public notice is not required allowing for the selection(s) to be made more timely. The use of these non-competitive hiring authorities can also be made public to solicit PWD and/or PWTD when the Secret Service advertises job opportunity announcements that are sourced out for Government-wide talent. This gives the selecting official the

opportunity to potentially review multiple certificate listings with applicants who are eligible and qualified for the position being sought after. Additionally, as the Talent and Employee Acquisition Management Division (TAD) attends recruitment events throughout the country, engagement takes place with PWD and PWTD applicants. TAD provides support by assisting with drafting Federal resumes, answering questions pertaining to USAJOBS and making applicants aware of position openings.

- 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 Professionals determine if applicants are eligible to be considered under the Schedule A Disability Hiring Authority based on the criteria set for in the law, 5 C.F.R. 213.3102(u). Guidance on determining eligibility is available on OPM's public website as well. HR Professionals receive applications directly through the agency's Selective Placement Program Coordinator (SPPC); non-competitively through Merit Promotion Government-wide job opportunity announcement; or from a selecting official. Applicants who meet eligibility are then assessed to ensure they meet the qualifications of the position (i.e., selection placement factor, OPMs Individual Occupational Requirement, specialized experience, etc.). HR Professionals then compile a certificate listing of applicants who met both eligibility and qualifications and forward it to the selecting official for consideration. During the consultation phase selecting officials are briefed on law that governs the use of the Schedule A Disability Hiring Authority. The SPPC maintains an internal Schedule A database for applicants who have met requisite skills sets for certain positions, and routinely makes this database available to hiring officials of the Agency.

- 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

Training on special hiring authorities was included in the Secret Service's First-Line Supervisor's courses, which is provided to all newly promoted supervisors. In addition, HR Specialists within TAD, including the SPPC, individually educated hiring managers on the benefits of utilizing special hiring authorities. Other formal training on the law that governs the use of the Schedule A Disability Hiring Authority is required to be completed annually through the Secret Service Learning Management System (PALMS), entitled "Veteran Employment Training for Hiring Managers".

**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 Secret Service maintained and further developed partnerships with a total of 38 colleges and universities, Division of Rehabilitation Offices and other governmental and non-governmental organizations dedicated to assist PWD find employment. The Agency also identified and created working relationships with other DHS components who are doing model recruitment and outreach efforts for PWD. Contact and partnerships with these organizations through the Secret Service's Outreach and Recruitment Branch (ORB) and Disability Program Manager (DPM) included information sessions, job fair booths, education and dissemination of Secret Service materials on the Federal hiring process via USAJOBS, Schedule A, and reasonable accommodations available in the Federal government.

**C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)**

- 1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If "yes", please describe the triggers below.

a. New Hires for Permanent Workforce (PWD) Answer No

b. New Hires for Permanent Workforce (PWTD) Answer No

For the Administrative, Professional and Technical (APT) category of employees (i.e. occupations that are not governed by medical qualification standards): a. Per Table B1 New Hires for Permanent Workforce (PWD) is at 22.30% which is above the 12% benchmark, therefore there is no trigger with New Hires in the Permanent Workforce. b. Per Table B1 New Hires for Permanent Workforce (PWTD) is at 4.73% which is above the 2% benchmark, therefore there is no trigger with New Hires in the Permanent Workforce.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	0				
% of Qualified Applicants	0				
% of New Hires	0				

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

- a. New Hires for MCO (PWD) Answer No
- b. New Hires for MCO (PWTD) Answer No

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811 and Uniformed Division Officers series 0083. As stated on page 40 of this report, During FY2019 weapon carriers made up approximately 74.51% of the total workforce while non-weapon carriers made up approximately 25.49% of the total workforce. In these occupations, the Office of Personnel Management (OPM) allows for special medical requirements for the law enforcement occupations (Medical and physical standards: 5 C.F.R. Part 339) that are covered by Secret Service Directive SAF-03(03). These occupations are exacting and involve ensuring the safety of others under trying conditions. Conditions that may hinder full, efficient performance of the duties of these positions or that would cause individuals to be a hazard to themselves or to others, are disqualifying. The Secret Service will continue to recruit and consider all qualified applicants, to include persons with disabilities, for both the law enforcement and non-law enforcement occupations. Therefore no triggers are identified in these mission critical occupations.

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

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

- a. Qualified Applicants for MCO (PWD) Answer No
- b. Qualified Applicants for MCO (PWTD) Answer No

N/A – See Statement in #2

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

N/A – See Statement in #2

## 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.

In FY2019 the Secret Service implemented a number of initiatives to support the career development opportunities of its employees with disabilities, to include the following: The creation of a Disability Working Group specifically for Career Development and PWD, to include stakeholders from the Office of Training and the Human Resources Research and Assessment Division (quarterly meetings scheduled throughout FY2020). The design of a new intranet resource page for employment and PWD (and successful launch in October 2019), with an entire section devoted to Career Development and PWD. Recruited and selected a Special Emphasis Program Manager (SEPM) for PWD. Continued publicity of career development opportunities on the Secret Service’s blog for employment and PWD.

### B. CAREER DEVELOPMENT OPPORTUNITES

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

The Secret Service participates in several competitive Career Developmental Training Programs to include: The Department of Homeland Security centrally managed SES Career Development Program (SES/CDP). DHS has assumed full responsibility for management of the recruitment, qualification, review, and selection procedures for participants in the Department wide SES/CDP. The Secret Service SES/CDP. The following career development opportunities are made available to Secret Service employees through the: U.S. Army War College, the Naval Postgraduate Schools, the National Intelligence Agency, Arbinger Executive Level Leadership, Defense Civilian Emerging Leader Program, and National Defense University. All of these training opportunities are made available through a competitive process. Upon completion of these programs, with the exception of the SES candidate development programs, participants are still required to compete for a promotion.

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/ approval to participate.

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs	0	0	0	0	0	0
Fellowship Programs	0	0	0	0	0	0
Mentoring Programs	0	0	0	0	0	0
Training Programs	0	0	0	0	0	0
Other Career Development Programs	0	0	0	0	0	0
Coaching Programs	17	10	0	0	0	0
Detail Programs	59	15	1	0	13.6	20



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 Yes
- b. Selections (PWD) Answer Yes

a. Per table above, Career Development Program Applicants of (PWD) is at 1.86% which is below the 5.18% applicant pool benchmark, therefore there is a trigger with PWD in the Career Development Program for Applicants. b. Per table above, Career Development Program Selectees of (PWD) is at 1.33% which is below the 1.44% qualified applicant pool, therefore, there is a trigger with PWD in the Selections for Career Development Program Selectees.

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 Yes

a. Per table above Career Development Program Applicants of (PWTd) is at 10.91% which is above the 5.18% applicant pool benchmark, therefore there is not a trigger with PWTd in the Career Development Program for Applicants. b. Per table above Career Development Program Selectees of (PWTd) is at 1.33% which is below the 1.44% qualified applicant pool, therefore, there is a trigger with PWTd in the Selections for Career Development Program Selectees.

**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

Table B9 – 2 (Inclusion Rate) Time-off Award 1 - 10 a. Per Table B9-2 Time Off 1–10 hours (PWD) is at 6.39% which is above the 2.56% benchmark, therefore there is not a trigger with Time-off 1-10 hours awards for PWD. b. Per Table B9-2 Time Off 1-10 hours (PWTd) is at 6.67% which is above the 2.56% benchmark, therefore there is not a trigger with Time-off 1-10 hours awards for PWTd. Time-off Award 11 - 20 c. Per Table B9-2 Time Off 11–20 hours (PWD) is at 7.14% which is above the 5.03% benchmark, therefore there is not a trigger with Time-off 11-20 hours awards for PWD. d. Per Table B9-2 Time Off 11-20 hours (PWTd) is at 13.33% which is above the 5.03% benchmark, therefore there is not a trigger with Time-off 11-20 hours awards for PWTd. Time-off Award 21 – 30 e. Per Table B9-2 Time Off 21–30 hours (PWD) is at 4.51% which is above the 2.05% benchmark, therefore there is not a trigger with Time-off 21-30 hours awards for PWD. f. Per Table B9-2 Time Off 21-30 hours (PWTd) is at 6.67% which is above the 2.05% benchmark, therefore there is not a trigger with Time-off 21-30 hours awards for PWTd. Time-off Award 31 - 40 g. Per Table B9-2 Time Off 31–40 hours (PWD) is at 5.64% which is above the 3.68% benchmark, therefore there is not a trigger with Time-off 31-40 hours awards for PWD. h. Per Table B9-2 Time Off 31-40 hours (PWTd) is at 15.56% which is above the 3.68% benchmark, therefore there is not a trigger with Time-off 31-40 hours awards for PWTd. Time-off Award 41 or more i. Per Table B9-2 Time Off 41 or more hours (PWD) is at 1.50% which is above the 0.42% benchmark, however, there is a trigger with Time-off 41 or more hours awards for PWD. j. Per Table B9-2 Time Off 41 or more hours (PWTd) is at 0.00% which is below the 0.42% benchmark, therefore there is a trigger with Time-off 41 or more hours awards for PWTd. Table B9 – 2 (Inclusion Rate) Cash Award \$500 and under k. Per Table B9-2 Cash Award of \$500 and under (PWD) is at 22.18% which is above the 19.66% benchmark, therefore there is not a trigger with Cash Awards of \$500 and under for PWD. l. Per Table B9-2 Cash Award of \$500 and under (PWTd) is at 20.00% which is above the 19.66% benchmark, therefore there is not a trigger with Cash Awards of \$500 and under for PWTd. Cash Award \$501-\$999 m. Per Table B9-2 Cash Awards of \$501-\$999 (PWD) is

at 20.30% which is below the 24.73% benchmark, therefore there is a trigger with Cash Awards of \$501-\$999 for PWD. n. Per Table B9-2 Cash Awards of \$501-\$999 (PWTD) is at 15.56% which is below the 24.73% benchmark, therefore there is a trigger with Cash Awards of \$501-\$999 for PWTD. Cash Awards \$1000-\$1999 o. Per Table B9-2 Cash Awards of \$1000-\$1999 (PWD) is at 42.48% which is below the 51.44% benchmark, therefore there is a trigger with Cash Awards of \$1000-\$1999 for PWD. p. Per Table B9-2 Cash Awards of \$1000-\$1999 (PWTD) is at 31.11% which is below the 51.44% benchmark, therefore there is a trigger with Cash Awards of \$1000-\$1999 for PWTD. Cash Awards \$2000-\$2999 q. Per Table B9-2 Cash Awards of \$2000-\$2999 (PWD) is at 10.53% which is below the 15.66% benchmark, therefore there is a trigger with Cash Awards of \$2000-\$2999 for PWD. r. Per Table B9-2 Cash Awards of \$2000-\$2999 (PWTD) is at 13.33% which is below the 15.66% benchmark, therefore there is a trigger with Cash Awards of \$2000-\$2999 for PWTD. Cash Awards \$3000-\$3999 s. Per Table B9-2 Cash Awards of \$3000-\$3999 (PWD) is at 4.89% which is below the 7.89% benchmark, therefore there is a trigger with Cash Awards of \$3000-\$3999 for PWD. t. Per Table B9-2 Cash Awards of \$3000-\$3999 (PWTD) is at 6.67% which is below the 7.89% benchmark, therefore there is a trigger with Cash Awards of \$3000-\$3999 for PWTD. Cash Awards \$4000-\$4999 u. Per Table B9-2 Cash Awards of \$4000-\$4999 (PWD) is at 2.63% which is below the 4.07% benchmark, therefore there is a trigger with Cash Awards of \$4000-\$4999 for PWD. v. Per Table B9-2 Cash Awards of \$4000-\$4999 (PWTD) is at 4.44% which is above the 4.07% benchmark, therefore there is not a trigger with Cash Awards of \$4000-\$4999 for PWTD. Cash Awards \$5000 or more w. Per Table B9-2 Cash Awards of \$5000 or more (PWD) is at 2.26% which is below the 4.49% benchmark, therefore there is a trigger with Cash Awards of \$5000 or more for PWD. x. Per Table B9-2 Cash Awards of \$5000 or more (PWTD) is at 0.00% which is below the 4.49% benchmark, therefore there is a trigger with Cash Awards of \$5000 or more for PWTD.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %

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

- a. Pay Increases (PWD) Answer No
- b. Pay Increases (PWTD) Answer No

Table B9 – 2 (Inclusion Rate) Pay Increases (Quality Step Increases - QSI) a. Per Table B9-2 Pay Increases for (PWD) is at 9.02% which is below the 7% benchmark, therefore there is not a trigger with Pay Increases for PWD. b. Per Table B9-2 Pay Increases for (PWTD) is at 15.56% which is below the 7% benchmark, therefore there is not a trigger with Pay Increases for PWTD.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Performance Based Pay Increase	0	0.00	0.00	0.00	0.00

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If “yes”, describe the employee recognition program and relevant data in the text box.

- a. Other Types of Recognition (PWD) Answer N/A
- b. Other Types of Recognition (PWTD) Answer N/A

N/A

**D. PROMOTIONS**

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

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

Table B7 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWD) is at 0.00% ; however, it is noted that the SES selections were in the Law Enforcement 1811 categories. These positions adhere to the OPM medical standards; thus no trigger is identified. ii. Per Table B7 Internal Selections for SES positions (PWD) is at 0.00% which is equal to the 0.00% benchmark, therefore, there is not a trigger with Internal Selections for SES positions. b. Grade 15 i. Per Table B7 Qualified Internal Applicants for GS-15 positions (PWD) is at 1.00% which is below the 4.63% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-15 positions. ii. Per Table B7 Internal Selections for GS-15 positions (PWD) is at 0.00% which is below the 1.00% benchmark, therefore there is a trigger with Internal Selections for GS-15 positions. c. Grade 14 i. Per Table B7 Qualified Internal Applicants for GS-14 positions (PWD) is at 0.58% which is below the 4.05% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-14 positions. ii. Per Table B7 Internal Selections for GS-14 positions (PWD) is at 2.78% which is above the 0.58% benchmark, therefore there is not a trigger with Internal Selections for GS-14 positions. d. Grade 13 i. Per Table B7 Qualified Internal Applicants for GS-13 positions (PWD) is at 0.00% which is below the 9.20% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-13 positions. ii. Per Table B7 Internal Selections for GS-13 positions (PWD) is at 5.26% which is above the 0.00% benchmark, therefore there is not a trigger with Internal Selections for GS-13 positions.

2. Does your agency have a trigger involving PWTB 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 (PWTB)	Answer N/A
ii. Internal Selections (PWTB)	Answer N/A
b. Grade GS-15	
i. Qualified Internal Applicants (PWTB)	Answer Yes
ii. Internal Selections (PWTB)	Answer No
c. Grade GS-14	
i. Qualified Internal Applicants (PWTB)	Answer Yes

- ii. Internal Selections (PWTD) Answer Yes
- d. Grade GS-13
  - i. Qualified Internal Applicants (PWTD) Answer Yes
  - ii. Internal Selections (PWTD) Answer No

Table B7 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWTD) is at 0.00%; however, it is noted that the SES selections were in the Law Enforcement 1811 categories. These positions adhere to the OPM medical standards; thus no trigger is identified. ii. Per Table B7 Internal Selections for SES positions (PWTD) is at 0.00% which is at the 0.00% benchmark, therefore there is not a trigger with Internal Selections for SES positions. b. Grade 15 i. Per Table B7 Qualified Internal Applicants for GS-15 positions (PWTD) is at 0.00% which is below the 1.00% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-15 positions. ii. Per Table B7 Internal Selections for GS-15 positions (PWTD) is at 0.00% which is at the 0.00% benchmark, therefore, there is not a trigger with Internal Selections for GS-15 positions. c. Grade 14 i. Per Table B7 Qualified Internal Applicants for GS-14 positions (PWTD) is at 0.19% which is below the 0.77% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-14 positions. ii. Per Table B7 Internal Selections for GS-14 positions (PWTD) is at 0.00% which is below the 0.19% benchmark, therefore there is a trigger with Internal Selections for GS-15 positions. d. Grade 13 i. Per Table B7 Qualified Internal Applicants for GS-13 positions (PWTD) is at 0.00% which is below the 1.19% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-13 positions. ii. Per Table B7 Internal Selections for GS-13 positions (PWTD) is at 2.63% which is above the 0.00% benchmark, therefore there is not a trigger with Internal Selections for GS-13 positions.

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 Yes
- b. New Hires to GS-15 (PWD) Answer Yes
- c. New Hires to GS-14 (PWD) Answer Yes
- d. New Hires to GS-13 (PWD) Answer Yes

. SES Applicant flow data for New Hires to SES positions for (PWD) is unavailable through Monster Analytics. b. Grade 15 Applicant flow data for New Hires to Grade 15 positions for (PWD) is unavailable through Monster Analytics. c. Grade 14 Applicant flow data for New Hires to Grade 14 positions for (PWD) is unavailable through Monster Analytics. d. Grade 13 Applicant flow data for New Hires to Grade 13 positions for (PWD) is unavailable through Monster Analytics.

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 Yes
- b. New Hires to GS-15 (PWTD) Answer Yes
- c. New Hires to GS-14 (PWTD) Answer Yes
- d. New Hires to GS-13 (PWTD) Answer Yes

a. SES Applicant flow data for New Hires to SES positions for (PWTD) is unavailable through Monster Analytics. b. Grade 15 Applicant flow data for New Hires to Grade 15 positions for (PWTD) is unavailable through Monster Analytics. c. Grade 14 Applicant flow data for New Hires to Grade 14 positions for (PWTD) is unavailable through Monster Analytics. d. Grade 13

Applicant flow data for New Hires to Grade 13 positions for (PWTD) is unavailable through Monster Analytics.

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

a. Executives i. Per Table B8 Qualified Applicants for Executive positions (PWD) is at 0.00% which is below the 4.23% Internal Selections inclusion rate benchmark, therefore there is a trigger with Internal Selections for Executive positions. ii. Per Table B8 Internal Selections for Executive positions (PWD) is at 0.00% which is equal to the 0.00% Internal Selections inclusion rate benchmark, therefore there is not a trigger with Internal Selections for Executive positions. b. Managers i. The agency does not have access to applicant flow data for the category of “Manager” as defined in the MD-715 Instructions. ii. The agency does not have access to internal selections data for the category of “Manager” as defined in the MD-715 Instructions. c. Supervisors i. The agency does not have access to applicant flow data for the category of “Supervisor” as defined in the MD-715 Instructions. ii. The agency does not have access to internal selections data for the category of “Supervisor” as defined in the MD-715 Instructions.

6. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. Executives
    - i. Qualified Internal Applicants (PWTD) Answer Yes
    - ii. Internal Selections (PWTD) Answer No
  - b. Managers
    - i. Qualified Internal Applicants (PWTD) Answer Yes
    - ii. Internal Selections (PWTD) Answer Yes
  - c. Supervisors
    - i. Qualified Internal Applicants (PWTD) Answer Yes
    - ii. Internal Selections (PWTD) Answer Yes

a. Executives i. Per Table B8 Qualified Applicants for Executive positions (PWTB) is at 0.00% which is below the 0.85% Internal Selections inclusion rate benchmark, therefore there is a trigger with Internal Selections for Executive positions. The agency will determine whether these are LEO positions. ii. Per Table B8 Internal Selections for Executive positions (PWTB) is at 0.00% which is equal to the 0.00% Internal Selections inclusion rate benchmark, therefore there is not a trigger with Internal Selections for Executive positions. The agency will determine whether these are LEO positions. b. Managers i. The agency does not have access to applicant flow data for the category of “Manager” as defined in the MD-715 Instructions. ii. The agency does not have access to internal selections data for the category of “Manager” as defined in the MD-715 Instructions. c. Supervisors i. The agency does not have access to applicant flow data for the category of “Supervisor” as defined in the MD-715 Instructions. ii. The agency does not have access to internal selections data for the category of “Supervisor” as defined in the MD-715 Instructions.

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 Yes
- b. New Hires for Managers (PWD) Answer Yes
- c. New Hires for Supervisors (PWD) Answer Yes

a. Executives Applicant flow data for New Hires to Executive positions for (PWD) is unavailable through Monster Analytics. b. Managers Applicant flow data for New Hires to Managers positions for (PWD) is unavailable through Monster Analytics. c. Supervisors Applicant flow data for New Hires to Supervisors positions for (PWD) is unavailable through Monster Analytics.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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 (PWTB) Answer Yes
- b. New Hires for Managers (PWTB) Answer Yes
- c. New Hires for Supervisors (PWTB) Answer Yes

a. Executives Applicant flow data for New Hires to Executive positions for (PWTB) is unavailable through Monster Analytics. b. Managers Applicant flow data for New Hires to Manager positions for (PWTB) is unavailable through Monster Analytics. c. Supervisors Applicant flow data for New Hires to Supervisor positions for (PWTB) is unavailable through Monster Analytics.

## 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

To-date, the Secret Service has converted all eligible Schedule A employees.

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

Table B1-2 (Inclusion Rate) a. Voluntary Separations of (PWD) is at 3.76% which is above the 1.25% inclusion rate benchmark, therefore there is a trigger with Voluntary Separations for PWD. b. There were no Involuntary Separations for (PWD) during FY2019.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
-------------	---------	---------------------------	-----------------------------------

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 Yes
- b. Involuntary Separations (PWTD) Answer No

c. Voluntary Separations of (PWTD) is at 4.26% which is above the 1.25% inclusion rate benchmark, therefore there is not a trigger with Voluntary Separations for PWTD. d. There were no Involuntary Separations for (PWTD) during FY2019.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
-------------	---------	-------------------------	---------------------------------

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.

FY2019 exit survey results revealed that PWD rated lower than their peers in the following categories: relationship with coworkers, current duty station/location, recognition received, senior leadership’s understanding of current challenges and willingness to act in best interest of employees, training opportunities, flexible tour of duty, adequate number of persons to accomplish required work, realistic performance expectations, communication between employees and management, and assignment of supervisor.

**B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES**

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency’s public website for its notice explaining employees’ and applicants’ rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

<https://www.secretservice.gov/section508/> Section 508 Complaint Processing Procedures If you are a member of the public or an employee or applicant for employment with the Department of Homeland Security (DHS) or the United States Secret Service who has a disability and wish to file a complaint of noncompliance with Section 508 of the Rehabilitation Act of 1973, as amended, you may send a signed, written complaint within 180 days of the incident that gave rise to the complaint to the following address: United States Secret Service Communications Center (EEO) ATTN: Section 508 Complaints 245 Murrury Drive S.W., Bldg 410 Washington, D.C. 20223 Your complaint should include sufficient details of the alleged failure to procure accessible technology in compliance with Section 508 that will enable the Office of Equal Opportunity to understand what occurred, where and when it occurred and the responsible Secret Service organization, if known. The Office of Equal Opportunity will investigate your complaint against the Secret Service pursuant to the compliance procedures set forth in 29 U.S.C. 794 d(f)(2). These are the same procedures that DHS uses to process Section 504 complaints. The Secret Service will investigate your complaints and attempt resolution. If no resolution is achieved, a letter of findings will be issued, notifying you of the results of the investigation. If you

disagree with the letter of findings, you will be provided with administrative appeal procedures. If you appeal the letter of findings, DHS will issue a final decision based on the entire record. This decision will set forth the findings, remedial action required, if any, and reasons for the decision. Alternative Means of Filing a Complaint: The Secret Service will provide appropriate assistance to complainants who may need help in filing their complaint, and will consider complaints filed in alternate forms. For example, a complainant with a disability may file a complaint electronically, by audiotape, in Braille, or in some other format. Electronic complaints should be sent to [Equal.Opportunity@uss.s.dhs.gov](mailto:Equal.Opportunity@uss.s.dhs.gov). Additionally, oral complaints will be considered if the complainant is unable to write and cannot have someone write out the complaint for him or her. To file a complaint telephonically, complainants should call (202)406-5540 or TTY (202)406-9805.

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.secretservice.gov/join/diversity/overview/ Architectural Barriers Act Complaint Processing](https://www.secretservice.gov/join/diversity/overview/Architectural%20Barriers%20Act%20Complaint%20Processing) The Architectural Barriers Act requires buildings or facilities to be accessible if they are designed, built or altered with federal dollars or leased by federal agencies after August 12, 1968. Complaints about inaccessibility of United States Secret Service buildings or facilities should be made directly to the U.S. Access Board. Please visit the following site for more information: <https://www.access-board.gov/aba-enforcement/file-a-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 Washington Facilities Branch met with GSA on a regular basis and discussed any issues that arose. Facility modifications as part of the Reasonable Accommodation Program included any alternations necessary for employees and applicants to access Secret Service controlled buildings. The Secret Service introduced new technologies (hardware and software) as reasonable accommodations to its Approved Products List (APL), as well as implemented upgrades to its VideoPhone lines and devices for improved quality and efficiencies. The Section 508 coordinator made available four (4) trainings to the Agency's Learning Management System (PALMS) on Section 508: "Getting Started with Section 508", "Section 508: What is It and Why is It Important to You?", "Micro-purchases and Section 508 Requirements", "Accessibility of Information and Communication Technology (ICT): an Overview for Government Executives".

### 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.)

Per the Secret Service Reasonable Accommodation Policy, the Agency must make a decision on an accommodation request as soon as possible, but not more than 20 business days from the date of the applicant or employee's request (absent extenuating circumstances). In FY2019, the average processing time for employee requests was 9 business days and for applicants was 3 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.

In FY2019 the Secret Service implemented a new "Disability Table Topics" series to educate the workforce on disability employment and the accommodation process. Specific to the RA Program, some topics included: "Making a Request for RA," "Recognizing a Request for RA," "Using the Job Accommodation Network (JAN)," "Administrative Accommodations," "Assistive Technology," "Interacting with Persons with Disabilities (PWD)," "The Application Process and PWD," and "The Interactive Process – Decisions.") The Secret Service tracked trends and timelines for all accommodation requests (to include monitoring the



types of accommodations requested, and trends in specific office/division requests); these data were reported to the Director’s office on a monthly basis. The Disability Program Manager (DPM) conducted nine (9) trainings for first-line supervisors, a senior leadership conference, and an administrative officer’s conference, on disability hiring and recognizing requests for reasonable accommodation, reaching a total number of 586 persons. The DPM also developed educational materials on the Disability Program and reasonable accommodation, to include: workflows for processing accommodations, FAQs for Managers, and worksheets on essential functions, telework, and undue hardship analysis. The Secret Service also developed a new intranet resource page for employment and PWD (and successful launched in October 2019), with an entire section devoted to Reasonable Accommodations and resources.

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

*Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.*

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

The Secret Service did not receive any requests for PAS in FY2019; to be proactive in the event of a request and approval of services, the Secret Service had a prepared Statement of Work (SOW) for contractor services ready to move through the procurement process. PAS procedures are posted on the Secret Service public-facing website at: <https://www.secretservice.gov/join/diversity/>

**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.

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?  

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.

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?

Answer Yes

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

Answer Yes

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

<p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>Trigger 1 - Section IV, B, #3 and #4, Career Development Programs, PWD/PWTD are below representation rates in the applicant pool and selectees.</p>
<p><b>STATEMENT OF BARRIER GROUPS:</b></p>	<p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p>

<p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>Trigger 2 - Section IV, C, #1, PWD/PWTD were consistently below the inclusion rate for Cash Awards (above \$500) but not for Time Off Awards and QSIs</p>
<p><b>STATEMENT OF BARRIER GROUPS:</b></p>	<p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p>

<p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>Trigger 3 (Workforce tables B7/B8) - Section IV, D, #1 through #7, PWD/PWTD were below the relevant pool in qualified applicants for GS-13, 14, 15 and SES internal promotions, applicant flow data was not available for new hires, and applicant flow data was not available for the “Manager” and “Supervisor” positions as defined in the MD-715 Instructions.</p>
<p><b>STATEMENT OF BARRIER GROUPS:</b></p>	<p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p>

<p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>Trigger 4 - Section V, A, #1 and #2, PWD/PWTD voluntarily separated at higher than the inclusion rate</p>
<p><b>STATEMENT OF BARRIER GROUPS:</b></p>	<p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p>

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