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 22.71% 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 17.71% 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 3.19% 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 2.35% 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	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10	286	61	21.33	8	2.80
Grades GS-11 to SES	4464	324	7.26	41	0.92

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

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If "no", describe the agency's plan to improve the staffing for the upcoming year.

<div align="center">

Answer   Yes

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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).

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTD	1	0	0	aurelia.spencer@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
Architectural Barriers Act Compliance	1	0	0	joseph.blevins@usss.dhs.gc
Special Emphasis Program for PWD and PWTD	0	0	1	hope.c.white@usss.dhs.gov

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If "yes", describe the training that disability program staff have received. If "no", describe the training planned for the upcoming year.

Answer   Yes

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. § Training opportunities for the DPM and PWD/PWTDDV SEPM. The Secret Service also self-funds Computer/Electronic Accommodation purchases to order products/services as approved reasonable accommodations, when funding was available. Expenditures for the Agency for FY2021 was approximately $400.00 . This program will be unavailable in FY2021 through the DOD.

Section III: Program Deficiencies In The Disability Program

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 FY 2021, despite adversities, the U.S. Secret Service (USSS) was able to participate in seven virtual recruitment events and one in-person event to connect with candidates located in different parts of the nation. Most candidates at these events were interested in non-law enforcement careers and/or full-time teleworking positions. Recruiters also spoke to candidates interested in applying to our agency's law enforcement careers but not all met the positions' medical, physical or age standards. In addition, recruiters interacted with students with disabilities at colleges and universities virtual events the agency attended. For instance, recruiters spoke to students and alumni with disabilities at University of Puerto Rico, Rio Piedras and Florida International University spring career events. At all events, recruiters provided guidance to prospects about the agency's career opportunities, the application process, the Schedule A special hiring authority, and the agency's Schedule A resume repository. USSS utilized the Workforce Recruitment Program (WRP) to identify prospects and promote USSS career opportunities to students and recent graduates. 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. This database is managed by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) and the U.S. Department of Defense's Diversity Management Operations Center (DMOC). USSS also utilized Handshake Premium to send email blasts to students with disabilities about USSS internships and encourage them to apply to our current vacancies. Handshake is a virtual platform to find students and alumni talent from Institutions of Higher Institutions. There are more than 9 million active students and alumni profiles, more than 1,200 college partners to drive deeper engagement on campus and virtually, and more than 180 minority serving institutions. USSS collaborated with the Department of Homeland Security (DHS) by presenting at their "DHS is Hiring Individuals with Disabilities" webinar. More than 1,300 individuals from 50

states registered to attend the event. ORB educated attendees about USSS' mission, career opportunities and the application process. The agency also collaborated with DHS at the Careers & the disABLED Virtual Career Fair. This event was coordinated by DHS and there was representation from different DHS' agencies. Prospects were encouraged to apply to vacancies listed on USAJOBS and to submit their non-competitive application to USSS' Schedule A resume repository. As a result, 6 applicants submitted their non-competitive applications to the agency's Schedule A resume repository. The U.S. Secret Service (USSS) utilizes an internal veteran's repository that captures supporting documents of veterans, to include their disability ratings, that will support the utilization of Special Hiring Authorities. Hiring managers are encouraged to sort through qualified disabled vets to meet agencies hire goals. In FY21 202 service members were placed in the repository and available to hiring managers. The U.S. Secret Service (USSS) developed recruitment efforts to reach disabled veterans and service members across the world. Beyond cursory engagement, the USSS assisted disabled veterans in the recruitment process, provided federal resume guidance and answered questions regarding veterans' preference, non-competitive hiring, and the application process. Further, the USSS responded to veteran inquiries related to agency information as well as recorded service members resumes and their supporting documents into the USSS veteran's repository for hiring managers to utilize under Special Hiring Authorities for present as well as future consideration.

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

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 U.S. Secret Service military resume repository during strategic recruitment discussions with hiring managers and referred qualified disabled veterans' candidates for their review and consideration. During FY21 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 FY 2021, the Secret Service maintained and further developed partnerships with the following organizations dedicated to assist professionals with disabilities find meaningful employment. The agency participated in recruitment related activities of these organizations 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. Additionally, the U.S Secret Service partnered with the Fort Belvoir's Soldiers Recovery Unit (SRU) and The Wounded Warrior Project representatives to provided transitioning recovering service members and their spouses the opportunity to explore potential career opportunities post military service. 92 soldiers attached to SRU Fort Belvoir are individuals with PWDs or PWTDs. Current administrative, professional and technical JOAs were presented to qualified SRU veterans to apply utilizing Special Hiring Authorities. Name of Institution or Organization: Career Eco City Career Fairs Department of Veterans Affairs EOP Career Expo Little People of America The National Employment Team, Council of State Administrators of Vocational Rehabilitation Viscardi Center Workforce Recruitment Program Wounded Warriors Transition Coordinators Soldiers Recovery Unit Fort Belvoir

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 23.81% which is above the 12% benchmark, therefore there is not a trigger with New Hires in the Permanent Workforce. b. Per Table B1 New Hires for Permanent Workforce (PWTD) is at 1.59% 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	14699	0.00	6.56	0.00	4.02
% of Qualified Applicants	6337	0.00	5.78	0.00	3.19
% of New Hires	588	0.00	2.55	0.00	0.00

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

    a. New Hires for MCO (PWD)   Answer   No

    b. New Hires for MCO (PWTD)   Answer   Yes

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811 and Uniformed Division

Officers series 0083. As stated on page 46 of this report, During FY2021 weapon carriers made up 73.64% of the total workforce while non-weapon carriers made up 26.36% 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 New Hires (%)	Targetable Disability New Hires (%)
Numerical Goal	--	12%	2%
0083 UNIFORMED OFFICERS	0	0.00	0.00
1802 SPECIAL OFFICERS AND PROTECTIVE SUPPORT TECHNICIANS	0	0.00	0.00
1811 CRIMINAL INVESTIGATORS	0	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 FY2021, the Secret Service implemented a number of initiatives to support the career development as well as the recruitment and hiring opportunities of persons with disabilities, to include the following: • Increased frequency of meetings of the Career

Development Disability Working Group (CD-DWG) and the Recruitment and Hiring Disability Working Group (RH-DWG) to bimonthly from quarterly. These groups include stakeholders from the Special Agent, Uniformed Division, Talent and Employee Acquisition, Human Resources, Workforce Planning, Training and Development, Enterprise Readiness and, finally, Chief Counsel departments. The continued focus it to improve opportunities for employment and upward professional mobility for the PWD, PWTD and disabled veteran (DV) communities. • An action developed from the CD-DWG and the RH-DWG was a new working group called the Faces of Ability. This group consists of self-disclosed members of the PWD, PWTD or DV communities. The members worked in the third and fourth quarters of FY2021 to plan a schedule of initiatives to be launched in FY2022 to address the stigma surrounding having a disability within the Secret Service. • Worked with Talent and Employee Acquisition Management Division to work out efficiencies in the applicant reasonable accommodation process. This resulted in a streamlining of the approval process and decreased time from 20 days to 3 days between FY2020 and FY2021. • Continued publicity of career development opportunities on the Secret Service's blog for employment and PWD, PWTD and DV. Posted 31 communications gleaned from JAN, EARN, EEOC, DOL and other websites to help improve awareness of the barriers which exist for PWD, PWTD and DV. • Hosted four virtual Disability Table Topic Series for the Secret Service workforce. These included: 1) an overview of the reasonable accommodation process, 2) recruitment practices for PWD, PWTD and DV, which focused on non-competitive hiring processes, 3) best practices for PWD, PWTD, and DV when applying for senior and executive developmental programs, done in cooperation with our Training and Development and Enterprise Readiness executive team, and 4) EES Works 4 You, an overview of all the EEO processes available to Secret Service employees including reasonable accommodations and legal protections for our PWD, PWTD and DV communities.

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 (%)
Other Career Development Programs						
Internship Programs	0	0	0	0	0	0
Fellowship Programs	0	0	0	0	0	0
Mentoring Programs	0	0	0	0	0	0
Coaching Programs	82	69	3.66%	4.35%	1.22%	1.45%
Training Programs	47	31	0.00%	0.00%	2.13%	3.23%
Detail Programs	61	26	13.11%	7.69%	0.00%	0.00%

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   Yes

a. Per table above, Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWD) is at 6.36% which is above the 5.71% 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 0.00% which is below the 1.64% qualified applicant pool, therefore, there is 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	Yes

a. Per table above Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWTD) is at 4.76% which is above the 0.64% 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 0.00% which is below the 0.64% qualified applicant pool, therefore, there is 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	No
b. Awards, Bonuses, & Incentives (PWTD)	Answer	No

Table B9 – 2 (Inclusion Rate) Time Award 1- 10 Hours a. Per Table B9-2 Time Award of 1 – 10 Hours for (PWD) is at 3.92% which is above the 2.07% benchmark, therefore there is not a trigger with Time Awards of 1 – 10 Hours for PWD. b. Per Table B9-2 Time Award of 1 – 10 Hours for (PWTD) is at 53.33% which is above the 2.07% benchmark, therefore there is not a trigger with Time Awards of 1 – 10 Hours for PWTD. Time Award 11 – 20 Hours c. Per Table B9-2 Time Award of 11 – 20 Hours for (PWD) is at 6.37% which is above the 3.88% benchmark, therefore there is not a trigger with Time Awards of 11 – 20 Hours for PWD. d. Per Table B9-2 Time Award of 11 – 20 Hours for (PWTD) is at 11.11% which is above the 3.88% benchmark, therefore there is not a trigger with Time Awards of 11 – 20 Hours for PWTD. Time Award 21 – 30 Hours e. Per Table B9-2 Time Award of 21 – 30 Hours for (PWD) is at 4.17% which is above the 2.53% benchmark, therefore there is not a trigger with Time Awards of 21 – 30 Hours for PWD. f. Per Table B9-2 Time Award of 21 – 30 Hours for (PWTD) is at 4.44% which is above the 2.53% benchmark, therefore there is not a trigger with Time Awards of 21 – 30 Hours for PWTD. Time Award 31 – 40 Hours g. Per Table B9-2 Time Award of 31 – 40 Hours for (PWD) is at 4.90% which is above the 2.21% benchmark, therefore there is not a trigger with Time Awards of 31 – 40 Hours for PWD. h. Per Table B9-2 Time Award of 31 – 40 Hours for (PWTD) is at 11.11% which is above the 2.21% benchmark, therefore there is not a trigger with Time Awards of 31 – 40 Hours for PWTD. Time Award 41 or more Hours i. Per Table B9-2 Time Award of 41 or more Hours for (PWD) is at 1.23% which is above the 0.59% benchmark, therefore there is not a trigger with Time Awards of 41 or more Hours for PWD. j. Per Table B9-2 Time Award of 41 or more Hours for (PWTD) is at 2.22% which is above the 0.59% benchmark, therefore there is not a trigger with Time Awards of 41 or more Hours for PWTD. Cash Award $500 and under k. Per Table B9-2 Cash Award of $500 and under (PWD) is at 3.92% which is above the 2.36% 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 2.22% which is below the 2.36% benchmark, therefore there is 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 14.95% which is above the 14.03% 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 15.56% which is above the 14.03% benchmark, therefore there is not 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 35.54% which is above the 35.46% 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 46.67% which is above the 35.46% 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 15.69% which is below the 23.81% 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 15.56% which is below the 23.81% 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 1.96% which is below the 6.72% 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 2.22% which is below the 6.72% 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 2.21% which is below the 3.77% 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 0.00% which is below the 3.77% benchmark, therefore there is 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 2.45% which is below the 4.76% 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 4.44% which is below the 4.76% 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	128	3.92	2.03	11.76	2.80
Time-Off Awards 1 - 10 Hours: Total Hours	1024	31.37	16.25	94.12	22.41
Time-Off Awards 1 - 10 Hours: Average Hours	8	1.96	0.15	15.69	0.00
Time-Off Awards 11 - 20 hours: Awards Given	236	6.37	3.86	9.80	5.88
Time-Off Awards 11 - 20 Hours: Total Hours	3794	101.96	62.06	156.86	94.12
Time-Off Awards 11 - 20 Hours: Average Hours	16.08	3.92	0.30	31.37	0.00
Time-Off Awards 21 - 30 hours: Awards Given	154	4.17	2.53	3.92	4.20
Time-Off Awards 21 - 30 Hours: Total Hours	3719	100.49	61.11	94.12	101.40
Time-Off Awards 21 - 30 Hours: Average Hours	24.15	5.91	0.45	47.06	0.03
Time-Off Awards 31 - 40 hours: Awards Given	140	4.90	2.22	9.80	4.20
Time-Off Awards 31 - 40 Hours: Total Hours	5364	194.12	84.46	392.16	165.83
Time-Off Awards 31 - 40 Hours: Average Hours	38.31	9.71	0.71	78.43	-0.11
Time-Off Awards 41 or more Hours: Awards Given	100	1.23	0.60	1.96	1.12
Time-Off Awards 41 or more Hours: Total Hours	2204	76.47	35.26	94.12	73.95
Time-Off Awards 41 or more Hours: Average Hours	22.04	15.29	1.10	94.12	4.03

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $501 - $999: Awards Given	821	14.95	13.98	13.73	15.13
Cash Awards: $501 - $999: Total Amount	676875	12043.38	11556.21	9847.06	12357.14
Cash Awards: $501 - $999: Average Amount	824.45	197.43	15.41	1406.73	24.68
Cash Awards: $1000 - $1999: Awards Given	2066	35.54	35.54	41.18	34.73
Cash Awards: $1000 - $1999: Total Amount	2822668	47190.44	48661.78	60625.49	45271.15

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $1000 - $1999: Average Amount	1366.25	325.45	25.52	2886.92	-40.47
Cash Awards: $2000 - $2999: Awards Given	1354	15.69	23.87	13.73	15.97
Cash Awards: $2000 - $2999: Total Amount	3322929	37065.44	58671.11	32529.41	37713.45
Cash Awards: $2000 - $2999: Average Amount	2454.16	579.15	45.80	4647.06	-1.98
Cash Awards: $3000 - $3999: Awards Given	372	1.96	6.75	1.96	1.96
Cash Awards: $3000 - $3999: Total Amount	1252985	6680.88	22719.33	5882.35	6794.96
Cash Awards: $3000 - $3999: Average Amount	3368.24	835.11	62.76	5882.35	114.08
Cash Awards: $4000 - $4999: Awards Given	213	2.21	3.80	0.00	2.52
Cash Awards: $4000 - $4999: Total Amount	916737	9439.95	16366.42	0.00	10788.52
Cash Awards: $4000 - $4999: Average Amount	4303.93	1048.88	80.23	0.00	1198.72
Cash Awards: $5000 or more: Awards Given	268	2.45	4.81	3.92	2.24
Cash Awards: $5000 or more: Total Amount	2314145	27102.21	41065.37	56268.63	22935.57
Cash Awards: $5000 or more: Average Amount	8634.87	2710.22	159.17	28134.31	-921.79

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

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   No

   b. Grade GS-15

      i. Qualified Internal Applicants (PWD)   Answer   Yes

      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   Yes

      ii. Internal Selections (PWD)   Answer   No

Table B7 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWD) is at 5.56% which is below the 5.57% 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 7.14% which is the above the 5.56% 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 0.83% which is below the 4.80% 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 4.17% which is above the 0.83% 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 (PWD) is at 1.52% which is below the 5.71% 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 4.03% which is above the 1.52% 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 16.79% 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 0.00% which is equal to the 0.00% benchmark, therefore there is not a trigger with Internal Selections for GS-13 positions.

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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   Yes

      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   No

    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% which is below the 0.62% 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 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 (PWTD) is at 0.83% which is above the 0.64% benchmark, therefore there is not a trigger with Qualified Internal Applicants for GS-15 positions. ii. Per Table B7 Internal Selections for GS-15 positions (PWTD) is at 2.08% which is above the 0.83% 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 0.51% which is below the 0.89% 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 0.81% which is above the 0.51% benchmark, therefore there is not 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 1.78% 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 0.00% which is equal to the 0.00% benchmark, therefore there is not a trigger with Internal Selections for GS- 13 positions.

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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

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

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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

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

flow data for New Hires Grade 14 positions for (PWTD) is unavailable through Monster Analytics. d. Grade 13 Applicant flow data for New Hires 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 5.56% which is below the 5.57% 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 7.14% which is below the 5.56% 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

be Executive, there for Table B7 Qualified with Qualified Internal Applicants for Applicants for Executive (PWTD) is at 0.00% which is 0.62% below the Executive positions (PWTD) is at 0.00% which is equal to the 0.00% 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.

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 PWTD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWTD)	Answer	Yes
b. New Hires for Managers (PWTD)	Answer	Yes
c. New Hires for Supervisors (PWTD)	Answer	Yes

a. Executives Applicant flow data for New Hires to Executive positions for (PWTD) 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

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   No

      b.Involuntary Separations (PWD)   Answer   No

Table B1-2 (Inclusion Rate) a. Voluntary Separations of (PWD) is at 3.75% which is above the 2.81% inclusion rate benchmark, therefore there is trigger with Voluntary Separations for PWD. b. Involuntary Separations of (PWD) is at 0.11% which is equal to the 0.11% inclusion rate benchmark, therefore there is not a trigger with Involuntary Separations for PWD.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	1	0.00	0.01
Permanent Workforce: Resignation	48	0.94	0.58
Permanent Workforce: Retirement	233	1.87	3.03
Permanent Workforce: Other Separations	96	2.43	1.13
Permanent Workforce: Total Separations	378	5.24	4.75

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

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c. Voluntary Separations of (PTWD) is at 12.28% which is above the 2.81% 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 0.11% inclusion rate benchmark, therefore there is not a trigger with Involuntary Separations for PTWD.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	1	0.00	0.01
Permanent Workforce: Resignation	48	3.51	0.59
Permanent Workforce: Retirement	233	3.51	2.94
Permanent Workforce: Other Separations	96	5.26	1.19
Permanent Workforce: Total Separations	378	12.28	4.73

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 FY2021 the Agency did not screen on exit interviews for employees as PWD/PWTD. In general, employees who separated from the Agency indicate the following reasons as indicators of dissatisfaction: senior leadership and management's willingness to act in the best interest of employees; personal or family related challenges, pay and salary related issues; and work/life balance concerns.

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@usss.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

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 Administrative Operations Division Washington Facilities Branch meets with GSA on a regular basis (usually weekly). Under COVID-19 restrictions, this takes place by conference calls. We discuss any issues that arise. Facility modifications, as part of the Reasonable Accommodation Program, include any alternations necessary for employees and applicants to access U.S. 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 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 FY2021, the average processing time for employee requests was 8 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.

Continued refreshing the "Inclusion365" webpage, 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, better alignment with DV programs, etc.). The Disability Program Manager (DPM) conducted fourteen (14) new hire trainings for SpecialAgent and Uniformed Division Officers, four (4) trainings for first-line supervisors, eight (8) new leaders/managers training seminars, four (4) EEO & You training sessions, four (4) Disability Table Topic Series, and finally, the DPM was requested to speak to three (3) separate departments concerning reasonable accommodation process at the Secret Service. In total this training reached over 650 employees. DPM increased frequency of meetings of the Career Development Disability Working Group(CD-DWG) and the Recruitment and Hiring Disability Working Group (RH-DWG) to bimonthly from quarterly. These groups include stakeholders from the Special Agent, Uniformed Division, Talent and Employee Acquisition, Human Resources, Workforce Planning, Training and Development, Enterprise Readiness and, finally, Chief Counsel departments. The continued focus it to improve opportunities for employment and upward professional mobility for the PWD, PWTD and disabled veteran (DV) communities. Continued "Disability Table Topics Series", lunch-and-learn sessions on various aspects of the Disability Program (recruitment, hiring, retention, and advancement), to include recognizing requests for reasonable accommodation. Due to the pandemic and focusing on assisting the Recruitment and Hiring Disability Working Group (RH-DWG) on recruitment aspects, these were shifted to quarterly for this fiscal year. Hosted four sessions covering variety of topics, many of which were at the request of participants. Reviewed existing educational materials for the Disability Program and reasonable accommodations, to include workflows for processing accommodations, FAQs for Managers, and worksheets on essential functions, telework, and undue hardship analysis. These documents are scheduled for improved accessibility formatting in FY2022 (Braille, large print and readability). Started the "Faces of Ability" campaign. This group consists of self-disclosed members of the PWD, PWTD or DV communities at the Secret Service. The members worked in the third and fourth quarters of FY2021 to plan a schedule of initiatives to be launched in FY2022 to address the stigma surrounding having a disability within the Secret Service, particularly within the gun carrier population (Special Agent and Uniformed Division Officer).

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 FY2021. 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/diversity/overview

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

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Trigger 1 - Section IV, B, #3 and #4, Career Development Programs, PWD/PWTD are below representation rates in the applicant pool and selectees.

STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

Barrier Analysis Process Completed?:	Y
Barrier(s) Identified?:	N

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	To be determined	Promote CDP Opportunities more broadly and directly throughout the Secret Service, investigate potential barriers to CDP for PWD/ PWTD.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Supervisory Management and Program Analyst	Karen Ethridge	Yes
Special Emphasis Program Manager for PWD	Hope White	Yes
Information Technology Specialist	Abigail Hagar	Yes
SAIC	Robert Sciarrone	Yes
Disability Program Manager	Christopher Fultz	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
10/01/2019	Continue Disability Working Group specifically for CDP with the cooperation of TNG and HRR.	Yes		04/15/2020

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2020	Create an ERG for PWD to discuss CDP opportunities and receive feedback	Yes		01/01/2021
Report of Accomplishments				
Fiscal Year	**Accomplishment**			
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.			

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B9
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	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

STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

Barrier Analysis Process Completed?:	Y
Barrier(s) Identified?:	N

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	To Be determined	Review policies, practices, and procedures for granting Cash Awards Agency-wide.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Disability Program Manager	Christopher Fultz	Yes
Information Technology Specialist	Abigail Hagar	Yes
Special Emphasis Program Manager for PWD	Hope White	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
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

Report of Accomplishments	
Fiscal Year	**Accomplishment**
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.

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B7
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Trigger 3 - 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.

STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

Barrier Analysis Process Completed?:	Y
Barrier(s) Identified?:	N

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	To be determined	Investigate internal promotion opportunities and announcements at the Agency to identify potential barriers, and identify options to obtain applicant flow data for new hires, managers, and supervisors.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Executive Development Specialist	Annette Clare	Yes
Information Technology Specialist	Abigail Hagar	Yes
Disability Program Manager	Christopher Fultz	Yes
Special Emphasis Program Manager for PWD	Hope White	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
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

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
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
Report of Accomplishments				
Fiscal Year	**Accomplishment**			
2020	Work with CIO and WPL to increase better tracking of internal candidates and demographic information.			

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Trigger 4 - Section V, A, #1 and #2, PWD/PWTD voluntarily separated at higher than the inclusion rate

STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities

Barrier Analysis Process Completed?:	Y
Barrier(s) Identified?:	N

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	To be determined	Continue exploring PWD employee dissatisfaction with the Agency

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Disability Program Manager	Christopher Fultz	Yes
Supervisory Management and Program Analyst	Karen Ethridge	Yes
Special Emphasis Program Manager for PWD	Hope White	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2020	Create an ERG for PWD to discuss employee satisfaction and receive feedback	Yes		03/04/2021

Report of Accomplishments	
Fiscal Year	**Accomplishment**

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