

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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

*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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical Goal	--	12%		2%	
Grades GS-1 to GS-10	7331	662	9.03	81	1.10
Grades GS-11 to SES	30683	2351	7.66	235	0.77

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

The Assistant Director of HRD meets with the hiring managers monthly. Recruitment and Sourcing Unit (RSU) also requires each field office to annually complete a Field Office Recruitment Plan (FORP). This plan details the recruitment goals and targets for

each field office for the upcoming year. HRD also sponsors a joint Annual Recruitment Conference for recruiters and hiring managers and a subsequent conference for hiring managers specifically. During this conference we cover the successes and shortcomings of the recruitment efforts to aid with preparing to complete the FORP.

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 No

The FBI's HRD has designated an HR Specialist within RSU to handle external queries related to disability hiring. This is currently a part-time duty for her and represents roughly 10% of her time. The FBI's FY21 goal is to have a full-time HR Specialist assigned to the PWD program. OEEOA's Disability Program is fully staffed. OEEOA handles requests for reasonable accommodations and for sign language interpreting/reading specialists.

- 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 reasonable accommodation requests from applicants and employees	4	0	2	Erica K. Andren Reyes Disability Program Manager ekandrenreyes@fbi.gov
Architectural Barriers Act Compliance	0	19	0	Architectural & Engineering Services Unit
Processing applications from PWD and PWTD	0	0	1	Ashley Ables Human Resources Specialist aables@fbi.gov
Answering questions from the public about hiring authorities that take disability into account	0	0	1	Ashley Ables Human Resources Specialist aables@fbi.gov
Section 508 Compliance	5	0	0	De Borah Grant Team Lead dhgrant@fbi.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Vanessa Banks Program Manager vwbanks@fbi.gov

- 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

In FY20 the Disability Program Manager and RA Team Lead attended the EEOC Disability Program Manager Basic Training. In addition, the Attorney Advisor and one RAPC attended the ADA and FMLA Compliance Update training. Two RAPCs attended the EEOC's EXCEL Conference. No additional training for HRD staff this year, though we did provide training on schedule A, the FBI's hiring flexibilities, etc. to RSU in previous years.

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 No

Although the FBI does fund requested recruiting events, there are insufficient resources to devote a full-time person to recruiting and hiring of PWD. The FBI plans to enhance resources to assign a full-time HR Specialist to recruiting and hiring of PWD.

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.b. Has the agency established disability reasonable accommodation procedures that comply with EEOC’s regulations and guidance? [see 29 CFR §1614.203(d)(3)]		
Objective	Finalize procedures approved by the EEOC for reasonable accommodations and personal assistance services.		
Target Date	Jul 30, 2021		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Mar 1, 2021		Submit RA/PAS procedures to EEOC for review.
	Jul 30, 2021		Complete revisions to procedures based on EEOC feedback.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2020	OEEOA is addressing all deficiencies noted in the January 2021 letter and is currently revising its reasonable accommodation procedures to fully comply with EEOC guidance. OEEOA requested and was granted an extension to respond to the EEOC's letter and revise its reasonable accommodation procedures.	

Brief Description of Program Deficiency	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
Objective	Process all accommodation requests within 90 days.		
Target Date	Mar 1, 2021		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2021		Develop a procurement process to initiate a structured standardized procurement procedure
	Sep 30, 2022		Launch automated system that allows customers to initiate a new request electronically and check the status throughout the process.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2020	<p>In FY20, the RA Program processed over 433 accommodation requests and decreased the average processing time to 87 days with 65% of the requests being processed in 90 days or less and reduced the average case age to 79 days. From FY19 to FY20 the RA Program improved its overall processing time by 41%. OEEOA implemented a SharePoint database to track requests for accommodations and report trends to management. The database allows OEEOA to gather information for each individual request, division, position, accommodation type, and assigned RAPC. This information is useful in tracking processing times, determining training needs, and streamlining efforts. In March 2020, the RA Program instituted a streamlined approach to the letter review process. A tailored review process was put in place for the following request categories: general testing requests for Special Agent and Intelligence Analyst applicants; requests for standard ergonomic equipment; and general requests regarding an employee's immediate work environment. This process reduced the layer's of the letter review for routine requests and recommendation letters, thus enabling the RA Program to disseminate the recommendation to the requestor and management within two (2) days of drafting the recommendation letter. Overall, the RA Program has reduced the average timeframe to review letters addressing these requests from thirty-three (33) days to four (4) days. OEEOA has been provided centralized funding for the procurement and implementation of reasonable accommodations. OEEOA is in the process of developing a structured, standardized procurement procedure. This procedure will transfer the onus of funding from the requester's office to the RA Program. Additionally, the RA Program is exploring new automation, which will allow our customers to initiate a new request electronically and check the status throughout the process.</p>	

Brief Description of Program Deficiency	C.2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]		
Objective	Finalize procedures approved by the EEOC for reasonable accommodations and personal assistance services.		
Target Date	Jul 30, 2021		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Mar 1, 2021 Jul 30, 2021		Submit RA/PAS procedures to EEOC for review. Complete revisions to procedures based on EEOC feedback.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2020	OEEOA is addressing all deficiencies noted in the January 2021 letter and is currently revising its reasonable accommodation procedures to fully comply with EEOC guidance. OEEOA requested and was granted an extension to respond to the EEOC's letter and revise its reasonable accommodation procedures.	

Brief Description of Program Deficiency	C.2.c.1. Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If "yes", please provide the internet address in the comments column.		
Objective	Post PAS procedures on public website.		
Target Date	Sep 30, 2019		
Completion Date	Mar 29, 2021		
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2019	March 29, 2021	Post PAS procedures on public website.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	The FBI continued to work to get PAS procedures finalized and posted.	
	2020	The procedures to request PAS were posted on the FBI's public website on March 29, 2021. The information is available under the Equal Opportunity tab (https://fbijobs.gov/equal-opportunity). Personal assistance services are requested through OEEOA as a reasonable accommodation. This deficiency will be removed beginning with the FY21 report.	
	2018	The FBI is currently drafting PAS procedures which will be included with an updated RA SOP and submitted to the EEOC for approval once approved by the FBI.	

Brief Description of Program Deficiency	D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]		
Objective	The EEO Officer will meet with Human Resources Division Assistant Director to make a request for exit interviews that implement questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities.		
Target Date	Dec 31, 2020		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2020 Dec 31, 2021		Suggest exit interviews/surveys and appropriate questions. Continue collaboration and coordination with HRD and other stakeholders to come up with plan to conduct exit interviews and/or surveys.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2018 2020	In FY18, the FBI identified the lack of these questions in exit interviews/surveys. The FBI does not conduct exit interviews or surveys for any population in the FBI. However, the Persons with Disabilities Advisory Committee (PDAC) has surveyed its constituents on how to improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities. The Office of Diversity and Inclusion uses this survey feedback to improve those programs. In FY20, the EEO Director suggested that an exit interview or survey should be conducted that includes questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities. Specific questions are still being finalized. OEEOA continues to collaborate and coordinate with HRD to come up with a plan to conduct exit interviews or surveys in the future.	

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.

Each of the 56 field offices developed a Field Office Recruitment Plan where they identified colleges, advertisement opportunities, and organizations in their area of responsibility to recruit PWD. RSU currently advertises on disabledperson.com and jofdav.com to recruit PWD. RSU also participates in the Operation Warfighter/Wounded Warrior Internship Program to assist with locating applicants with disabilities.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency's use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce

The legal hiring authority for the FBI is Title 28, United States Code, Part II, Chapter 33 and Section 536. All positions in the FBI are excepted from competitive service and all positions are in the excepted service. The FBI does not use Schedule A or D because our entire component is excepted service. As an excepted service agency, the FBI can mission critically hire individuals into permanent positions with the appropriate qualifications and certifications.

- 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.

An FBI representative is listed on OPM's website page "Disability Empowerment" as the Selective Placement Program Coordinator. Resumes are forwarded to the FBI's representative and these individuals are telephonically contacted to further establish interest and to be provided information on how their resumes will be shared with the FBI's hiring managers for possible employment consideration. Monthly hiring managers are contacted to review the resumes on the share point site.

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

The HRD AD hosts a call with/all of/the FBI's hiring managers regarding the hiring goals of the FBI. Disability hiring is taken into consideration in the FBI hiring plans and recruitment efforts. Hiring managers understand the FBI's hiring authorities and understand that if they identify an otherwise qualified candidate for a position, who is a PWD or PWTD, they/have the ability to/hire them directly into the position. The RSU is also working on providing additional guidance to hiring managers on how to select, interview and supervise PWD/PWTD, in efforts to create a better understanding of and remove barriers to selection and consideration./

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The FBI works with Operation War Fighter/Wounded Warrior Internship Program to hire disabled veterans. RSU attends recruiting events at Gallaudet University, which is a federally chartered university for the education of the deaf and hard of hearing. RSU participates with the DOJ Veterans Education Outreach Program (VEOP) as well as Veterans Disability Fairs.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

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

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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	52053	7.96	0.00	0.61	0.00
% of Qualified	39307	1.16	0.00	0.58	0.00

Applicants					
% of New Hires	3646	0.16	0.00	0.16	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 N/A
- b. New Hires for MCO (PWTD) Answer N/A

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	New Hires (%)
Numerical Goal	--	12%		2%	
0132INTELLIGENC ANALYSTS					
0301MISCELLANEOUS ADMINISTRATION & PROGRAM					
0303MISCELLANEOUS CLERK & ASSISTANT					
0343MANAGEMENT PROGRAM ANALYSIS					
1801GENERAL INSPECTION, INVESTIGATION & COMPLIANCE					
1811CRIMINAL INVESTIGATING					
2210INFORMATION TECHNOLOGY MANAGEMENT					

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 N/A
- b. Qualified Applicants for MCO (PWTD) Answer N/A

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough

information to make a determination.

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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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.

The Human Resources Branch (HRB), Office of Diversity and Inclusion, provides diversity training including NEW Inclusion Quotient and Bias for Decision Makers training to help employees and supervisors manage diversity of our workforce and recognize and develop talent. ODI also manages the agency's Cross-Cultural Mentoring and Sponsorship program.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The/mission of the Office of Workforce Development (OWD) is to enhance the selection, retention, and performance of the FBI’s workforce by building and managing career development programs for employees. OWD provides resources and training to FBI employees interested in professional, educational, and leadership development through a variety of programs and services. The Sabbatical Program provides eligible employees competitive opportunities to conduct short and long-term intensive study and/or research to further their education and develop new skills. The University Education Program (UEP) reimburses the costs of tuition associated with attaining a graduate certificate or a degree for FBI employees who seek professional development in areas applicable to current official job duties. The Student Loan Repayment Program is a retention program to retain the FBI’s talented workforce. The Supervisor Development Program (SDP) prepares Special Agents, Intelligence Analysts, and Professional Staff for the responsibilities and tasks necessary to become effective relief supervisors. In FY20, 666 FBI employees completed the SDP. SDP is a self-paced program and completion rates vary. The Joint Duty Program (Detail Program) coordinates the temporary detail of personnel to and from the FBI for twelve months or longer.

- 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		3177		3.5%		0.7%
Fellowship Programs						
Coaching Programs						
Training Programs						
Internship Programs	11597	196		3.1%		0.5%
Mentoring Programs	590	517	12.4%	13.3%	1.18%	1.35%
Detail Programs		94		1.1%		1.1%

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 N/A
- b. Selections (PWD) Answer N/A

The FBI does not have a trigger for the mentoring program. The FBI does not yet have complete data for the other categories to complete this question.

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 N/A
- b. Selections (PWTD) Answer N/A

The FBI does not have a trigger for the mentoring program. The FBI does not yet have complete data for the other categories to complete this question.

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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 Hours: Awards Given	2828	11.22	7.64	8.23	12.06

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 Hours: Total Hours	19465	73.94	52.73	54.11	79.54
Time-Off Awards 1 - 10 Hours: Average Hours	6.88	0.46	0.02	2.08	0.00
Time-Off Awards 11 - 20 hours: Awards Given	1472	4.81	3.99	4.75	4.83
Time-Off Awards 11 - 20 Hours: Total Hours	23293	77.70	63.12	81.01	76.76
Time-Off Awards 11 - 20 Hours: Average Hours	15.82	1.13	0.05	5.40	-0.08
Time-Off Awards 21 - 30 hours: Awards Given	577	1.88	1.58	1.90	1.88
Time-Off Awards 21 - 30 Hours: Total Hours	13964	45.92	38.17	45.57	46.02
Time-Off Awards 21 - 30 Hours: Average Hours	24.2	1.70	0.07	7.59	0.04
Time-Off Awards 31 - 40 hours: Awards Given	393	1.18	1.10	1.27	1.16
Time-Off Awards 31 - 40 Hours: Total Hours	14672	44.60	41.00	43.04	45.04
Time-Off Awards 31 - 40 Hours: Average Hours	37.33	2.62	0.11	10.76	0.33
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	933	2.58	2.58	1.90	2.77
Cash Awards: \$501 - \$999: Total Amount	679918.95	1899.58	1877.38	1376.58	2047.27
Cash Awards: \$501 - \$999: Average Amount	728.74	51.34	2.18	229.43	1.05
Cash Awards: \$1000 - \$1999: Awards Given	2222	5.92	6.12	4.43	6.34
Cash Awards: \$1000 - \$1999: Total Amount	2606300.66	6937.67	7181.26	5150.47	7442.36
Cash Awards: \$1000 - \$1999: Average Amount	1172.95	81.62	3.50	367.89	0.78
Cash Awards: \$2000 - \$2999: Awards Given	472	1.11	1.31	0.95	1.16
Cash Awards: \$2000 - \$2999: Total Amount	1046247.19	2621.46	2895.32	2056.96	2780.88
Cash Awards: \$2000 - \$2999: Average Amount	2216.63	163.84	6.61	685.66	16.48
Cash Awards: \$3000 - \$3999: Awards Given	252	0.77	0.69	0.32	0.89
Cash Awards: \$3000 - \$3999: Total Amount	836912	2539.09	2282.41	1107.59	2943.34
Cash Awards: \$3000 - \$3999: Average Amount	3321.08	230.83	9.92	1107.59	-16.77
Cash Awards: \$4000 - \$4999: Awards Given	134	0.63	0.36	0.00	0.80

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$4000 - \$4999: Total Amount	540202	2508.71	1470.36	0.00	3217.16
Cash Awards: \$4000 - \$4999: Average Amount	4031.36	278.75	12.05	0.00	357.46
Cash Awards: \$5000 or more: Awards Given	175	0.70	0.48	1.90	0.36
Cash Awards: \$5000 or more: Total Amount	1206643	4834.43	3278.32	14208.86	2187.13
Cash Awards: \$5000 or more: Average Amount	6895.1	483.44	20.49	2368.14	-48.79

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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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 N/A
 - ii. Internal Selections (PWD) Answer N/A
- b. Grade GS-15

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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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	N/A
ii. Internal Selections (PWTD)	Answer	N/A
b. Grade GS-15		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A
c. Grade GS-14		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A
d. Grade GS-13		
i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to

provide the data in the text box.

- | | | |
|-----------------------------|--------|-----|
| a. New Hires to SES (PWD) | Answer | N/A |
| b. New Hires to GS-15 (PWD) | Answer | N/A |
| c. New Hires to GS-14 (PWD) | Answer | N/A |
| d. New Hires to GS-13 (PWD) | Answer | N/A |

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- | | | |
|------------------------------|--------|-----|
| a. New Hires to SES (PWTD) | Answer | N/A |
| b. New Hires to GS-15 (PWTD) | Answer | N/A |
| c. New Hires to GS-14 (PWTD) | Answer | N/A |
| d. New Hires to GS-13 (PWTD) | Answer | N/A |

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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 | N/A |
| ii. Internal Selections (PWD) | Answer | N/A |
| b. Managers | | |
| i. Qualified Internal Applicants (PWD) | Answer | N/A |
| ii. Internal Selections (PWD) | Answer | N/A |
| c. Supervisors | | |
| i. Qualified Internal Applicants (PWD) | Answer | N/A |
| ii. Internal Selections (PWD) | Answer | N/A |

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at

the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

6. Does your agency have a trigger involving PWTB among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

i. Qualified Internal Applicants (PWTB) Answer N/A

ii. Internal Selections (PWTB) Answer N/A

b. Managers

i. Qualified Internal Applicants (PWTB) Answer N/A

ii. Internal Selections (PWTB) Answer N/A

c. Supervisors

i. Qualified Internal Applicants (PWTB) Answer N/A

ii. Internal Selections (PWTB) Answer N/A

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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 N/A

b. New Hires for Managers (PWD) Answer N/A

c. New Hires for Supervisors (PWD) Answer N/A

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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 N/A

b. New Hires for Managers (PWTB) Answer N/A

c. New Hires for Supervisors (PWTB) Answer N/A

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

Section VI: Plan to Improve Retention of Persons with Disabilities

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

Answer N/A

The legal hiring authority for the FBI is Title 28, United States Code, Part II, Chapter 33 and Section 536. All positions in the FBI are excepted from competitive service and all positions are in the excepted service. The FBI does not use Schedule A or D because our entire component is excepted service. As an excepted service agency, the FBI can mission critically hire individuals into permanent positions with the appropriate qualifications and certifications.

- 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

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	7	0.07	0.02
Permanent Workforce: Resignation	54	1.11	0.10
Permanent Workforce: Retirement	1044	10.59	2.46
Permanent Workforce: Other Separations	0	0.00	0.00
Permanent Workforce: Total Separations	1105	11.78	2.58

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

a. Voluntary Separations (PWTD) Answer No

b. Involuntary Separations (PWTD) Answer No

In FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at

the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	7	0.00	0.02
Permanent Workforce: Resignation	54	0.32	0.14
Permanent Workforce: Retirement	1044	3.80	2.76
Permanent Workforce: Other Separations	0	0.00	0.00
Permanent Workforce: Total Separations	1105	4.11	2.92

- 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 FY17, the FBI launched a new system to more effectively capture disability status in the workplace, beyond what was declared at the time of hire, and allow an employee to change their status should their disability status change over time. As of FY20, approximately 62% of the workforce has utilized this system. For all questions regarding triggers, the FBI does not yet have enough information to make a determination.

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.

- 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.

The FBI maintains a public facing, accessible website (www.FBI.gov/accessibility) explaining to individuals with disabilities with authorization to access and use FBI systems and inform them of their rights vis-à-vis Section 508 of the Rehabilitation Act. The FBI also maintains a public-facing e-mail address (FBI_Accessibility@fbi.gov) and mailbox, and identifies a physical mailing address and phone number for individuals with disabilities to contact the FBI regarding inaccessible information and communication technology (ICT) when encountered.

- 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.

The FBI’s Architectural & Engineering Services Unit requires compliance with the Architectural Barriers Act Accessibility Standards (ABAAS) and ensures all facility plans comply with ABAAS. In addition, it is the responsibility of each architectural and engineering firm to ensure compliance with all codes and standards, to include ABAAS. The FBI has information on the ABA on (www.FBI.gov/accessibility) and the DOJ complaint process is outlined at (<https://www.justice.gov/jmd/complaint-processing>).

- 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 authorities of the FBI OCIO and its Section 508 Accessibility Program Office (APO) implement, manage, and maintain an enterprise-wide accessibility compliance program established under DOJ Order 0902 (rev. 5/2016) and FBI Policy Directive 0919 (11/20/16 – currently pending renewal). Correspondingly, the APO provides guidance, oversight, and the resources necessary to

ensure the FBI's Information and Communication Technology (ICT) is accessible and usable for individuals with disabilities. The APO established a myriad of guides, plans, and practices that have improved ICT accessibility, including: an accessibility testing guide and checklists; training on creating accessible documents; intranet portals for receiving, tracking, and adjudicating exception requests and complaints; and the insertion of specific Section 508 compliance language into procurement systems and documents to ensure accessible ICT acquisitions. The Section 508 APO collaborates with sister agencies of the intelligence community (IC) and the DOJ Section 508 Coordinator Office, the GSA Accessibility Program Managers and other Executive agencies, sharing best practices and innovative approaches to improving accessibility for our employees and citizens.

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.)

Based on data captures from FY2020, the average processing time was 87 days. However, 65% of the requests were processed in 90 days or less. Processing time includes the initiation of the request to the implementation of the accommodation. [*Please note: The number excludes the number of local accommodations, pending requests, and/or number of employees who withdrew a request at any point in the process.] Processing time was significantly impacted due to the COVID-19 pandemic. On or about March 16, 2020, the FBI began utilizing Administrative Leave and/or telework across many divisions across the agency. Many employees, managers, and staff needed to implement the accommodations were unavailable. In August 2020, the agency began reintegration measures. In March 2020, the RA Program instituted a streamlined approach to the letter review process. A peer review process was put in place for the following request categories: general testing requests for Special Agent and Intelligence Analyst applicants; requests for standard ergonomic equipment; and general requests regarding an employee's immediate work environment. This process allows the recommendation letter to be reviewed, on average, within two (2) days. Additionally, changes were made to the review process for letters which required management review by reducing the review to two (2) levels of management. The reduction in the levels of review have allowed such letters to be reviewed, on average, within nine (9) days. Overall, the RA Program has reduced the average timeframe to review letters addressing these request categories from 33 days to four (4) days. The RA Program continues to improve data capture, record keeping, and timeliness, with the utilization of a collaborative SharePoint database, automated workflow for document review, meaningful contact with our customers, and monthly reports to management. Additionally, the RA Program is exploring new automation which will allow our customers to initiate a new request electronically and check the status throughout the process.

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.

When reasonable accommodation requests are submitted directly to the RA Program (either in person, electronically, or via fax/internal mail for initial review, assignment, and processing), the OEEOA attempts to engage in the interactive process immediately, coordinate with supervisors and partners, and make a recommendation for each reasonable accommodation as expeditiously as possible. Some cases will require additional time to effectively process due to need for medical documentation or coordination with the requestor's supervisors and/or management team. [*Please note: The FBI's RA Program is not centrally funded. Employing divisions are responsible for approving, identifying, procuring, and implementing accommodations – OEEOA tracks implementation and records results.] OEEOA also allows and encourages FBI Executive Management to make local accommodations (within the division) outside of the interactive process, which empowers management to better support their employees, if the request is deemed reasonable and effective for the division. We ask Division management to inform the RA Program of any accommodation(s), date of implementation, and effectiveness so the RA Program may track the locally provided accommodations in a central location. During FY2020, the RA Program was advised 15 employees were accommodated by the local division. Additionally, throughout the COVID-19 pandemic, the FBI has provided high-risk employees accommodations which include, but are not limited to, the following: telework when possible; flexible work hours; private offices; and flexible leave usage. Throughout FY2020, OEEOA continued to improve standardized communication templates and customer resources. Additional resources were developed specific to service animals and face coverings. The information defines the role of OEEOA, the FBI, management, and the requester. Additionally, the information allows management to take a more active role in ensuring their employees' accommodation needs are being met in a timely manner. OEEOA has implemented a SharePoint database to track

and report trends to management. The SharePoint database allows OEEOA to gather information for each individual request, division, position, accommodation type, and assigned RA Program Coordinator (RAPC). This information is useful in determining training needs and streamlining efforts. OEEOA offers training to the entire agency. Employees and management may visit our website at any time to request training that is tailored to their specific needs or interests. Additionally, we continue to develop the following internal partnerships: Persons with Disabilities Advisory Committee (PDAC) brings questions and concerns from the PWD workforce; Office of the Chief Information Officer (OCIO) provides updates regarding upcoming and completed 508 compliance initiatives; National Academy and Training Services Unit (NAATSU) assists in implementing reasonable accommodation requests for Special Agent and Intelligence Analyst applicants; Mobility Program Office (MPO) works with OEEOA to research and deploy accessibility related applications to FBI-issued mobile devices; and Medical Operations and Readiness Unit (MORU) provides guidance regarding medical documentation for employees with Fit for Duty (FFD) requirements. These partnerships allow for more effective accommodations to be implemented in a timely manner. Additionally, we worked with two of our larger divisions to secure two collateral duty RAPCs. These collateral duty RAPCs work solely within their respective divisions to assist employees and managers throughout the reasonable accommodation process. In FY2020, the FBI's Internal Advisory Group (IAG) completed an extensive evaluation of OEEOA's RA Program focusing on ways to streamline the implementation of accommodations. Based on the findings of the IAG evaluation, moving forward, OEEOA will be provided funding and will be developing a procurement process to initiate a structured, standardized procurement procedure. This procedure will transfer the onus of procurement from the requester and manager to the RA Program. In FY2020, our team of four RAPCs and two collateral duty RAPCs processed over 433 accommodation requests, a 6% decline from FY2019. Additionally, the RA Program saw a 72% increase in requests for reassignment from FY2019. As reintegration began across the FBI, OEEOA saw a significant rise in accommodation requests related to COVID-19, with 56% of those requests received in August and September of 2020.

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.

PAS requests are to be treated in the same manner as all other reasonable accommodation requests. OEEOA will coordinate with HRD in efforts to implement any accommodation requiring PAS.

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 Yes
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 Yes
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 - In FY20 the agency settled 5 complaints alleging disability-based harassment. There were no findings of discrimination.

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 Yes

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 Yes

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 - In FY20, the agency settled 4 complaints involving reasonable accommodations. There were no findings of discrimination.

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 No

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

Answer N/A

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
4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

As noted above, the FBI has not previously had the ability to effectively identify PWD and PWTD in the organization beyond what was declared at entry, and no effective internal tracking of these individuals inside the organization for the kind of barrier analysis requested prior to FY17. Since FY17, the FBI has been working to encourage all employees to "Self-ID" in the system that effectively captures disability status in the workplace. As of FY20, approximately 62% of the workforce has "Self-ID'd". The remaining employees who have not "Self-ID'd" are needed to holistically capture and determine the number of PWD and PWTD./

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.

The FBI will continue to message the Self-ID Campaign and encourage employees to "Self-ID" in the system in order to effectively capture all current onboard employees' disability status and any changes that have occurred to employees' disability status over time. This system and subsequent data/are connected to our HR Information System, which provides the FBI a better understanding of our current workforce. However, additional data and employee information are needed in order to perform the requested barrier analysis./