

## 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

GS-1 to GS-10 cluster is 11.43 percent, which falls below the benchmark. GS-11 to SES cluster is 6.43 percent, which is well below the benchmark.

\*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 Yes
- b. Cluster GS-11 to SES (PWTD) Answer Yes

GS-1 to GS-10 cluster is 1.87 percent, which is slightly below the benchmark. GS-11 to SES cluster is 0.60 percent, which is well below the benchmark.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10	5948	680	11.43	111	1.87
Grades GS-11 to SES	53400	3436	6.43	320	0.60

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

### Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

**A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM**

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

Answer No

There are two (2) representatives in the Office of Human Resources Management (HRM): a Selective Placement Program Coordinator and a Disability Recruitment Program Coordinator. There are three (3) Reasonable Accommodation Coordinators in the Privacy and Diversity Office (PDO). Implementation of the following initiative will not succeed without attention in the following areas: 1. Align the current and future human capital needs to CBP’s strategic (mission) requirements; 2. Determine the number, skills, and proficiency level of required employees and where (PDO, HRM) and when these employees will be required; 3. Identify actions that must be taken to attract, develop, and retain the number and types of employees that the disability program will require - based on hard to find, hard to fill, hard to keep aspects of geographic location and any special skill requirement associated with the valid workload and associated position; and, 4. Specific roles that are full-time and not collateral duty.

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Section 508 Compliance	3	0	0	Brooke.C.Aiken@cbp.dhs.g
Processing applications from PWD and PWTD	0	0	24	HRM, CBP Hiring Center
Answering questions from the public about hiring authorities that take disability into account	0	0	24	HRM, CBP Hiring Center
Processing reasonable accommodation requests from applicants and employees	3	0	24	Darlene Sedwick, (A) Director, Diversity and EEO, Privacy and Diversity Office, Darlene.M.Sedwick@cbp.d
Architectural Barriers Act Compliance	1	0	0	Eric.P.Eldridge@cbp.dhs.g OFAMTaskings@cbp.dhs.g
Special Emphasis Program for PWD and PWTD	1	0	0	Darlene.M.Sedwick@cbp.d

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

Answer Yes

Two (2) Reasonable Accommodation Coordinators in the PDO received on-the-job training and shadowed the senior Reasonable Accommodation Coordinator during FY 2018. This included, but was not limited to, job shadowing in the following areas: conducting intake of reasonable accommodation requests, processing reasonable accommodation within CBP, conducting

interactive dialogues, and record keeping in the Accessibility Compliance Management System (ACMS) which CBP uses to track reasonable accommodation requests. In accordance with Executive Order 13548, HR personnel are required to complete disability training. In FY 2018, 90 percent of HR employees completed the mandated Roadmap to Success: Hiring, Retaining and Including Persons with Disabilities online course. CBP Human Resources staff plans to continue providing Schedule A education sessions and promoting webinars on various subjects on disability employment.

**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

Pursue and investigate the establishment of a Reasonable Accommodation Central Fund; proactively plan for vacancies and potential shifts in the composition and increasing workload of Disability Program staff; initiate requests for personnel action; in addition to full-time employment opportunities, announce part-time and job sharing opportunities to bolster Disability Program staff; make a request to use hiring flexibilities when a critical hiring need or severe shortage of candidates exists in the disability program. Although funding has been provided to participate in recruitment events, requests to fund advertising in diversity/disability magazines and online sites have been recommended to promote CBP as an employer of choice for persons with disabilities.

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

<b>Brief Description of Program Deficiency</b>	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		
<b>Objective</b>	Identify funding and staffing necessary to successfully implement EEO program in the following areas: self-assessment for program deficiencies; conduct thorough barrier analysis; timely and thoroughly process EEO complaints; provide employees and supervisors with EEO training; conduct field audits; effective management of anti-harassment program; and effective management of reasonable accommodation program.		
<b>Target Date</b>	Sep 30, 2021		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Jun 30, 2019		Identify necessary staffing levels, skill sets, and/or contracts required across each identified area of the EEO program for successful implementation.
	May 30, 2020		Develop funding request and justifications.
	Mar 31, 2021		Evaluate progress on successful implementation across targeted areas of the EEO program.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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)]		
<b>Objective</b>	Identify funding and staffing necessary to successfully implement EEO program in the following areas: self-assessment for program deficiencies; conduct thorough barrier analysis; timely and thoroughly process EEO complaints; provide employees and supervisors with EEO training; conduct field audits; effective management of anti-harassment program; and effective management of reasonable accommodation program.		
<b>Target Date</b>	Sep 30, 2021		
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	May 30, 2020		Develop funding request and justifications.
	Mar 31, 2021		Evaluate progress on successful implementation across targeted areas of the EEO program.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

## Section IV: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency’s recruitment program plan for PWD and PWTD

### A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

The SPPC is an HR Specialist (Recruitment and Placement) who monitors a central mailbox dedicated to the Agency’s Selective Placement Program. CBP continues to conduct e-Recruiting and outreach to college campus career services and vocational rehabilitation offices throughout the country providing them with both Pathways and selective placement program information. CBP ensures awareness of the Departments of Labor and Defense Workforce Recruitment Program database by sending annual mass emails to its supervisors reminding them to use the database as a tool to recruit students/graduates with disabilities. HR staff also educates program offices on the use of nonpaid internships (through the vocational rehabilitation agencies) as a means of hiring PWD.

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

CBP appointed 20 Schedule A hires in FY 2018. Employees hired with a targeted disability increased from three (3) in FY 2017 to seven (7) in FY 2018. CBP hired 94 applicants as a 30 percent or more compensable disabled veterans in FY 2018 compared to 64 in FY 2017.

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.

The SPPC reviews the resumes of applicants from the Agency’s SPPC general mailbox and determines if there are positions

available that meet the applicants' skillset. Upon verifying the Schedule A documentation, the SPPC reviews the resumes to determine if the applicants meet the basic qualifications of a standing vacancy and refers the resumes to an office's servicing HR Specialist for consideration. In FY 2018, over 381 qualified Schedule A applicants were referred to selecting officials for consideration. Qualified applicants who apply directly to an announcement are placed on a non-competitive eligible Schedule A list. HR Specialists are instructed to provide managers with any noncompetitive lists prior to referring competitive eligibles (those who applied under an announcement).

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

CBP added the Roadmap to Success: Hiring, Retaining and Including People with Disabilities course added in to its training system as a mandatory course for all supervisors and HR staff. During FY 2018, 94 percent of supervisors completed the course. The CBP Hiring Center holds an annual hiring workshop and promotes the use of Schedule A to CBP Program Offices.

**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.

In FY 2018, CBP maintained its outreach to colleges and vocational rehabilitation agencies throughout the country. CBP has an ongoing relationship with the Arizona offices that regularly provides upcoming event information to CBP which is, in turn, shared with the local special emphasis program managers and recruiters. CBP participate in a Third Thursday call with the agency in September 2018 where a CBP employee with a disability shared their career journey within the Agency. CBP also attends Gallaudet University's (school for the deaf in Washington, DC) annual spring and fall job 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 Yes

PWTDs accounted for 0.85 percent of new hires, which falls below the benchmark.

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

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

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

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	New Hires (%)
Numerical Goal	--	12%		2%	
1801INVESTIGATOR	993	0.00	0.00	0.00	0.00
1881AIR INTERDICTION AGENT	25	0.00	0.00	0.00	0.00
1889IMPORT SPECIALIST	4721	0.00	0.00	0.00	0.00
1895CBP OFFICER	4007	0.00	0.00	0.00	0.00
1896BORDER PATROL AGENT	9435	0.00	0.00	0.00	0.00

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

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

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

## 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.

Although there is no formal advancement program plan specifically for PWDs, including PWTDs, CBP program offices regularly promote their career opportunities for both competitive promotions and details to Agency staff via its CBP Postmaster distribution.

**B. CAREER DEVELOPMENT OPPORTUNITIES**

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

The CBP Mentoring Program allows all CBP employees to navigate challenging career opportunities and develop well-balanced work and personal lives through mentoring relationships. The program connects experienced personnel with those looking for advice and discussion, and facilitates self-directed learning through the sharing of institutional and personal knowledge. In the three years since the program launched, more than 2,000 mentees have participated, and over 2,600 mentors have volunteered their time to give back to CBP and its employees.

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs						
Fellowship Programs						
Mentoring Programs						
Coaching Programs						
Training Programs						
Detail Programs						
Other Career Development Programs						

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

- a. Applicants (PWD) Answer No
- b. Selections (PWD) Answer No

CBP does not currently have any reportable career development programs as currently defined under MD-715.

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

- a. Applicants (PWTD) Answer No
- b. Selections (PWTD) Answer No

CBP does not currently have any reportable career development programs as currently defined under MD-715.

**C. AWARDS**

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If “yes”, please describe the trigger(s) in the text box.

- a. Awards, Bonuses, & Incentives (PWD) Answer Yes

b. Awards, Bonuses, & Incentives (PWTD)

Answer Yes

Based on a review of MD-715 Table B13: Employee Recognition and Awards – Distribution by Disability, PWD and PWTD are not receiving awards at expected rates when compared to the inclusion rate for the following categories: •Time Off Awards 9+ Hours: PWTD Inclusion Rate 11.56%; Employees without Disabilities Inclusion Rate: 12.81%. •Cash Awards \$500 and above: PWD Inclusion Rate 71.91%; PWTD Inclusion Rate 61.00%; Employees without Disabilities Inclusion Rate 93.54%.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards: 1-9 hours : Total Time-Off Awards Given	899	14.02	79.76	1.33	12.68
Time-Off Awards: 9+ hours : Total Time-Off Awards Given	7749	7.10	89.88	0.66	6.44

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$100 - \$500: Total Cash Awards Given	2288	19.71	80.29	2.84	16.87
Cash Awards: \$501+: Total Cash Awards Given	54825	5.51	94.49	0.49	5.02

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

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Quality Step Increases (QSI): Total QSIs Awarded	166	6.02	93.98	1.20	4.82
Performance Based Pay Increase	0	0.00	0.00	0.00	0.00

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

a. Other Types of Recognition (PWD)

Answer N/A

b. Other Types of Recognition (PWTD)

Answer N/A

This information is not currently tracked and would include smaller programs at a local level.

**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 No

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

Note: Applicant flow data does not currently include individuals who are 30 percent or more compensable veterans, while the relevant applicant pool does. The applicant flow data below reflects all certificates that were audited in FY 2018 and may not reflect all applications or selections for FY 2018 announcements. a. There were no applicants or selections for SES positions in the applicant flow data of certificates audited in fiscal year 2018. b. PWDs accounted for 4.92 percent of total internal applications received, which was below the relevant applicant pool of 8.50 percent. PWDs accounted for 1.20 percent of selections, which was below the qualified applicant pool of 3.92 percent. There were a total of 83 selections. c. PWDs accounted for 4.93 percent of total internal applications received, which was below the relevant applicant pool of 7.93 percent. PWDs accounted for 1.52 percent of selections, which was below the qualified applicant pool of 4.13 percent. There were a total of 263 selections. d. PWDs accounted for 3.91 percent of total internal applications received, which was below the relevant applicant pool of 5.19 percent. PWDs accounted for 1.28 percent of selections, which was below the qualified applicant pool of 302 percent. There were a total of 313 selections.

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

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

Note: There were too few selections and qualified applicants with targeted disabilities based on fiscal year 2018 applicant flow data. In addition, applicant flow data does not currently include individuals who are 30 percent or more compensable veterans, while the relevant applicant pool does. The applicant flow data below reflects all certificates that were audited in FY 2018 and may not reflect all applications or selections for FY 2018 announcements a. There were no applicants or selections for SES positions in the applicant flow data of certificates audited in fiscal year 2018. b. PWTDS accounted for 1.20 percent of selections, which was below the qualified applicant pool of 2.54 percent. c. PWTDS accounted for 0.00 percent of selections, which was below the qualified applicant pool of 2.47 percent. d. PWTDS accounted for 0.64 percent of selections, which was below the qualified applicant pool of 1.43 percent.

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 No
- b. New Hires to GS-15 (PWD) Answer No
- c. New Hires to GS-14 (PWD) Answer No
- d. New Hires to GS-13 (PWD) Answer No

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 No
- c. New Hires to GS-14 (PWTD) Answer No
- d. New Hires to GS-13 (PWTD) Answer No

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

Data are not currently tracked.

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

b. Managers

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

c. Supervisors

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

Data are not currently tracked.

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

Data are not currently tracked.

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

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

Data are not currently tracked.

## 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 No

In FY 2018, CBP converted 68.57 percent (24 of 35) of its Scheduled A employees who were eligible. CBP HR staff notifies the supervisors of those eligible biyearly to remind them of the employee’s eligibility. At that time, management may inform HR that they require more time to observe the employee’s performance before requesting conversion to a permanent position.

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

a. Voluntary Separations (PWD) Answer Yes

b. Involuntary Separations (PWD) Answer Yes

PWDs had a 5.76 percent inclusion rate for voluntary separations and a 0.43 percent inclusion rate for involuntary separations; employees without disabilities had a 3.33 percent inclusion rate for voluntary separations and a 0.21 percent inclusion rate for involuntary separations.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permenant Workforce	59846	7.02	92.98
Total Separations	2229	11.66	88.34
Voluntary Separations	2094	11.56	88.44
Involuntary Separations	135	13.33	86.67

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

a. Voluntary Separations (PWTD) Answer Yes

b. Involuntary Separations (PWTD) Answer Yes

PWTDs had a 4.76 percent inclusion rate for voluntary separations and a 0.45 percent inclusion rate for involuntary separations; employees without targeted disabilities had a 3.49 percent inclusion rate for voluntary separations and a 0.22 percent inclusion rate for involuntary separations.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permenant Workforce	59846	0.74	99.26
Total Separations	2229	1.03	98.97
Voluntary Separations	2094	1.00	99.00
Involuntary Separations	135	1.48	98.52

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.

Based on previous assessments of exit surveys (fiscal years 2012 through 2016) and separations, a majority of separations of PWDs were due to retirement.

## 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.cbp.gov/site-policy-notice/accessibility>

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.

At this time, there is no link on the CBP public website explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to 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.

1. Requirements - All CBP space is adequately accessible where applicable. Accessibility requirements for some spaces may be waived based on access limited to able-bodied CBP officers. In general, Accessibility shall be provided, except where the requirements are in conflict with the security or mission-critical functions of CBP-controlled spaces. 2. Policies and Practices – The following are areas that CBP is currently engaged in the active enforcement of the Architectural Barriers Act (ABA): a. Design Standards - General statement in its facility as follows: The Architectural Barriers Act Accessibility Standard (ABAAS), 36 C.F.R. Part 1191, Appendices C and D, applies to Federal construction begun after May 8, 2006. b. Statement of Work (SOW) – Current SOW's contain accessibility requirements for all new construction and renovation projects. c. Facility Condition Assessments – Reports ADA deficiencies or if additional studies are required d. GSA Support – GSA requires all designs and renovations to comply with ABA standards. e. Team Members – CBP has employed Architects with skill sets to support and review compliance of ABA standards on our projects. Programs, policies, and practices include: • The U.S. Border Patrol and AMO Facility Design Standards cite required compliance with the ABA, as appropriate, considering exceptions cited in ABA section 203. •The CBP Design Standards for Field Operations Facilities cite the ABA, and require compliance with the ABA as appropriate, while also considering exceptions cited in ABA section 203. •SOWs for operational services, maintenance contracts, and construction contracts include requirements for compliance with the ABA. •The Facility Condition Assessment program requires assessment and reporting of ABA non-compliance as deficiencies for each facility. ABA non-compliance is reported as an opportunity for corrective action within the TRIRIGA facility management system and acted on as part of the funding allocation for repair projects. •OFAM conducts annual portfolio investment reviews to identify facility sustainment and operational requirements, to include those involved accessibility compliance and improved accessibility components. The list of improvement projects is extensive. OFAM registered architects review each executed project for code and ABA compliance. Approval of each project is required by the position description of the Chief Architect. •OFAM provides immediate response and corrective action for requests or complaints received. •All new construction and renovation/alteration projects in the National Capital Region include applicable code requirements for accessibility to include modifications needed for any specific reasonable accommodation to support specific employees. Renovations to restrooms within the RRB, specifically the 2nd Floor Restroom, will include updated accessibility features.

## 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.)

28.3 days (102 requests by current employees that resulted in yes or no decision with 2,882 total processing 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.

Applicant accommodation requests are processed within approximately one (1) business day. There were increasing efforts to provide CBP Reasonable Accommodation Interactive Process for Supervisors and Managers Training via both in-person and webinar capabilities during FY 2018.

## **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 development of an Action Plan is required to implement the Final Rule for the PAS requirement on January 3, 2018.

## **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 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.

There was one finding of discrimination based on disability status in FY 2018. Corrective measures included: • Back pay and compensatory damages; • Leave restoration; • Training; • Opportunity for attorney's fees; and, • Posting notice for 60 days.

### **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.
- 

## Section VIII: Identification and Removal of Barriers

*Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.*

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer Yes

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

Answer Yes

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

<p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>The CBP Request For Reasonable Accommodation Form was not fully accessible to all users. Note: Trigger was identified during an internal review of policies, procedures, and practices.</p>							
<p><b>STATEMENT OF BARRIER GROUPS:</b></p>	<p><i>Barrier Group</i></p> <p>People with Disabilities</p>							
<p><b>BARRIER ANALYSIS:</b></p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>								
<p><b>STATEMENT OF IDENTIFIED BARRIER:</b></p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Reasonable Accommodation request forms were not fully accessible.</p>							
<p><b>Objective</b></p>	<p>To provide fillable documentation to those with roles and responsibilities in the CBP Reasonable Accommodation Process.</p> <table border="1" data-bbox="483 951 1505 1098"> <tr> <td data-bbox="483 951 646 1014"><b>Date Objective Initiated</b></td> <td data-bbox="646 951 1505 1014">Jan 1, 2018</td> </tr> <tr> <td data-bbox="483 1014 646 1098"><b>Target Date For Completion Of Objective</b></td> <td data-bbox="646 1014 1505 1098">Jun 30, 2018</td> </tr> </table>				<b>Date Objective Initiated</b>	Jan 1, 2018	<b>Target Date For Completion Of Objective</b>	Jun 30, 2018
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<b>Target Date For Completion Of Objective</b>	Jun 30, 2018							
<p><b>Responsible Officials</b></p>		<p>Darlene Sedwick (A) Director, Diversity and EEO</p>						
<p><b>Target Date (mm/dd/yyyy)</b></p>	<p><b>Planned Activities</b></p>	<p><b>Sufficient Staffing &amp; Funding (Yes or No)</b></p>	<p><b>Modified Date (mm/dd/yyyy)</b></p>	<p><b>Completion Date (mm/dd/yyyy)</b></p>				
<p>06/30/2018</p>	<p>Update forms as necessary to ensure Section 508 compliance.</p>	<p>Yes</p>		<p>08/15/2018</p>				
<p>03/30/2018</p>	<p>Conduct an internal systematic review of policy, procedures, and practices for bottlenecks (i.e. establish specific time frames for legal review).</p>	<p>Yes</p>		<p>03/30/2018</p>				
<p><b>Fiscal Year</b></p>	<p><b>Accomplishments</b></p>							
<p>2018</p>	<p>Conducted a review of forms and identified necessary updates to ensure Section 508 compliance.</p>							
<p>2018</p>	<p>Updated reasonable accommodation request forms/documents to ensure Section 508 compliance.</p>							

<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?		RA processing time frames.						
<b>STATEMENT OF BARRIER GROUPS:</b>		<i>Barrier Group</i> People with Disabilities						
<b>BARRIER ANALYSIS:</b>  Provide a description of the steps taken and data analyzed to determine cause of the condition.								
<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.		Practice – Managers are not documenting or issuing decisions in a timely manner.						
<b>Objective</b>		To issue written determinations in a timely manner.  <table border="1"> <tr> <td><b>Date Objective Initiated</b></td> <td>Jan 1, 2018</td> </tr> <tr> <td><b>Target Date For Completion Of Objective</b></td> <td>Jun 30, 2019</td> </tr> </table>			<b>Date Objective Initiated</b>	Jan 1, 2018	<b>Target Date For Completion Of Objective</b>	Jun 30, 2019
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<b>Responsible Officials</b>		Darlene Sedwick (A) Director, Diversity and EEO						
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)				
09/30/2018	Submit for program office review and concurrence.	Yes	12/31/2019					
03/30/2018	Conduct internal systematic review of policy, procedures, and practices for bottlenecks (i.e. establish specific time frames for review)	Yes		03/30/2018				
06/30/2019	Provide training to managers and supervisors	Yes	06/30/2020					
06/30/2018	Update agency policies and MOUs, and responsible roles. May include potential negotiations with unions (i.e. Adopt simplified forms to replace template letters and automate processing for Decision maker).	Yes	09/30/2019					
12/31/2018	Communication Plan.	Yes	02/28/2020					
Fiscal Year	Accomplishments							
2018	Conducted internal systematic review of policy, procedures, and practices for bottlenecks (i.e. establish specific time frames for review) and identified need for additional Reasonable Accommodation Coordinators to address backlog.							
2018	An additional Reasonable Accommodation Coordinator was brought onboard in August 2018. An additional Reasonable Accommodation Coordinator is expected to be brought onboard in early in FY 2019.							

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).

A review of policies, procedures, and practices identified need for additional Reasonable Accommodation Coordinators to address the backlog in reasonable accommodation requests based on a disability.

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.

Agency policies are currently under review for revision and planned for completion by the end of FY 2019.