

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

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 6.25% which is below the 12% benchmark, therefore there is a trigger with this cluster of GS employees. b. The Cluster GS-11 to SES (PWD) is at 10.92% which is below the 12% benchmark, therefore there is 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 Yes

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 3.13% 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 1.15% which is below the 2% benchmark, therefore there is 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	234	50	21.37	7	2.99
Grades GS-11 to SES	4520	375	8.30	45	1.00

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

On September 24, 2021, the Secret Service Director released an Annual Policy Statement on "Increasing Employment of Persons with Disabilities and Persons with Targeted Disabilities with 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, and all New Employee Orientations.

## 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	
Processing applications from PWD and PWTD	1	0	0	natasha.potter@usss.dhs.go
Section 508 Compliance	1	0	0	leonard.dorrian@usss.dhs.g
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Quiency Benjamin Human Resources Specialist
Architectural Barriers Act Compliance	1	0	0	joseph.blevins@usss.dhs.gc
Processing reasonable accommodation requests from applicants and employees	1	0	0	christopher.fultz@usss.dhs.
Special Emphasis Program for PWD and PWTD	0	1	0	christopher.fultz@usss.dhs.

- 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: DHS Accessibility Training Day, DPM-Basic Training Course, DHS PWD Mentoring, Psychological Safety Training Team, DHS Disability Mentoring Program Lunch & Learn: DHS Leadership Development and Career Development Dos and Don'ts, DHS Inclusion Diversity Dialogues Program, DHS Accessibility Day 2022, Neurodiversity in the Federal Workforce, FEMA Disability Mentoring Day and virtual training included – JAN: Building a Disability-Inclusive Organization, ADA Update, Personal Use or Reasonable Accommodation: What's What?, Ergonomics for Teleworks, 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: 1. A full-time employee as the Disability Program Manager. 2. 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). 3. An annual budget of nearly \$200,000 to support the communication access needs for Deaf and Hard of Hearing employees and applicants. 4. Training opportunities for the DPM and PWD/PWTDDV SEPM. The Secret Service also self-funds for purchases to order products/services as approved reasonable accommodations when funding was available. Expenditures for the Agency for FY2022 was approximately \$2,035.00.

## 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 PWTDD

### 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 2022, the Secret Service attended 20 events towards the recruitment of professionals with disabilities, 13 events more than FY21. This included in-person and virtual events, such as career fairs and information sessions. Secret Service mainly focused on virtual events as research shows that people with disabilities find virtual career events and interviews to be less anxiety-inducing, easier to balance, and more accessible when compared to meeting with prospective employers in person. At these events recruiters interacted with experienced professionals, recent graduates, and students that were looking for career opportunities. 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. The Agency continued to distribute the professionals with disabilities recruitment flyer at recruitment events and to organizations that assist professionals with disabilities. It is important to mention that based on Secret Service recruiter’s interaction with professionals with disabilities at diverse recruitment events, there are many prospects looking for remote or full time telework positions. In addition, recruiters frequently meet professionals with disabilities that based on education may qualify for Secret Service law enforcement positions, however, due to these positions’ strict medical standards and physical requirements not all professionals with disabilities are eligible for consideration for these positions. In addition to attending career events, Secret Service coordinated activities that gave prospects the opportunity to interact with Secret Service recruiters in a more private setting. For instance, Secret Service recruiters coordinated meet and greets with students with disabilities at Florida International University to educate prospects about Secret Service mission, careers and the application process. The staff also provided career advice to recent graduates looking for a criminal justice career. At these events recruiters

met one-on-one with prospects and had candid conversations to assist professionals with disabilities understand and navigate the federal application process. The Agency utilized the Workforce Recruitment Program (WRP) to identify prospects and promote Secret Service 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). The Secret Service also utilized Handshake Premium to send email blasts to students with disabilities about the Agency's vacancies and encourage them to apply. 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. In order to have a more diverse pipeline of candidates, the Agency established strategic partnerships with organizations that are committed to assist professional with disabilities find meaningful employment. Secret Service established a business relationship with LPA to promote Secret Service careers to the dwarfism community because this is a targeted disability not represented in the Agency. LPA is a nonprofit organization that provides support and information to people of short stature and their families. The Agency advertised its career opportunities at LPA Today, a digital and print magazine that is distributed to their more than 7,000 LPA members. In addition, Secret Service established business relationships with the Washington, DC, Maryland and Virginia Vocational Rehabilitation Services Agencies in an effort to increase the Schedule A applicant pool for Administrative, Professional and Technical positions in the Washington, DC area. Recruiters conducted strategic meetings with managers of these organizations that lead to coordinating information sessions to educate their customers about our Agency's career opportunities. In celebration of National Disability Employment Awareness Month, the Agency coordinated two information sessions to educate students and professionals with disabilities about Secret Service mission and careers. During the sessions, Secret Service employees with disabilities shared their experiences and how their diverse abilities are contributing to the Secret Service integrated mission of protection and financial investigations. More than 10,000 students and alumni that are part of disability groups on Handshake were invited to the event, as well as job seekers from Vocational Rehabilitation Offices in the DMV area and other organizations that assist professionals with disabilities find meaningful employment. Attendees were very engaged asking questions to the presenters and were surprised to learn Secret Service recruit professionals with disabilities. In addition, Secret Service assisted in implementing Secret Service Mobility, Outreach, Engagement and Inclusion Program. Secret Service Outreach Branch conducted in-person and virtual information sessions to educate prospects about OCFO vacancies and promoted the vacancies via LinkedIn InMail and Handshake. The staff also posted the announcements on Gallaudet's Career Center website and collaborated with Career Center staff to promote those vacancies. Secret Service collaborated with the Department of Homeland Security (DHS) by presenting at their "DHS is Hiring Individuals with Disabilities" webinar. The event was open to professionals with disabilities (PWD) located in different parts of the Nation where 463 people registered for this event and 215 attended. Recruiters educated attendees about Secret Service mission, careers and the application process for Schedule A applicants. The Secret Service developed recruitment efforts to reach disabled veterans and service members across the world. The Agency also assisted disabled veterans in the recruitment process, provided resume guidance and answered questions regarding veterans' preference, non-competitive hiring, and the application process. The Veteran Employee Program team monitored the employ.veterans@uss.s.dhs.gov email router for direct communication with veterans with disabilities interested in employment. All eligible candidates' resumes, and military documentation were uploaded into the veteran's database for human resource specialist to consider when filling non-competitive vacancies. A total of 97 veterans to include disable veterans were added to the veteran's database. A "30% or more disable veteran" filter was an added function to the database. The Secret Service partnered with all Department of Defense (DOD) military components to recruit qualified disabled veterans. Outreach efforts focused on military installation Transition Assistance Programs, Wounded Warrior, Marine for Life, Soldier for Life, Army's Private Public Partnership (P3) community and Operation Warfighter programs. Specific emphasis was placed on targeting 30% or more disabled Veterans. Outreach Branch personnel identified colleges and universities ROTC programs to solicit qualified candidates for vacant full-time, part-time, hourly, and internship positions. Outreach personnel collaborated with military career liaisons to identify students eligible for non-competitive appointments, specifically those that are 30% or more disabled.

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. 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.

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 2022, 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. The Secret Service partnered with all Department of Defense (DOD) military components to recruit qualified disabled veterans. Outreach efforts focused on military installation Transition Assistance Programs, Wounded Warrior, Marine for Life, Soldier for Life, Army's Private Public Partnership (P3) community and Operation Warfighter programs. Specific emphasis was placed on targeting 30% or more disabled Veterans. Name of Institution or Organization: Career Eco City Career Fairs Department of Veterans Affairs EOP Career Expo Little People of America Greater Northern Virginia Business Development Virginia Department for Aging and Rehabilitative Services DC Department on Disability Services Rehabilitation Services Administration Maryland State Department of Education Division of Rehabilitation Services Mississippi Department of Rehabilitation Services Gallaudet University Career Center Viscardi Center Workforce Recruitment Program Department of Defense Transition Assistance Programs Department of Defense Wounded Warrior Marine for Life Soldier for Life Army's Private Public Partnership (P3) community Operation Warfighter Programs Fort Belvoir Soldier Recovery Unit (SRU)

**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
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b. New Hires for Permanent Workforce (PWTD)	Answer	No
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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 23.57% 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 2.36% which is above the 2% benchmark, therefore there is not 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	1738	0.00	44.30	0.00	25.09
% of Qualified Applicants	975	0.00	37.64	0.00	19.18
% of New Hires	443	0.00	5.64	0.00	0.23

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 N/A
- b. New Hires for MCO (PWTD) Answer N/A

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811, Uniformed Division Officers series 0083, and Technical Law Enforcement positions with series 0080, 1801 and 1802. As stated on page 46 of this report, During FY2022 weapon carriers made up 72.71% of the total workforce while non-weapon carriers made up 27.29% 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
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%
0080 PHYSICAL SECURITY SPECIALISTS	0	0.00	0.00
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

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811, Uniformed Division Officers series 0083, and Technical Law Enforcement positions with series 0080, 1801 and 1802. As stated on page 46 of this report, During FY2022 weapon carriers made up 72.71% of the total workforce while non-weapon carriers made up 27.29% 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.

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

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811, Uniformed Division Officers series 0083, and Technical Law Enforcement positions with series 0080, 1801 and 1802. As stated on page 46 of this report, During FY2022 weapon carriers made up 72.71% of the total workforce while non-weapon carriers made up 27.29% 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.

## 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 FY2022, 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: In collaboration with the Office of the Chief Financial Officer (CFO) Office of Human Resources and Gallaudet University, EES developed the Mobility, Outreach, Equity, and Inclusion Program (MOEIP). This program was designed to seek eligible applicants to fill critical positions in the CFO through the Schedule A accepted hiring process. EES lead the charge to ensure the process was in place in FY2022 to make key hires in FY2023. In addition, a revised training schedule, focused on a robust all-encompassing approach to EEO education is being developed for rollout in FY2023. This will incorporate EEO, DEIA, reasonable and religious accommodations, disability etiquette and other components. This will be delivered by the EES Executive and the DPM. Continued the change of frequency of meetings of the Career Development Disability Working Group (CD-DWG) and the Recruitment and Hiring Disability Working Group (RH-DWG) to bi- monthly 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 first and second quarters of FY2022 to present training to the workforce 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 3 days to 1 days between FY2021 and FY2022. Continued publicity of career development opportunities on the Secret Service’s blog for employment and PWD, PWTD and DV. Posted 17 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) 2021 National Disability Employee Awareness Month, 3) improving representation of PWD/PWTD/DV through awareness of what it means to be disabled through the lens of the ADA/EEOC and improving etiquette when interacting with persons with a disability.

**B. CAREER DEVELOPMENT OPPORTUNITIES**

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 (%)
Coaching Programs	27	15	7.41	7.41	0	0
Other Career Development Programs	0	0	0	0	0	0
Training Programs	0	0	0	0	0	0
Mentoring Programs	75	75	16	9.3	1.3	1.3
Detail Programs	41	20	19.5	7.3	0	0
Internship Programs	0	0	0	0	0	0
Fellowship 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 Yes

b. Selections (PWD) Answer Yes

a. Per table above, Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWD) is at 5.21% which is below the 6.94% applicant pool benchmark, therefore there is 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 at the 0.00% 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 PWTDD 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 (PWTDD) Answer Yes
- b. Selections (PWTDD) Answer No

a. Per table above Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWTDD) is at 0.00% which is below the 1.39% applicant pool benchmark, therefore there is a trigger with PWTDD in the SES CDP - Career Development Program for Applicants. b. Per table above Secret Service SES Candidate Development Program – Career Development Program Selectees of (PWTDD) is at 0.00% which is at the 0.00% qualified applicant pool, therefore, there is not a trigger with PTWDD 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 PWTDD 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 (PWTDD) 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 7.32% which is above the 3.77% 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 (PWTDD) is at 17.31% which is above the 3.77% benchmark, therefore there is not a trigger with Time Awards of 1 – 10 Hours for PWTDD. Time Award 11 – 20 Hours c. Per Table B9-2 Time Award of 11 – 20 Hours for (PWD) is at 5.32% which is above the 5.17% 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 (PWTDD) is at 11.54% which is above the 5.17% benchmark, therefore there is not a trigger with Time Awards of 11 – 20 Hours for PWTDD. Time Award 21 – 30 Hours e. Per Table B9-2 Time Award of 21 – 30 Hours for (PWD) is at 2.44% which is above the 2.24% 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 (PWTDD) is at 3.85% which is above the 2.24% benchmark, therefore there is not a trigger with Time Awards of 21 – 30 Hours for PWTDD. Time Award 31 – 40 Hours g. Per Table B9-2 Time Award of 31 – 40 Hours for (PWD) is at 0.00% which is below the 0.17% benchmark, therefore there is a trigger with Time Awards of 31 – 40 Hours for PWD. h. Per Table B9-2 Time Award of 31 – 40 Hours for (PWTDD) is at 0.00% which is below the 0.17% benchmark, therefore there is a trigger with Time Awards of 31 – 40 Hours for PWTDD. Time Award 41 or more Hours i. Per Table B9-2 Time Award of 41 or more Hours for (PWD) is at 2.66% which is above the 2.29% 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 (PWTDD) is at 5.77% which is above the 2.29% benchmark, therefore there is not a trigger with Time Awards of 41 or more Hours for PWTDD. Cash Award \$500 and under k. Per Table B9-2 Cash Award of \$500 and under (PWD) is at 12.86% which is above the 11.77% 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 (PWTDD) is at 9.62 which is below the 11.77% benchmark, therefore there is a trigger with Cash Awards of \$500 and under for PWTDD. Cash Award \$501-\$999 m. Per Table B9-2 Cash Awards of \$501-\$999 (PWD) is at 15.08% which is above the 14.63% 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 (PWTDD) is at 11.54% which is above the 14.63% benchmark, therefore there is not a trigger with Cash Awards of \$501-\$999 for PWTDD. Cash Awards \$1000-\$1999 o. Per Table B9-2 Cash Awards of \$1000-\$1999 (PWD) is at 30.60% which is below the 37.18% benchmark, therefore there is a trigger with Cash Awards of \$1000-\$1999 for PWD. p. Per Table B9-2 Cash Awards of \$1000-\$1999 (PWTDD) is at 30.77% which is below the 37.18% benchmark, therefore there is a trigger with Cash Awards of \$1000-\$1999 for PWTDD. Cash Awards \$2000-\$2999 q. Per Table B9-2 Cash Awards of \$2000-\$2999 (PWD) is at 14.86% which is below the 17.24% benchmark, therefore there is a trigger with Cash Awards of \$2000-\$2999 for PWD. r. Per Table B9-2 Cash Awards of \$2000-\$2999 (PWTDD) is at 17.31% which is above the 17.24% benchmark, therefore there is not a trigger with Cash Awards of \$2000-\$2999 for PWTDD. Cash Awards \$3000-\$3999 s. Per Table B9-2 Cash Awards of \$3000-\$3999 (PWD) is at 1.33% which is below the 4.86% benchmark, therefore there is a trigger with Cash Awards of \$3000-\$3999 for PWD. t. Per Table B9-2 Cash Awards of \$3000-\$3999 (PWTDD) is at 0.00% which is below the 4.86% benchmark, therefore there is a trigger with Cash Awards of \$3000-\$3999 for PWTDD. Cash Awards \$4000-\$4999 u. Per Table B9-2 Cash Awards of \$4000-\$4999 (PWD) is at 2.44% which is below the 2.99% 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 2.99% 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 2.44% which is below the 4.19% 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 5.77% which is above the 4.19% benchmark, therefore there is not 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	0	0.00	0.00	0.00	0.00
Time-Off Awards 1 - 10 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 1 - 10 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$501 - \$999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$501 - \$999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$1000 - \$1999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$1000 - \$1999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$1000 - \$1999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$2000 - \$2999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$2000 - \$2999: Total Amount	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$2000 - \$2999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$3000 - \$3999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$3000 - \$3999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$3000 - \$3999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Average Amount	0	0.00	0.00	0.00	0.00

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

Pay Increase a. Per Table B9-2 Pay Increase for (PWD) is at 19.96% which is above the 13.84% benchmark, therefore there is not a trigger with Pay Increase for PWD. b. Per Table B9-2 Pay Increase for (PWTD) is at 19.23% which is above the 13.84% benchmark, therefore there is not a trigger with Pay Increase for PWTD.

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

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

Table B8 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWD) is at 3.45% 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 0.00% which is the below the 3.45% 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 0.56% 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 1.43% which is above the 0.56% 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 1.16% 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 4.57% which is above the 1.16% benchmark, therefore there is not a trigger with Internal Selections for GS-14 positions. d. Grade 13 Applicant Flow data for GS-13 Internal Promotions for (PWD) is unavailable through Monster Analytics.

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	Yes
b. Grade GS-15		
i. Qualified Internal Applicants (PWTD)	Answer	Yes
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	N/A

ii. Internal Selections (PWTD)

Answer N/A

Table B7 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWTD) is at 1.72% which is above the 0.62% benchmark, therefore there is not 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 below to the 1.72% 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 0.00% which is below the 0.64% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-15 positions. ii. Per Table B7 Internal Selections for GS-15 positions (PWTD) is at 0.00% which is equal to the 0.00% benchmark, therefore there is not a trigger with Internal Selections for GS-15 positions. c. Grade 14 i. Per Table B7 Qualified Internal Applicants for GS-14 positions (PWTD) is at 0.00% 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 0.57% which is above the 0.00% benchmark, therefore there is not a trigger with Internal Selections for GS-15 positions. d. Grade 13 Applicant Flow data for GS-13 Internal Promotions for (PTWD) is unavailable through Monster Analytics.

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 No

Table B7 a. SES Per Table B7 New Hires for SES positions (PWD) is at 33.33% which is below the 75.00% benchmark, therefore there is a trigger with New Hires Applicants for SES positions. b. Grade 15 Per Table B7 New Hires for GS-15 positions (PWD) is at 33.33% which is below the 75.00% benchmark, therefore there is a trigger with New Hires for GS-15 positions. c. Grade 14 Per Table B7 New Hires for GS-14 positions (PWD) is at 43.75% which is below the 79.37% benchmark, therefore there is a trigger with New Hires for GS-14 positions. d. Grade 13 Per Table B7 New Hires for GS-13 positions (PWD) is at 100.00% which is above the 72.06% benchmark, therefore there is not a trigger with New Hires for GS-13 positions

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 No
- 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

Table B7 a. SES Per Table B7 New Hires for SES positions (PWTD) is at 0.00% which is equal to the 0.00% benchmark, therefore there is not a trigger with New Hires Applicants for SES positions. b. Grade 15 Per Table B7 New Hires for GS-15 positions (PWTD) is at 0.00% which is below the 0.25% benchmark, therefore there is a trigger with New Hires for GS-15 positions. c. Grade 14 Per Table B7 New Hires for GS-14 positions (PWTD) is at 43.75% which is below the 52.38% benchmark, therefore there is a trigger with New Hires for GS-14 positions. d. Grade 13 Per Table B7 New Hires for GS-13 positions (PWTD) is at 20.00% which is below the 29.41% benchmark, therefore there is a trigger with New Hires for GS-13 positions.

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 Yes

b. Managers

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

c. Supervisors

- i. Qualified Internal Applicants (PWD) Answer N/A
- ii. Internal Selections (PWD) Answer N/A

Table B8 a. Executives i. Per Table B8 Qualified Internal Applicants for “Executive” positions (PWD) is at 3.45% 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 0.00% which is the below the 5.57% benchmark, therefore, there is a trigger with Internal Selections for “Executive” positions. b. Managers i. Per Table B8 Qualified Internal Applicants for “Managers” positions (PWD) is at 6.67% which is above the 5.71% benchmark, therefore there is not a trigger with Qualified Internal Applicants for “Managers” positions. ii. Per Table B8 Internal Selections for “Managers” positions (PWD) is at 5.41% which is below the 5.71% benchmark, therefore there is a trigger with Internal Selections for “Managers” positions. c. Supervisors i. The Agency does not have access to Internal Applicants 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 No
- ii. Internal Selections (PWTD) Answer Yes

b. Managers

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

c. Supervisors

- i. Qualified Internal Applicants (PWTD) Answer N/A
- ii. Internal Selections (PWTD) Answer N/A

Table B8 a. Executives i. Per Table B8 Qualified Internal Applicants for “Executive” positions (PWTD) is at 1.72% which is above the 0.64% benchmark, therefore, there is not a trigger with the Qualified Internal Applicants for SES positions. ii. Per Table B8 Internal Selections for “Executive” positions (PWTD) is at 0.00% which is the below the 0.64% benchmark, therefore, there is a

trigger with Internal Selections for “Executive positions. b. Managers i. Per Table B8 Qualified Internal Applicants for “Manager” positions (PWTB) is at 0.00% which is below the 0.89% benchmark, therefore there is a trigger with Qualified Internal Applicants for “Manager” positions. ii. Per Table B8 Internal Selections for “Manager” positions (PWTB) is at 0.00% which is below the 0.89% benchmark, therefore there is a trigger with Internal Selections for “Manager” positions. c. Supervisors i. The Agency does not have access to Internal Applicants 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 N/A

Table B8 a. Executives Per Table B8 New Hires for “Executive” positions (PWD) is at 33.33% which is below the 60.00% benchmark, therefore there is a trigger with New Hires Applicants for “Executive” positions. b. Managers Per Table B7 New Hires for “Manager” positions (PWD) is at 28.57% which is below the 75.00% benchmark, therefore there is a trigger with New Hires for “Manager” positions. c. Supervisors Applicant flow data for New Hires “Supervisor” positions for (PWD) is unavailable through Monster Analytics.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for Executives (PWTB) Answer Yes
- b. New Hires for Managers (PWTB) Answer Yes
- c. New Hires for Supervisors (PWTB) Answer N/A

Table B8 a. Executives Per Table B8 New Hires for “Executive” positions (PWTB) is at 0.00% which is below the 20.00% benchmark, therefore there is a trigger with New Hires Applicants for “Executive” positions. b. Managers Per Table B7 New Hires for “Manager” positions (PWTB) is at 0.00% which is below the 25.00% benchmark, therefore there is a trigger with New Hires for “Manager” positions. c. Supervisors Applicant flow data for New Hires “Supervisor” positions for (PWTB) is unavailable through Monster Analytics.

## Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

### A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer N/A

By the close of FY2022, 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 9.78% which is above the 9.57% inclusion rate benchmark, therefore there is not trigger with Voluntary Separations for PWD. b. Involuntary Separations of (PWD) is at 0.17% which is above 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	2	0.00	0.03
Permanent Workforce: Resignation	86	1.35	1.08
Permanent Workforce: Retirement	313	3.20	4.05
Permanent Workforce: Other Separations	130	2.87	1.56
Permanent Workforce: Total Separations	531	7.42	6.71

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

- a. Voluntary Separations (PWTD) Answer No
- b. Involuntary Separations (PWTD) Answer Yes

c. Voluntary Separations of (PTWD) is at 10.00% which is above the 9.56% inclusion rate benchmark, therefore there is not 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 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	2	0.00	0.03
Permanent Workforce: Resignation	86	0.00	1.10
Permanent Workforce: Retirement	313	6.67	3.97
Permanent Workforce: Other Separations	130	3.33	1.64
Permanent Workforce: Total Separations	531	10.00	6.74

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 FY2022, many of those employees that separated from the Secret Service and did complete a separation survey did not indicate that their reason for separating was associated with disability related issues. The primary reasons for non-retirement separations were: Work/Life Balance for Mission Critical employees and Advancement/Promotion opportunities for Administrative employees.

**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.s.dhs.gov](mailto:Equal.Opportunity@uss.s.dhs.gov). Additionally, oral complaints will be considered if the complainant is unable to write and cannot have someone write out the complaint for him or her. To file a complaint telephonically, complainants should call (202)406-5540 or TTY (202)406-9805.

2. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to file a complaint.

[https://www.secretservice.gov/diversity/disabilities/Architectural Barriers Act Complaint Processing](https://www.secretservice.gov/diversity/disabilities/Architectural%20Barriers%20Act%20Complaint%20Processing) The Architectural Barriers Act requires buildings or facilities to be accessible if they are designed, built or altered with federal dollars or leased by federal agencies after August 12, 1968. Complaints about inaccessibility of United States Secret Service buildings or facilities should be made directly to the U.S. Access Board. Please visit the following site for more information: <https://www.access-board.gov/aba-enforcement/file-a-complaint>.

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

The 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 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.

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 FY2022, the average processing time for employee requests was 12 business days and for applicants was 1 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.). These updates include training and education blog, links and reminders, with 17 this fiscal year. The Disability Program Manager (DPM) or an alternate continued to conduct new hire trainings for Special Agent and Uniformed Division Officers, three (3) trainings for first-line supervisors, six (6) new leaders/managers training seminars, 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 1,000 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 bi-monthly from quarterly in FY2021 and continued this process. 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 is 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. These included: 1) an overview of the reasonable accommodation process, 2) 2022 National Disability Employee Awareness Month, 3) improving representation of PWD/PWTD/DV through awareness of what it means to be disabled through the lens of the ADA/EEOC, and improving etiquette when interacting with persons with a disability. During the Secret Service annual Unity Day, the DPM coordinated with local LEO and advocacy groups to host a panel which had a roundtable discussion with the workforce concerning ways to improve law enforcement interactions with the persons with disability community. Over 100 people attended. 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). 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 first and second quarters of FY2022 to present training to the workforce to address the stigma surrounding having a disability within the Secret Service.

#### **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 received one request for a supporting role for an existing PAS. This request was fielded by the DPM and resolved within one business week. PAS procedures are posted on the Secret Service public-facing website at: <https://www.secretservice.gov/diversity/disabilities>

## 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>		Part I, Trigger 8: Individuals with Disabilities were not selected among those that choose to participate in the Secret Service SES Candidate Development Program.			
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.		To be determined		To be determined	
<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>
10/01/2021	10/01/2022	Yes			Promote CDP Opportunities more broadly and directly throughout the Secret Service, investigate potential barriers to CDP for PWD/PWTD.
<b>Responsible Official(s)</b>					
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>	
– Disability Program Manager/ Special Emphasis Program Manager (SEPM) for PWD		Christopher Fultz		Yes	
Division Chief		Jasmine Snyder		Yes	
Supervisory Instruction Specialist		Terry Lighty		Yes	
Robert Sciarrone		Special Agent in Charge		Yes	
Executive Development Specialist		Annette Clare		Yes	
Information Technology Specialist		Abigail Hagar		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>
10/01/2021	Continue Disability Working Group specifically for CDP with the cooperation of TNG and HRR.	Yes		
03/01/2023	Create an ERG for PWD to discuss CDP opportunities and receive feedback	Yes		
03/01/2023	Establish new PWD/PWTD/DV committee to identify barriers which exist for self-identification for gun carrier population (Special Agents, Uniformed Division Officers, Technical Law Enforcement Series) which make up majority of workforce at SES level.	Yes		
<b>Report of Accomplishments</b>				
<b>Fiscal Year</b>	<b>Accomplishment</b>			
2022	DPM worked with various Secret Service stakeholders to increase awareness by ramping up reasonable accommodation training, disability etiquette training, and equal employment awareness.			
2022	Working to establish group in FY2023 to investigate stigma surrounding self-identification for “gun carrier” job families, which make up majority of senior-level positions, of self-disclosure of medical conditions (i.e., disabilities).			

<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, 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.		To be determined		To be determined	
<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>
10/01/2021	10/01/2022	Yes			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.
<b>Responsible Official(s)</b>					
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>	
Disability Program Manager/ Special Emphasis Program Manager (SEPM) for PWD		Christopher Fultz		Yes	
Special Agent in Charge		Robert Sciarone		Yes	
Supervisory Instruction Specialist		Terry Lighty		Yes	
Information Technology Specialist		Abigail Hagar		Yes	
Division Chief		Jasmine Snyder		Yes	
Executive Development Specialist		Annette Clare		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		
09/30/2020	Collaborate with HUM to explore options for applicant flow data generation for new hires and for Managers/ Supervisors	Yes		
<b>Report of Accomplishments</b>				
<b>Fiscal Year</b>	<b>Accomplishment</b>			
2022	DPM worked with various Secret Service stakeholders to increase awareness by ramping up reasonable accommodation training, disability etiquette training, and equal employment awareness.			

<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>		Y				
<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>		
		To be determined		To be determined		
<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>	
10/01/2021	10/01/2022	Yes			Continue exploring PWD employee dissatisfaction with the Agency	
<b>Responsible Official(s)</b>						
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>		
Division Chief		David Ashley		Yes		
Information Technology Specialist		Abigail Hagar		Yes		
Disability Program Manager; Special Emphasis Program Manager (SEPM) for PWD		Christopher 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>
09/30/2021	Create an ERG for PWD to discuss employee satisfaction and receive feedback			Yes		



<b>Report of Accomplishments</b>	
<b>Fiscal Year</b>	<b>Accomplishment</b>

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