

## 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 20.98% 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 14.70% 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 3.50% 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 2.15% 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	283	61	21.55	10	3.53
Grades GS-11 to SES	4192	243	5.80	35	0.83

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

On October 29, 2020, the 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 (DWG) (with the recruitment team) meet quarterly to discuss practices to improve hiring and recruitment. DPM and DWG routinely disseminated information to hiring managers, including all first-line supervisor trainings, all new employee orientations, and the FY2020 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	
Architectural Barriers Act Compliance	1	0	0	joseph.blevins@usss.dhs.g
Answering questions from the public about hiring authorities that take disability into account	1	0	0	aurelia.spencer@usss.dhs.g
Processing reasonable accommodation requests from applicants and employees	1	0	0	christopher.fultz@usss.dhs.
Section 508 Compliance	1	0	0	leonard.dorrian@usss.dhs.g
Processing applications from PWD and PWTD	1	0	0	aurelia.spencer@usss.dhs.g
Special Emphasis Program for PWD and PWTD	0	0	1	jasmine.snyder@usss.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 Yes

The DPM completed the following training: EEO Counselor and SEPM Training, Training -- EEO Claims: When to Accept, and When to Dismiss, EARN Webinar – COVID-19 and ADA considerations, ADA Symposium Online series, and was 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.

## **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 nearly \$200,000 to support the communication access needs for Deaf and Hard of Hearing employees and applicants. § 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. 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. Expenditures for the Agency for FY2020 was \$559.78. This program will be unavailable in FY2021 through the DOD.

## **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.
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<b>Objective</b>	Increase efficiencies in Agency recognition and processing of reasonable accommodation requests (applicants). Maintain practices which have reached goal for employees.		
<b>Target Date</b>	Sep 30, 2020		
<b>Completion Date</b>	Sep 30, 2020		
<b>Planned Activities</b>	<u><i>Target Date</i></u>	<u><i>Completion Date</i></u>	<u><i>Planned Activity</i></u>
	Jun 23, 2020	September 8, 2020	Provide educational opportunities (workshops, lunch and learns, and formal trainings) on Agency timeframes, and recognizing requests for reasonable accommodations.
	Sep 1, 2020	September 23, 2020	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>			

<i>Fiscal Year</i>	<i>Accomplishment</i>
2020	<p>Successful completion of FY2019 Objective (“Increase efficiencies in Agency recognition and processing of reasonable accommodation requests”). For employees, processing time compliance with the Policy improved from 90.5% in FY2019 to 100% in FY 2020, with an average processing time reduced from nine (9) days in FY2019 to 7 days in FY2020. For applicants, processing time compliance with the Policy remained stable at 83.3% in FY2019 to FY2020 with an average processing time reduced from 21 days to 17 days in FY2020. 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 thirteen (13) new hire trainings for Special Agent and Uniformed Division Officers, 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 over 750 employees. Examples of training offered to employees included: § Recognizing a Request for a Reasonable Accommodation § Hiring and PWD/PWTD § Career Development Strategies § Assistive Technologies § The Coronavirus and the ADA 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. Upcoming initiative spurred from this group is to better align Schedule A resumes and new job postings to provide qualified applicants to hiring officials earlier in the process. Initiated second Disability Working Group focusing on career development and progression planning for PWD and PWTD. Working with SEPMs to develop robust plans on how to improve process in which job postings reached PWD and PWTD, removed barrier language and better reached target audience. These meetings resulted in the development of surveys which are used by hiring managers, talent development personnel, career progression experts and human resources research professionals to monitor potential barriers for promotional and career development opportunities. 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. Hosted eight sessions covering variety of topics, many of which were at the request of participants. Working with two members of DHS components to expand this into an inter-department process to improve cross collaborative awareness and educational development. 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. Successfully launched the Ability Ally program. Ability Allies were provided physical cards to place in their workspace as well as email signature icons which demonstrate they are comfortable and willing to discuss any workplace issues related to diversity, inclusion, and ability, and can provide resources upon request for more information. These individuals became champions to provide conversations about PWD and PWTD as well as other diverse groups.</p>

<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.
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	Jun 30, 2020	September 8, 2020	Provide educational opportunities (workshops, lunch and learns, and formal trainings) on Agency timeframes, and recognizing requests for reasonable accommodations.
	Sep 1, 2020	September 23, 2020	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>			



<i>Fiscal Year</i>	<i>Accomplishment</i>
2020	<p>Successful completion of FY2019 Objective (“Increase efficiencies in Agency recognition and processing of reasonable accommodation requests”). For employees, processing time compliance with the Policy improved from 90.5% in FY2019 to 100% in FY 2020, with an average processing time reduced from nine (9) days in FY2019 to 7 days in FY2020. For applicants, processing time compliance with the Policy remained stable at 83.3% in FY2019 to FY2020 with an average processing time reduced from 21 days to 17 days in FY2020.</p> <p>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 thirteen (13) new hire trainings for Special Agent and Uniformed Division Officers, 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 over 750 employees. Examples of training offered to employees included: § Recognizing a Request for a Reasonable Accommodation § Hiring and PWD/PWTD § Career Development Strategies § Assistive Technologies § The Coronavirus and the ADA 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. Upcoming initiative spurred from this group is to better align Schedule A resumes and new job postings to provide qualified applicants to hiring officials earlier in the process. Initiated second Disability Working Group focusing on career development and progression planning for PWD and PWTD. Working with SEPMs to develop robust plans on how to improve process in which job postings reached PWD and PWTD, removed barrier language and better reached target audience. These meetings resulted in the development of surveys which are used by hiring managers, talent development personnel, career progression experts and human resources research professionals to monitor potential barriers for promotional and career development opportunities. 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. Hosted eight sessions covering variety of topics, many of which were at the request of participants. Working with two members of DHS components to expand this into an inter-department process to improve cross collaborative awareness and educational development. 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.</p> <p>Successfully launched the Ability Ally program. Ability Allies were provided physical cards to place in their workspace as well as email signature icons which demonstrate they are comfortable and willing to discuss any workplace issues related to diversity, inclusion, and ability, and can provide resources upon request for more information. These individuals became champions to provide conversations about PWD and PWTD as well as other diverse groups.</p>

<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). Improve practices to ensure applicant reasonable accommodations will be processed within 20 business days. Improvements include adding automatic timers in the Microsoft Excel-based tracking sheet and automated tracking reminders in Microsoft OneNote. These will be sent to all parties at 5-, 7-, 10-, 15-, and 1		
<b>Target Date</b>	Sep 30, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 1, 2020	September 1, 2021	Work with Talent and Employee Acquisition Management Division (TAD) Schedule A Coordinator to improve Schedule A resume database query system.
	Jul 21, 2021		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.
	Sep 1, 2021		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.
<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 FY2020, the Secret Service restructured the Professional with Disabilities Recruitment Program by developing an Annual Recruitment Schedule and establishing program goals, strategies and metrics, based on data from the Census and the agency’s MD-715. This information was crucial to establish effective recruitment strategies and measures to reach qualified prospects with disabilities and targeted disabilities, including disabled veterans. In FY2020 the agency participated in 26 events towards the recruitment of this population (not specific to disabled veterans), eighteen were career fairs (including virtual career events), six information sessions, and two were meet and greets with influencers. Notably, the Secret Service was scheduled to attend at least 12 other events but due to the pandemic those events were cancelled or rescheduled for FY21. The Secret Service overarching strategy, while participating in military recruitment events, is to target veterans with disabilities to increase awareness of Secret Service career opportunities. The agency also shared vacancy announcements with the Department of Veterans Affairs’ regional employment coordinators, Soldier for Life Transition Assistance Programs, national and state vocational rehabilitation offices, non-profit disability organizations, Student Veterans of America, Wounded Warriors Transition Coordinators and Disability Programs at Colleges and Universities. As part of the Secret Service recruitment strategy, the agency participated at new disability forums to increase awareness of the agency’s employment opportunities and expand the agency’s employment brand within the disability community. USSS participated at the following events for the first time: 2020 Disability IN Annual Conference & Expo; University of Illinois Urbana-Champaign Disability Resources and Educational Services (DRES) Corporate Networking Event; New Jersey Division of Vocational Rehabilitation Recruitment & Inclusion Job Fair; Villanova University 2019 Network CapABILITY Meetup, and My Employment Options Virtual Career Fair. At these events, recruiters interacted with prospects with disabilities and targeted disabilities, provided employment information (including information about the agency’s mission-critical occupations) and guided noncompetitive applicants about the application process and the agency’s Schedule A resume repository. In addition,

recruiters met new influencers that will assist the agency in promoting its employment opportunities to professionals with disabilities. Due to a pandemic outbreak, TAD-ORB restructured its business model. TAD-ORB moved from in-person events to 100% virtual events to continue operations. During this period, the Secret Service conducted eight virtual recruitment events towards the recruitment of professionals with disabilities and targeted disabilities. At virtual recruitment events, Secret Service recruiters conducted one-on-one video sessions with prospects or exchanged written messages with them through chat forums. Recruiters educated professionals with disabilities about the agency's career opportunities, including mission-critical occupations, and the application process. Another strategy used during the pandemic was resume mining. Recruiters mined resumes of Schedule A applicants through the USAJOBS Agency Talent Portal and the Workforce Recruitment Program. Recruiters contacted prospects and invited them to apply to Secret Service vacancies that were open to Schedule A applicants. Secret Service staff also serve as interviewers during this fiscal year's Workforce Recruitment Program (WRP) interview process. The WRP is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs. By participating in this process, the staff educated interviewees about Secret Service careers and the agency publicly demonstrated its commitment to diversity, equity and inclusion. In addition, this effort contributed to strengthen the agency's employment image within the WRP community and further develop awareness within the Agency on the availability of this recruitment tool and its benefits. To conclude, the agency created a recruitment flyer for professionals with disabilities that is currently being used at recruitment events. The flyer details the following information: Secret Service application process for Schedule A applicants; what the Schedule A special hiring authority is; the agency's procedures to provide reasonable accommodations during the application, interview and pre-employment process; and the external programs the agency use to provide internship/volunteer opportunities to disabled veterans and students with disabilities. All the above-mentioned recruitment initiatives contributed to increasing the number of persons with disabilities (PWD) this fiscal year: For FY2020 the Secret Service improved the number of PWD employed within its ranks from FY2019 by 78 employees for a 20.7% increase from year-to-year.

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 PWTB for positions in the permanent workforce

When application materials are received from potential candidates (via outreach events, Vocational Rehabilitation Specialist contacts, the Workforce Recruitment Program, or other sources), all information is coordinated through the Selective Placement Program Coordinator (SPPC). The SPPC worked closely with other TAD personnel and Agency hiring managers to facilitate the hiring process, including the use of special hiring authorities. In addition, Human Resources Specialist also used the Secret Service military resume repository during strategic recruitment discussions with hiring managers, and referred qualified disabled veterans candidates for their review and consideration. During FY2020, 180 disabled veteran resumes and supporting veteran documents were uploaded to the Secret Service veteran's database. During FY2020 the agency used the following special hiring authorities to recruit professionals with disabilities and targeted disabilities: • Schedule A • Veterans' Recruitment Appointment • 30% or more disabled veterans

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 “Veterans 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.

During FY2020, the Secret Service maintained and further developed partnerships with 34 colleges and universities, and other institutions dedicated to assist professionals with disabilities find meaningful employment. The agency participated in recruitment related activities at the following institutions/organizations. Moreover, the Secret Service coordinated and interacted with their customers by providing information about the agency, current vacancies, the application process and the agency’s Schedule A and Military resume repositories. The agency also shared vacancy announcements with staff from these institutions/organizations who shared the information with prospects. All these efforts contributed to target professionals with disabilities and targeted disabilities, and ensure the agency had an applicant pool of Schedule A applicants for hiring managers consideration when filling their vacancies. § Ability Jobs § Arizona Rehabilitation Services Administration § Bender Consulting Services § Boyle Heights/East Worksource Center (Los Angeles), America's Job Center of California § California State University, Los Angeles, Office of Students with Disabilities § California State University, Northridge Disabilities Resources & Educational Services Department § Career Eco § City Career Fair § DC Department of Youth Rehabilitation Services (DYRS) and East River Family Strengthening Collaborative (ERFSC) § Department of Defense Operation Warfighter § Department of Economic Security Government of Arizona § Disability IN § EOP Career Expo § Gallaudet University § Illinois Vocational Rehabilitation Office § Joint Base San Antonio Wounded Warrior Transition Battalion § Managed Career Solutions Inc., Los Angeles § Maryland Department of Labor, Local Veterans Employment § Maryland State Department of Education Division of Rehabilitation Services § My Employment Options Ticket To Work Employment Network § National Employment Team (NET), Council of State Administrators of Vocational Rehabilitation § National Technical Institute for the Deaf § New Jersey Department of Labor & Workforce Development, Division of Vocational Rehabilitation Services § Soldier for Life Transition Assistance Programs § St. Edward's University, Austin § Student Veterans of America § The District of Columbia Area Black Deaf Advocates, Inc. § The Viscardi Center § University of Illinois at Urbana-Champaign, Vocational Rehabilitation & Employment, Chez Veterans Center (U.S. Department of Veterans Affairs) § University of Illinois Urbana-Champaign, Disability Resources and Educational Services (DRES) § Villanova University (Inclusive Hiring Meetup and Network CapABILITY Meetup) § Vision Rehabilitation & Assistive Technology Expo § Workforce Recruitment Program Wounded Warriors

**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 Yes

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 21.78% 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 0.00% which is above the 2% benchmark, therefore there is a 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	24158	0.00	4.68	0.00	2.98
% of Qualified Applicants	11003	0.00	3.62	0.00	2.12
% of New Hires	191	0.00	4.71	0.00	0.52

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 52 of this report, During FY2020 weapon carriers made up approximately 73.69% of the total workforce while non-weapon carriers made up approximately 26.31% 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%	
0080PHYSICAL SECURITY SPECIALISTS	0	0.00	0.00	0.00	0.00
0083UNIFORMED OFFICERS	0	0.00	0.00	0.00	0.00
1802SPECIAL OFFICERS AND PROTECTIVE SUPPORT TECHNICIANS	0	0.00	0.00	0.00	0.00
1811CRIMINAL INVESTIGATORS	0	0.00	0.00	0.00	0.00

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 FY2020 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 FY2021). § The development and rollout of a new intranet resource page which showcases PWD and PWTD with an entire section devoted to Career Development for these targeted groups. § Continued publicity of career development opportunities on the Secret Service’s blog for employment and PWD. § Plan to Ensure Advancement Opportunities for Employees with Disabilities with opportunities through the Disability Working Group for Career Development by focusing on improving detail, coaching and mentorship opportunities for PWD and PWTD.

### 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 Secret Service provides a number additional career development opportunities that it regularly advertises to the workforce via Official Message. All Secret Service employees, including PWD/PWTD, are encouraged to participate.

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
Detail Programs	35	6	11.43%	16.67%	2.86%	0.0%
Fellowship Programs	0	0	0	0	0	0
Other Career Development Programs	0	0	0	0	0	0
Mentoring Programs	0	0	0	0	0	0

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Coaching Programs	62	56	9.68%	8.93%	0.0%	0.0%
Training Programs	0	0	0	0	0	0

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

a. Applicants (PWD) Answer No

b. Selections (PWD) Answer No

a. Per table above, Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWD) is at 5.56% which is above the 4.82% applicant pool benchmark, therefore there is not a trigger with PWD in the SES CDP - Career Development Program for Applicants. b. Per table above, Secret Service SES Candidate Development Program - Career Development Program Selectees of (PWD) is at 6.45% which is above the 5.56% qualified applicant pool, therefore, there is not a trigger with PWD in the Selections for SES CDP - 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 No

a. Per table above Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWTD) is at 1.59% which is above the 0.72% applicant pool benchmark, therefore there is not a trigger with PWTD in the SES CDP - Career Development Program for Applicants. b. Per table above Secret Service SES Candidate Development Program - Career Development Program Selectees of (PWTD) is at 3.23% which is above the 0.88% qualified applicant pool, therefore, there is not a trigger with PTWD in the Selections for SES CDP - 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 1.88% which is above the 1.07% 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 0.00% which is below the 1.07% benchmark, therefore there is 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 9.40% which is above the 4.09% 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 15.56% which is above the 4.09% 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 1.13% which is above the 0.70% 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 2.22% which is above the 0.70% 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 7.14% which is above the 4.33% 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 11.11% which is above the 4.33% 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 9.02% which is above the 3.80% benchmark, however, there is not 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 13.33% which is above the 3.80% benchmark, therefore there is not 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 1.50% which is below the 9.24% benchmark, therefore there is 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 8.89% which is below the 9.24% 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 8.27% which is above the 7.83% benchmark, therefore there is not a trigger with Cash Awards of \$501-\$999 for PWD. n. Per Table B9-2 Cash Awards of \$501-\$999 (PWTD) is at 2.22% which is below the 7.83% 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 31.58% which is above the 28.98% benchmark, therefore there is not a trigger with Cash Awards of \$1000-\$1999 for PWD. p. Per Table B9-2 Cash Awards of \$1000-\$1999 (PWTD) is at 33.33% which is above the 28.98% benchmark, therefore there is not 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 27.82% which is above the 25.38% benchmark, therefore there is not a trigger with Cash Awards of \$2000-\$2999 for PWD. r. Per Table B9-2 Cash Awards of \$2000-\$2999 (PWTD) is at 22.22% which is below the 25.38% 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 12.41% which is below the 15.74% 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 8.89% which is below the 15.74% 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 15.79% which is above the 10.51% benchmark, therefore there is not a trigger with Cash Awards of \$4000-\$4999 for PWD. v. Per Table B9-2 Cash Awards of \$4000-\$4999 (PWTD) is at 13.33% which is above the 10.51% 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 10.53% which is below the 15.34% 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 8.89% which is below the 15.34% 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 %
Time-Off Awards 1 - 10 hours: Awards Given	58	1.57	1.04	0.00	1.83
Time-Off Awards 1 - 10 Hours: Total Hours	448	11.29	8.07	0.00	13.19
Time-Off Awards 1 - 10 Hours: Average Hours	7.72	2.26	0.15	0.00	2.64
Time-Off Awards 11 - 20 hours: Awards Given	228	7.84	3.92	15.22	6.59
Time-Off Awards 11 - 20 Hours: Total Hours	3658	126.65	62.83	243.48	106.96
Time-Off Awards 11 - 20 Hours: Average Hours	16.04	5.07	0.31	34.78	0.06
Time-Off Awards 21 - 30 hours: Awards Given	38	0.94	0.67	2.17	0.73
Time-Off Awards 21 - 30 Hours: Total Hours	912	22.57	15.99	52.17	17.58
Time-Off Awards 21 - 30 Hours: Average Hours	24	7.52	0.47	52.17	0.00
Time-Off Awards 31 - 40 hours: Awards Given	234	5.96	4.21	10.87	5.13
Time-Off Awards 31 - 40 Hours: Total Hours	7724	195.61	139.13	365.22	167.03
Time-Off Awards 31 - 40 Hours: Average Hours	33.01	10.29	0.65	73.04	-0.28
Time-Off Awards 41 or more Hours: Awards Given	213	7.52	3.70	13.04	6.59



Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 41 or more Hours: Total Hours	12940	451.41	225.36	556.52	433.70
Time-Off Awards 41 or more Hours: Average Hours	60.75	18.81	1.19	92.76	6.35

  

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	411	6.90	7.58	2.17	7.69
Cash Awards: \$501 - \$999: Total Amount	306280	5082.76	5654.83	1739.13	5646.15
Cash Awards: \$501 - \$999: Average Amount	745.21	231.03	14.61	1739.13	-23.08
Cash Awards: \$1000 - \$1999: Awards Given	1524	26.33	27.87	32.61	25.27
Cash Awards: \$1000 - \$1999: Total Amount	2056153	34436.68	37694.49	40408.70	33430.40
Cash Awards: \$1000 - \$1999: Average Amount	1349.18	409.96	26.51	2693.91	25.12
Cash Awards: \$2000 - \$2999: Awards Given	1335	23.20	24.44	21.74	23.44
Cash Awards: \$2000 - \$2999: Total Amount	2993021	51601.88	54821.77	45854.35	52570.33
Cash Awards: \$2000 - \$2999: Average Amount	2241.96	697.32	43.96	4585.43	42.18
Cash Awards: \$3000 - \$3999: Awards Given	815	10.34	15.23	8.70	10.62
Cash Awards: \$3000 - \$3999: Total Amount	2657654	33677.12	49652.95	27669.57	34689.38
Cash Awards: \$3000 - \$3999: Average Amount	3260.93	1020.52	63.90	6917.39	26.90
Cash Awards: \$4000 - \$4999: Awards Given	564	13.17	10.15	13.04	13.19
Cash Awards: \$4000 - \$4999: Total Amount	2356322	54389.34	42457.81	54782.61	54323.08
Cash Awards: \$4000 - \$4999: Average Amount	4177.88	1294.98	81.96	9130.43	-25.27
Cash Awards: \$5000 or more: Awards Given	790	8.78	14.93	8.70	8.79
Cash Awards: \$5000 or more: Total Amount	6298910	70763.64	119011.84	82645.65	68761.54
Cash Awards: \$5000 or more: Average Amount	7973.3	2527.27	156.18	20661.41	-528.30

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) N/A
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Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	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

Table B9 – 2 (Inclusion Rate) 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 Yes
- 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 Yes
  - ii. Internal Selections (PWD) Answer No
- d. Grade GS-13
  - i. Qualified Internal Applicants (PWD) Answer No
  - ii. Internal Selections (PWD) Answer No

Table B7 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWD) is at 5.66% which is below the 8.54% benchmark, therefore, there is a trigger with the Qualified Internal Applicants for SES positions. ii. Per Table B7 Internal Selections for SES positions (PWD) is at 6.67% which is the below the 8.54% benchmark, therefore, there is 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 1.93% which is below the 4.81% 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 1.54% which is below the 4.81% 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 4.82% 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 13.04% which is above the 4.82% 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 3.57% which is below the 10.82% 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 7.14% which is below the 10.82% benchmark,

therefore there is a trigger with Internal Selections for GS-13 positions.

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

a. SES

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

b. Grade GS-15

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

c. Grade GS-14

i. Qualified Internal Applicants (PWTD) Answer Yes

ii. Internal Selections (PWTD) Answer Yes

d. Grade GS-13

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer Yes

Table B7 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWTD) is at 0.00% which is below the 1.22% benchmark, therefore there is a trigger with Qualified Internal Applicants for SES positions. ii. Per Table B7 Internal Selections for SES positions (PWTD) is at 0.00% which is at the 1.22% benchmark, therefore there is 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 0.48% which is below the 0.72% 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 1.54% which is above the 0.72% 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 0.88% 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 0.88% benchmark, therefore there is a trigger with Internal Selections for GS-14 positions. d. Grade 13 i. Per Table B7 Qualified Internal Applicants for GS-13 positions (PWTD) is at 3.57% which is above the 0.54% benchmark, therefore there is not a trigger with Qualified Internal Applicants for GS-13 positions. ii. Per Table B7 Internal Selections for GS-13 positions (PWTD) is at 0.00% which is below the 0.54% benchmark, therefore there is 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 N/A

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

a. SES There were no (0) SES new hires during FY2020. 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 | N/A |
| 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 There were no (0) SES new hires during FY2020. 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 Internal Applicants for Executive positions (PWD) is at 5.66% which is below the 8.54% benchmark, therefore, there is a trigger with the Qualified Internal Applicants for Executive positions. ii. Per Table B8 Internal Selections for Executive positions (PWD) is at 6.67% which is below the 8.54% benchmark, therefore, there is 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 PWTB 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 (PWTB) Answer Yes
- ii. Internal Selections (PWTB) Answer No

b. Managers

- i. Qualified Internal Applicants (PWTB) Answer Yes
- ii. Internal Selections (PWTB) Answer Yes

c. Supervisors

- i. Qualified Internal Applicants (PWTB) Answer Yes
- ii. Internal Selections (PWTB) Answer Yes

a. Executives i. Per Table B7 Qualified Internal Applicants for Executive positions (PWTB) is at 0.00% which is below the 1.22% benchmark, therefore there is a trigger with Qualified Internal Applicants for Executive positions. ii. Per Table B7 Internal Selections for Executive positions (PWTB) is at 0.00% which is at the 1.22% benchmark, therefore there is 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.

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

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

- 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.

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

a. Voluntary Separations (PWD) Answer No

b. Involuntary Separations (PWD) Answer No

Table B1-2 (Inclusion Rate) a. Voluntary Separations of (PWD) is at 4.40% which is below the 6.33% inclusion rate benchmark, therefore there is not a trigger with Voluntary Separations for PWD. b. Involuntary Separations of (PWD) is at 0.00% which is below the 6.33% inclusion rate benchmark, therefore there is not a trigger with Involuntary Separations for PWD

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	6	0.22	0.07
Permanent Workforce: Resignation	159	3.08	2.04
Permanent Workforce: Retirement	179	0.44	2.48
Permanent Workforce: Other Separations	7	0.22	0.08
Permanent Workforce: Total Separations	351	3.96	4.67

- 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 (PTWD) is at 5.36% which is above the 4.30% inclusion rate benchmark, therefore there is a trigger with Voluntary Separations for PTWD. d. Involuntary Separations of (PTWD) is at 0.00% which is below the 4.30% inclusion rate benchmark, therefore there is not a trigger with Involuntary Separations for PTWD.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Removal	6	0.00	0.08
Permanent Workforce: Resignation	159	5.36	2.07
Permanent Workforce: Retirement	179	0.00	2.38
Permanent Workforce: Other Separations	7	0.00	0.09
Permanent Workforce: Total Separations	351	5.36	4.63

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.

In FY2020 the Agency did not screen on exit interviews for employees as PWD/PWTD. In general employees whom exit the Agency indicate the following reasons as indicators of dissatisfaction: senior leadership’s willingness to act in the best interest of employees, understanding of current challenges, commitment to improve the Secret Service and communication of the Secret Service’s future direction, and work schedule/hours.

**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 Murray 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.dhs.gov](mailto:Equal.Opportunity@uss.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://careers.secretservice.gov/diversity> Architectural Barriers Act Complaint Processing 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>

- 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 Administrative Operations Division Washington Facilities Branch meets with GSA on a regular basis (usually weekly) to discuss any issues that arise. Under COVID-19 restrictions, this takes place by conference calls. Facility modifications, as part of the Reasonable Accommodation Program, include any alternations necessary for employees and applicants to access Secret Service controlled buildings and spaces. 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 Video Phone 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.

- 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 FY2020, the average processing time for employee requests was 7 business days and for applicants was 20 business days.

- 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.

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 thirteen (13) new hire trainings for Special Agent and Uniformed Division Officers, 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 over 750 employees. 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 second Disability Working Group focusing on career development and progression planning for PWD and PWTD. Working with SEPMs to develop robust plans on how to improve process in which job postings reached PWD and PWTD, removed barrier language and better reached target audience. 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. Hosted eight sessions covering variety of topics, many of which were at the request of participants. 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. Initiated "Ability Ally" program, where employees can volunteer as a resource for the promotion of employment and PWD.

### 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 FY2020. 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://careers.secretservice.gov/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

<b>Source of the Trigger:</b>		Workforce Data (if so identify the table)				
<b>Specific Workforce Data Table:</b>		Workforce Data Table - B7				
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>		Section IV, B, #3 and #4, Career Development Programs, PWD/PWTD are below representation rates in the applicant pool and selectees.				
Provide a brief narrative describing the condition at issue.						
How was the condition recognized as a potential barrier?						
<b>STATEMENT OF BARRIER GROUPS:</b>		<i>Barrier Group</i>				
		People with Disabilities				
		People with Targeted Disabilities				
<b>Barrier Analysis Process Completed?:</b>		Y				
<b>Barrier(s) Identified?:</b>		N				
<b>STATEMENT OF IDENTIFIED BARRIER:</b>		<b>Barrier Name</b>		<b>Description of Policy, Procedure, or Practice</b>		
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.		N/A		N/A		
<b>Objective(s) and Dates for EEO Plan</b>						
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>	
<b>Responsible Official(s)</b>						
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>		
Disability Program Manager		Christopher Fultz		Yes		
Office of Training		Jeffrey Fisher		Yes		
HR Research and Assessment Division		Alok Bhupatkar		Yes		
Special Emphasis Program Manager		Jasmine Snyder		Yes		
<b>Planned Activities Toward Completion of Objective</b>						
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>	<b>Completion Date</b>
07/01/2020	Continue Disability Working Group specifically for CDP with the cooperation of TNG and HRR.			Yes		04/15/2020
09/30/2020	Create an ERG for PWD to discuss CDP opportunities and receive feedback			Yes		01/01/2021

<b>Report of Accomplishments</b>	
<b>Fiscal Year</b>	<b>Accomplishment</b>
2020	TNG successfully added template language to CDP announcements about requesting reasonable accommodations for any opportunity.
2020	Disability Employment Intranet Site created with resources, technical assistance, and Disability Program points of contact, including an entire section on CDP.

<b>Source of the Trigger:</b>		Workforce Data (if so identify the table)				
<b>Specific Workforce Data Table:</b>		Workforce Data Table - B9				
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>		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				
Provide a brief narrative describing the condition at issue.						
How was the condition recognized as a potential barrier?						
<b>STATEMENT OF BARRIER GROUPS:</b>		<i>Barrier Group</i>				
		People with Disabilities				
		People with Targeted Disabilities				
<b>Barrier Analysis Process Completed?:</b>		Y				
<b>Barrier(s) Identified?:</b>		N				
<b>STATEMENT OF IDENTIFIED BARRIER:</b>		<b>Barrier Name</b>		<b>Description of Policy, Procedure, or Practice</b>		
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.		N/A		N/A		
<b>Objective(s) and Dates for EEO Plan</b>						
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>	
<b>Responsible Official(s)</b>						
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>		
Performance Management and Employee Relations		Abigail Hagar		Yes		
Special Emphasis Program Manager		Jasmine Snyder		Yes		
Disability Program Manager		Christopher Van Fultz		Yes		
<b>Planned Activities Toward Completion of Objective</b>						
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>	<b>Completion Date</b>
09/30/2020	Collaborate with HUM to explore practices for granting awards within the Service and identify trends that may propose barriers to PWD/PWTD.			Yes		01/01/2021
09/30/2020	Create a review group with PRF with HUM and PRF representatives for PWD to discuss awards and receive feedback			Yes		01/01/2021

<b>Report of Accomplishments</b>	
<b>Fiscal Year</b>	<b>Accomplishment</b>
2020	Added new members to Disability Working Groups from Performance Management, Workforce Planning and Executive Review Group to assist in better understand potential barriers to career opportunities, including promotions, awards, recognition, coaching, details and mentorship opportunities.

<b>Source of the Trigger:</b>		Other				
<b>Specific Workforce Data Table:</b>		Workforce Data Table - B1				
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>		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.				
Provide a brief narrative describing the condition at issue.						
How was the condition recognized as a potential barrier?						
<b>STATEMENT OF BARRIER GROUPS:</b>		<i>Barrier Group</i>				
		People with Disabilities				
		People with Targeted Disabilities				
<b>Barrier Analysis Process Completed?:</b>		Y				
<b>Barrier(s) Identified?:</b>		N				
<b>STATEMENT OF IDENTIFIED BARRIER:</b>		<b>Barrier Name</b>		<b>Description of Policy, Procedure, or Practice</b>		
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.		N/A		N/A		
<b>Objective(s) and Dates for EEO Plan</b>						
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>	
<b>Responsible Official(s)</b>						
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>		
Disability Program Manager		Christopher Van Fultz		Yes		
Performance Management and Employee Relations		Abigail Haga		Yes		
Special Emphasis Program Manager		Jasmine Snyder		Yes		
Workforce Planning		Gregory Mills		Yes		
<b>Planned Activities Toward Completion of Objective</b>						
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>	<b>Completion Date</b>
09/30/2020	Collaborate with HUM to explore practices in internal announcement opportunities, and selections, and encourage PWD/PWTD to apply.			Yes		01/01/2021

<b>Planned Activities Toward Completion of Objective</b>				
<b>Target Date</b>	<b>Planned Activities</b>	<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>	<b>Completion Date</b>
09/30/2020	Collaborate with HUM to explore options for applicant flow data generation for new hires and for Managers/ Supervisors	Yes		03/04/2021
<b>Report of Accomplishments</b>				
<b>Fiscal Year</b>	<b>Accomplishment</b>			
2020	Work with CIO and WPL to increase better tracking of internal candidates and demographic information.			



<b>Source of the Trigger:</b>		Workforce Data (if so identify the table)			
<b>Specific Workforce Data Table:</b>		Workforce Data Table - B1			
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>  Provide a brief narrative describing the condition at issue.  How was the condition recognized as a potential barrier?		Section V, A, #1 and #2, PWD/PWTD voluntarily separated at higher than the inclusion rate			
<b>STATEMENT OF BARRIER GROUPS:</b>		<i>Barrier Group</i> People with Disabilities People with Targeted Disabilities			
<b>Barrier Analysis Process Completed?:</b>		N			
<b>Barrier(s) Identified?:</b>		N			
<b>STATEMENT OF IDENTIFIED BARRIER:</b>  Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.		<b>Barrier Name</b>		<b>Description of Policy, Procedure, or Practice</b>	
		N/A		N/A	
<b>Objective(s) and Dates for EEO Plan</b>					
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>
<b>Responsible Official(s)</b>					
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>	
Disability Program Manager		Christopher Van Fultz		Yes	
Performance Management and Employee Relations		Abigail Haga		Yes	
pecial Emphasis Program Manager		Jasmine Snyder		Yes	
<b>Planned Activities Toward Completion of Objective</b>					
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>
09/30/2020	Create an ERG for PWD to discuss employee satisfaction and receive feedback			Yes	03/04/2021
<b>Report of Accomplishments</b>					
<b>Fiscal Year</b>	<b>Accomplishment</b>				
2020	Introduction of exit interview questions to capture PWD's reasons for separating and overall job satisfaction.				

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