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*U.S. Equal Employment Opportunity Commission*  
**FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT**

MD-715 –Part J

Special Program Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities  
Transportation Security Administration  
FY-2020

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 plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities. All agencies, regardless of size, must complete this Part of the MD-715 report.

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**Section I: Efforts to Reach Regulatory Goals**

EEOC REGULATIONS (29 C.F.R. § 1614.203(d)(7)) REQUIRE AGENCIES TO ESTABLISH SPECIFIC NUMERICAL GOALS FOR INCREASING THE PARTICIPATION OF PERSONS WITH REPORTABLE AND 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) Yes
  - b. Cluster GS-11 to SES (PWD) Yes

During FY-2020 the Transportation Security Administration’s (TSA) participation rate for PWD in the permanent workforce in the GS 1 to 10 cluster was 4.17% and did not meet the 12% goal.

During FY-2020 TSA’ participation rate for PWD in the permanent workforce in the GS 11 to SES cluster was 5.57% and did not meet the 12% goal.

This data was obtained from the TSA B4-P data table.

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

During FY-2020 TSA’ participation rate for PWTD in the permanent workforce in the GS 1 to 10 cluster was 0.71% and did not meet the 2% goal.

During FY-2020 TSA’ participation rate for PWTD in the permanent workforce in the GS 11 to SES cluster was 1.13% and did not meet the 2% goal.

This data was obtained from the TSA B4-P data table.

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

TSA has communicated the numerical goals through emails, broadcast messages and information sessions.

**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

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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.

a. Yes

N/A

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	# Full Time FTE Staff	# Part Time FTE Staff	# Collateral Duty FTE Staff	Responsible Official (Name, Title, Office, Email)
Special Emphasis Program for PWD and PWTD	1	0	0	Annette Carr, Disability Program Manager, Civil Rights & Liberties, Ombudsman and Traveler Engagement, <a href="mailto:Annette.Carr@tsa.dhs.gov">Annette.Carr@tsa.dhs.gov</a>
Answering questions from the public about hiring authorities that take disability into account	2	0	0	Darrett Lomax, Selective Placement Program Coordinator, Human Capital, <a href="mailto:Darrett.Lomax@tsa.dhs.gov">Darrett.Lomax@tsa.dhs.gov</a>  Mark Escherich, Veterans Hiring Coordinator, Human Capital, <a href="mailto:Mark.Escherich@tsa.dhs.gov">Mark.Escherich@tsa.dhs.gov</a>
Processing reasonable accommodation requests from applicants and employees	4	0	0	JoAnn Cottman, Reasonable Accommodation Program Manager, Human Capital, <a href="mailto:Joann.Cottman@tsa.dhs.gov">Joann.Cottman@tsa.dhs.gov</a>  Natalie Reynolds, Reasonable Accommodation Specialist, Human Capital, <a href="mailto:Natalie.Reynolds@tsa.dhs.gov">Natalie.Reynolds@tsa.dhs.gov</a>

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				Elisa Montgomery, Program Specialist, Human Capital, <a href="mailto:Elisa.Montgomery@tsa.dhs.gov">Elisa.Montgomery@tsa.dhs.gov</a>
Processing applications from PWD and PWTB	1	0	0	Darrett Lomax, Selective Placement Program Coordinator, Human Capital, <a href="mailto:Darrett.Lomax@tsa.dhs.gov">Darrett.Lomax@tsa.dhs.gov</a>
Section 508 Compliance	1	0	0	Matt Byrne, TSA Section 508 Program Manager, Information Technology, <a href="mailto:Matthew.Byrne@tsa.dhs.gov">Matthew.Byrne@tsa.dhs.gov</a>
Architectural Barriers Act Compliance	1	0	0	Alan S. Hirsh, Director, Real Estate Management, <a href="mailto:alan.hirsh@tsa.dhs.gov">alan.hirsh@tsa.dhs.gov</a>

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.

a. No

TSA DPM Position was vacant FY2020 Quarters 1-3. New DPM came onboard in July 2020 with no opportunities for training.

Due to the COVID-19 Pandemic, SPPM was unable to attend targeted IWD training courses and conferences.

During FY2021 all Reasonable Accommodation Program (RAP) staff participated in at least one or more of the below seven training opportunities.

- Review Accessibility and Accommodation Implications for DHS Employee's with Disabilities during COVID-19 (1-hour)
- Anticipate, Mitigate, (Rarely) Litigate (CorVel 1-hour webinar)
- DHS OCR/CL -Disability Etiquette and Awareness Training (1.5-hours)
- Dr. Eric Kaplan and COVID-19 Ready for work (CorVel 1-hour webinar)
- Telework and Reasonable Accommodations for Employees with Disabilities - OPM
- Work-Life Mental Healthcare: Designing the right solutions for today's Millennials (1-hour)
- DHS Accessibility Day

The Section 508 Team attended the ADOBE Train the Trainer program. The training covered advance topics on how to remediate and create accessible PDF documents and forms.

Continued efforts will be made to identify appropriate virtual and in-person (as appropriate) training opportunities for staff to attend during FY 2021. Sources for training and presentations of up to date best practices will include EEOC’s courses and webinars, GSA’s bi-monthly meetings and annual Interagency Accessibility Forum, U.S. Access-Board and Job Accommodation Network (JAN) webinars,

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Federal Exchange on Employment and Disability (FEED), and other opportunities from across the Federal government and external community partners supporting the employment of people with disabilities.

**B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM**

1. 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.

a. Yes

N/A

**Section III: 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 APPLICANTS WITH DISABILITIES**

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

Over the last fiscal year, TSA utilized a variety of recruitment sources designed to increase the number of qualified applicants with disabilities and applicants with targeted disabilities within TSA occupations. The following offices and organizations were utilized to conduct targeted recruitment for potential PWD/PWTDs and Disabled Veterans applicants for TSA vacancies.

- State Vocational Rehabilitation Offices;
- Disability Support Organizations;
- Veterans Administration Vocational Rehabilitation & Employment Offices;
- DoD Transition Assistance Program (TAP);
- Workforce Recruitment Program (WRP) Database

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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.

TSA utilizes their own hiring authorities to recruit and hire IWDs and IWTDs. These hiring authorities are:

- HCM POLICY NO. 300-28, Hiring Individuals with Disabilities (Schedule A Equivalent): This policy applies to the recruitment and appointment of individuals with intellectual disabilities, severe physical disabilities, or psychiatric disabilities, directly to TSA positions that have been approved for the use of the non-competitive procedures. This policy does not apply to appointments made under the Transportation Security Executive Service (TSES). This appointing authority may not be used to fill positions with mandatory applicant assessment(s) and/or physical and medical requirements (e.g., Transportation Security Officer (TSO) and Federal Air Marshal (FAM) positions).
- HCM POLICY NO. 337-2, Veterans' Appointing Authority: This establishes the policy and procedures for a non-competitive hiring authority for veteran appointments within TSA.

TSA "Jobs at TSA" website has webpages specifically for applicants with disabilities and Veterans. The sites contain information for eligible applicants and provides information for the agency's point of contacts.

TSA participated in hiring events in FY 2020 exclusively for qualified applicants who are eligible for appointment under the TSA Hiring Authority for PWD and Veterans Appointing Authority.

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 TSA SPPM reviews the PWD/PWTD submitted documentation (Schedule A letter) to confirm they qualify for the TSA Hiring Authority for Individuals with Disabilities. All qualified individuals are then forwarded to the hiring official for full consideration for the position.

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.

a. No

In FY 2020, Due to the COVID-19 Pandemic TSA was not able to train all hiring managers on using the hiring authorities that take disability into account. However, TSA's SPPM did conduct 3 virtual

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information sessions on recruiting and hiring PWD/PWTD to hiring managers which included information on TSA's non-competitive hiring authorities for veterans and individuals with disabilities.

In FY 2021, TSA will continue providing information sessions on PWD/PWTD to hiring officials and Resource Management Offices (RMO) who assist hiring managers with staffing efforts. TSA will also be developing training that will be utilized to train HC personnel and TSA hiring managers on how to recruit and hire PWD/PWTD. TSA will also look for ways to utilize new manager training to introduce information on non-competitive hiring authorities for Veterans and Individuals with Disabilities.

**B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS**

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

In FY 2020, TSA continued to work with State Vocational Rehabilitation Offices, Disability Support Organizations by providing them with information on TSA's Mission Critical Occupations and hiring process for PWD/PWTD. TSA also participated in 56 virtual career fairs with that focused on PWD, disabled veteran and veterans.

In FY 2021, TSA's SPPM will continue to conduct information sessions with VA, DC and MD vocational rehabilitation offices and strengthen established relationships with colleges/universities that have large populations of students with Disabilities. HC will continue to send out bi-weekly broadcast emails to vocational rehabilitation offices, military installations, universities and disability organizations with a list of current TSA vacancies and information on how to apply through our non-competitive hiring authorities.

**C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)**

- a. 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) Yes
  - b. New Hires for Permanent Workforce (PWTD) Yes

During FY-2020 the percentage of PWD new hires, 6.68%, and that of PWTD, 0.78%, both fell below the goal of 12% and 2% respectively.

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- b. 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.
- a. New Hires for MCO (PWD) Yes
  - b. New Hires for MCO (PWTD) Yes

TSA has four MCO, 1801, 1802, 1811 and 2210. Triggers exist in all four MCO for PWD as they fell below the 12% goal, and in only two MCO for PWTD, 1802 and 1811 which fell below the 2% goal. See the below table for the specific data.

The 1801 and 2210 MCO job series exceeded the 2% PWTD goal with 6.94% and 2.22% respectively.

NOTE: Three out of four of TSA’s MCO, 1801, 1802 and 1811, have physical and medical standards that significantly limit the total number of potential PWD and PWTD candidates.

Data Table 1: MCO new hire FY-2020 data.

MCO	PWD	PWTD
1801	6.94%	6.94%
1802	0.50%	0.50%
1811	0.00%	0.00%
2210	2.22%	2.22%

- c. 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.
- a. Qualified Applicants for MCO (PWD) Yes
  - b. Qualified Applicants for MCO (PWTD) Yes

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for the pool of qualified internal applicants for TSA’s MCO. See the below table for a breakdown of this data.

Data Table 2: MCO qualified internal applicant FY-2020 data.

MCO	PWD	PWTD
1801	2.20%	0.76%
1802	1.51%	0.81%
1811	0.00%	0.00%

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2210	4.71%	0.00%
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- d. 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.
- a. Promotions for MCO (PWD) Yes
  - b. Promotions for MCO (PWTD) Yes

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for promotions within MCO. See the below table for a breakdown of this data for TSA’s four MCO.

Data Table 3: MCO employee promotions FY-2020 data.

MCO	PWD	PWTD
1801	0.33%	0.33%
1802	0.39%	0.39%
1811	0.00%	0.00%
2210	0.00%	0.00%

**Section IV: 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**

1. Describe the agency’s plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

TSA’s planned activities to promote the advancement of PWD/PWTD during FY2020 were not implemented due to TSA not having a DPM during Quarters 1-3. Since the onboarding of our new DPM during FY2020 Quarter 4, the FY2018 Communication plan developed to promote programs that support PWDs and PWTDs was reviewed and is being used to develop a plan for FY2021. The plan will include such activities as:

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- Issuing weekly and monthly announcements regarding hiring PWDs, with information about reasonable accommodations assistance and the importance of self-disclosure
- Hosting brown bag sessions on a variety of disability- related topics
- Using internal websites to provide information to employees with disabilities
- Speaking to TSA program offices to promote agency programs
- Work with Training & Development (T&D) current and future opportunities to include disability employment information into trainings.

The TSA Section 508 Accessibility Support Services Program continues to work with T&D to ensure all online training modules are accessible for employees with disabilities.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

Training & Development (T&D) has development programs to equip all employees with the knowledge, skills, and abilities to succeed in their current and future positions.

TSA's educational programs are provided to employees to advance their education and skills. Individuals who meet the eligibility criteria of these programs can elect whether or not they would like to apply.

- a) TSA Associates Program – TSA provides the workforce the opportunity to earn a Certificate of Achievement in Homeland Security by taking three online courses: Introduction to Homeland Security, Intelligence Analysis and Security Management, and Transportation and Border Security. The program is available to all TSA employees through an online partnership with Des Moines Area Community College.  
The T&D point of contact is Hans Harris ([Hans.Harris@tsa.dhs.gov](mailto:Hans.Harris@tsa.dhs.gov))
- b) Leadership Education Program – Several educational opportunities are available to eligible TSA employees through various DHS-sponsored executive leadership and degree programs, to include the Naval Postgraduate School's Center for Homeland Defense and Security, the Department of Defense Senior Service Schools, and the President's Management Council.  
The T&D point of contact is Hans Harris ([Hans.harris@tsa.dhs.gov](mailto:Hans.harris@tsa.dhs.gov))
- c) College Credit for Work Life Experience. Training: These courses focus on day-to-day behavioral leadership and supervisory skills critical to becoming a successful leader within TSA. Many of these courses are a requirement for new supervisors.
  - A Day in the Life of a TSA Supervisor.
  - Working through Strategic Change.
  - Real Time Leadership Skills.
  - TSA Leadership Institute.

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- Point of contact Suzanne Cryan ([Suzanne.Cryan@tsa.dhs.gov](mailto:Suzanne.Cryan@tsa.dhs.gov))
- d) Fundamentals of Leadership is required 40-hour training for newly promoted first-level, first-time federal supervisors—  
Point of contact Patrese Cofield ([Patrese.Cofield@tsa.dhs.gov](mailto:Patrese.Cofield@tsa.dhs.gov))
- e) Essentials of Managing Security Operations • Essentials of Directing Security Operations – pilot in March 2020 Development: These programs give participants a higher level of preparedness for future career positions in homeland security. Individual employees who meet the eligibility criteria of these programs can elect whether or not they would like to apply.  
Point of contact Scott Register ([scott.register@tsa.dhs.gov](mailto:scott.register@tsa.dhs.gov))
- f) Rising Leaders Development Program  
Point of contact Greg Sims ([Gregory.Sims@tsa.dhs.gov](mailto:Gregory.Sims@tsa.dhs.gov))
- g) Mid-Level Leadership Development Program  
Point of contact Holly Jones-Woodley ([Holly.Jones-Woodley@tsa.dhs.gov](mailto:Holly.Jones-Woodley@tsa.dhs.gov))
- h) T&D DHS Senior Executive Service Candidate Development Program (SES CDP) – not sponsored by TSA. The DHS SES CDP prepares high-performing GS-14/15 (or equivalent) individuals for positions in the Department’s Senior Executive Service through an intensive 12-18-month leadership development program.  
Point of contact Vickie Hartless ([Vickie.I.Hartless@tsa.dhs.gov](mailto:Vickie.I.Hartless@tsa.dhs.gov))
- i) Skills Enhancement Series - The Skills Enhancement Series provides weekly job aids identifying publically-available training materials that align with vital competencies for TSA employees.  
Point of Contact Raymond Alston ([Raymond.Alston@tsa.dhs.gov](mailto:Raymond.Alston@tsa.dhs.gov))
- j) Leadership Lessons Webinar Series (LLWS) – The LLWS invests in leaders at every level by providing opportunities to build leadership skills, develop competencies, and network with colleagues. These 90-minute webinars are conducted virtually through WebEx and cover leadership topics such as; Working with Conflict, Managing Rapid Change and Uncertainty, Maintaining Work-Life Balance and Building Engaging Teams.  
The point of contact is Tasha Woody ([Tasha.woody@tsa.dhs.gov](mailto:Tasha.woody@tsa.dhs.gov)).
- k) DHS Leadership Bridges Program – not sponsored by TSA. The program is designed to develop leadership skills for high-potential leaders at the G-I band level (GS11-14 equivalent) before they serve in a first-line supervisory role.  
Point of contact Sergio Nunez ([sergio.nunez@tsa.dhs.gov](mailto:sergio.nunez@tsa.dhs.gov)).
- l) Government Reimbursement for Academic Degrees (GRAD) Program - GRAD is a tuition reimbursement program that invests in the Transportation Security Administration’s (TSA) employees. Tuition reimbursement may be granted to eligible employees for coursework that is requested and deemed eligible before a class begins. If all requirements are met, employees may be reimbursed up to \$5,000 of tuition expenses within a calendar year.  
Point of contact Nathalie Williams ([Nathalie.williams@tsa.dhs.gov](mailto:Nathalie.williams@tsa.dhs.gov)).

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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	NA	NA	NA	NA	NA	NA
Fellowship Programs	NA	NA	NA	NA	NA	NA
Mentoring Programs	NA	NA	NA	NA	NA	NA
Coaching Programs	NA	NA	NA	NA	NA	NA
Training Programs	NA	NA	NA	NA	NA	NA
Detail Programs	NA	NA	NA	NA	NA	NA
Other Career Development Programs	NA	NA	NA	NA	NA	NA
*NA – This data is “Not Available”.						

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.
- a. Applicants (PWD) NA
  - b. Selections (PWD) NA

During FY2020 TSA’s DPM position was vacant for Quarters 1 – 3 so no collaboration took place between the CRL Disability Employment program and the offices responsible for Training and Development. In FY2021 the TSA DPM will work with the offices responsible for implementation of the various career development programs to identify and promote opportunities to employees and applicants with disabilities.

Due to the lack of data collected for participation of PWD in T&D activities, current data collection practices will be reviewed in FY2021 to increase the tracking of participants with disabilities in these programs.

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4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs identified? (The appropriate benchmarks are the relevant applicant pool for applicants and the applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box.
  - a. Applicants (PWTD) NA
  - b. Selections (PWTD) NA

During FY2020 TSA’s DPM position was vacant for Quarters 1 – 3 so no collaboration took place between the CRL Disability Employment program and the offices responsible for Training and Development. In FY2021 the TSA DPM will work with the offices responsible for implementation of the various career development programs to identify and promote opportunities to employees and applicants with disabilities.

Due to the lack of data collected for the participation of PWTD in T&D activities, current data collection practices will be reviewed in FY2021 to increase the tracking of participants with disabilities in these programs.

**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) Yes
  - b. Awards, Bonuses, & Incentives (PWTD) Yes

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for time off and cash awards. See the below table for a breakdown of this data.

Data Table 4: Award data for FY-2020.

AWARD TYPE	PWD	PWTD
Time Off	4.78%	1.01%
Cash	3.98%	0.86%

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) Yes

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b. Pay Increases (PWTD) Yes

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for Performance-based pay increases provided to PWD 4.24% and PWTD 0.83%.

TSA does not use quality step increases within the SV band pay scale so data is not available for this benchmark.

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) NA
- b. Other Types of Recognition (PWTD) NA

NA

D. PROMOTIONS

4. 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.

- a. SES
  - i. Qualified Internal Applicants (PWD) Yes
  - ii. Internal Selections (PWD) Yes
- b. Grade GS-15
  - i. Qualified Internal Applicants (PWD) Yes
  - ii. Internal Selections (PWD) Yes
- c. Grade GS-14
  - i. Qualified Internal Applicants (PWD) Yes
  - ii. Internal Selections (PWD) Yes
- d. Grade GS-13
  - i. Qualified Internal Applicants (PWD) Yes
  - ii. Internal Selections (PWD) Yes

The 12% goal for PWD was not met in FY-2020 for qualified applicants nor selection in any of the 4 senior grade levels, SES, GS15, GS14 and GS13. See the below data table for a breakdown of this information.

Data Table 5: PWD qualified internal applicants/selectees for promotions to senior grade level positions.

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SENIOR GRADE LEVEL	QUALIFIED INTERNAL APPLICANTS (PWD)	INTERNAL SELECTIONS (PWD)
SES	2.92%	0.00%
Grade GS-15	5.00%	0%
Grade GS-14	3.38%	0%
Grade GS-13	4.88%	0.93%

5. Does your agency have a trigger involving PWTB 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.

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

The 2% goal for PWTB was exceeded for the qualified applicants for the SES and GS15 positions, but did not meet the 2% goal for the number of PWTB selected for these same senior grade level positions. For the GS14 and GS13 senior grade level positions. The 2% goal was not met for qualified applicants nor internal selections. See the below data table for a breakdown of this information.

Data Table 6: PWTB qualified internal applicants/selectees for promotions to senior grade level positions.

SENIOR GRADE LEVEL	QUALIFIED INTERNAL APPLICANTS (PWTB)	INTERNAL SELECTIONS (PWTB)
SES	2.92%	0.00%
Grade GS-15	5.00%	0.00%
Grade GS-14	1.39%	0.00%

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Grade GS-13	1.46%	0.93%
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6. 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.
- c. New Hires to SES (PWD) Yes
  - d. New Hires to GS-15 (PWD) Yes
  - e. New Hires to GS-14 (PWD) Yes
  - f. New Hires to GS-13 (PWD) Yes

The 12% goal for PWD was not met in FY-2020 for new hires in any of the 4 senior grade levels, SES, GS15, GS14 and GS13. See the below data table for a breakdown of this information.

Data Table 7: PWD new hires to senior grade level positions.

SENIOR GRADE LEVEL	PWD
SES	0.00%
Grade GS-15	0.00%
Grade GS-14	0.00%
Grade GS-13	1.18%

7. 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.
- a. New Hires to SES (PWTD) Yes
  - b. New Hires to GS-15 (PWTD) Yes
  - c. New Hires to GS-14 (PWTD) Yes
  - d. New Hires to GS-13 (PWTD) Yes

The 2% goal for PWTD was not met in FY-2020 for new hires in any of the 4 senior grade levels, SES, GS15, GS14 and GS13. See the below data table for a breakdown of this information.

Data Table 8: PWTD new hires to senior grade level positions.

SENIOR GRADE LEVEL	PWTD
SES	0.00%
Grade GS-15	0.00%

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Grade GS-14	0.00%
Grade GS-13	1.18%

8. 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.
- a. Executives
    - i. Qualified Internal Applicants (PWD) Yes
    - ii. Internal Selections (PWD) Yes
  - b. Managers
    - i. Qualified Internal Applicants (PWD) Yes
    - ii. Internal Selections (PWD) Yes
  - c. Supervisors
    - i. Qualified Internal Applicants (PWD) Yes
    - ii. Internal Selections (PWD) Yes

The 12% goal for PWD was not met in FY-2020 for qualified applicants and selectee in executive, manager or supervisor level positions. See the below data table for a breakdown of this information.

Data Table 9: PWD qualified internal applicants/selectees for promotions to supervisory positions.

SUPERVISORY POSITION	QUALIFIED INTERNAL APPLICANTS (PWD)	Internal Selections (PWD)
Executives	4.17%	0.00%
Managers	3.27%	0.00%
Supervisors	1.64%	1.63%

9. 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.

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- a. Executives
  - i. Qualified Internal Applicants (PWTD) No
  - ii. Internal Selections (PWTD) Yes
- b. Managers
  - i. Qualified Internal Applicants (PWTD) Yes
  - ii. Internal Selections (PWTD) Yes
- c. Supervisors
  - i. Qualified Internal Applicants (PWTD) Yes
  - ii. Internal Selections (PWTD) Yes

The 2% goal for PWTD among the qualified applicants for executive positions was exceeded in FY-2020, but not for managers and supervisors. The goal was not met for selectees in any of these positions. See the below data table for a breakdown of this information.

Data Table 10: PWTD qualified internal applicants/selectees for promotions to supervisory positions.

SUPERVISORY POSITION	QUALIFIED INTERNAL APPLICANTS (PWTD)	INTERNAL SELECTIONS (PWTD)
Executives	2.92%	0.00%
Managers	1.77%	0.00%
Supervisors	0.68%	1.63%

10. 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.

- a. New Hires for Executives (PWD) Yes
- b. New Hires for Managers (PWD) Yes
- c. New Hires for Supervisors (PWD) Yes

The 12% goal for PWD was not met in FY-2020 for new hires in executive, manager or supervisor level positions. See the below data table for a breakdown of this information.

Data Table 11: PWD new hires to supervisory positions.

SUPERVISORY POSITION	QUALIFIED INTERNAL APPLICANTS (PWD)	INTERNAL SELECTIONS (PWD)
Executives	4.53%	0.00%
Managers	7.92%	0.00%

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Supervisors	8.62%	0.00%
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11. 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.

- a. New Hires for Executives (PWTB) No
- b. New Hires for Managers (PWTB) No
- c. New Hires for Supervisors (PWTB) No

The 2% goal for PWTB was exceeded for new hires in executive, manager and supervisor positions. See the below table for a breakdown of this information.

Data Table 12: PWTB new hires to supervisory positions.

SUPERVISORY POSITION	QUALIFIED INTERNAL APPLICANTS (PWTB)	INTERNAL SELECTIONS (PWTB)
Executives	3.32%	0.00%
Managers	4.99%	0.00%
Supervisors	4.89%	0.00%

**Section V: Plan to Improve Retention of Persons with Disabilities**

To be a 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 personal 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.
  - a. N/A

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This data was not available for FY-2020. During FY-2021 the DPM will collaborate with the SPPM and HC to identify why this data is not available and what can be done to collect it moving forward.

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) NA
  - b. Involuntary Separations (PWD) NA

This data was not available for FY-2020. During FY-2021 the DPM will collaborate with the SPPM and HC to identify why this data is not available and what can be done to collect it moving forward.

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) NA
  - b. Involuntary Separations (PWTD) NA

This data was not available for FY-2020. During FY-2021 the DPM will collaborate with the SPPM and HC to identify why this data is not available and what can be done to collect it moving forward.

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.

This data was not available for FY-2020. During FY-2021 the DPM will collaborate with the SPPM and HC to add questions to TSA’s Exit Survey and identify how this data can be captured moving forward.

**B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES**

Pursuant to 29 C.F.R. § 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.

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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.tsa.gov/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.

<https://www.tsa.gov/accessibility>

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.

During FY2020 TSA was finalizing their move into a new facility located in Springfield. During Quarter 4 shortly after the DPM's arrival she organized a walk-through of the new facility to identify potential facility accessibility concerns. In FY2021 the DPM will continue to work with Facility Management to formally assess the facility and development a plan for addressing critical accessibility issues.

The TSA Section 508 program will work with Enterprise Architecture to review new technology requests for Section 508 compliance. Additionally, the Section 508 program will continue to review new ITAR requests to verify inclusion of Section 508 language. The Section 508 Team will increase its pro-active efforts to improve the accessibility of TSA's iShare pages.

**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.)

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Average processing time for employee/intern closed requests was 52 days

Average processing time for applicant closed requests was 5 days.

NOTE 1: The reason for the separate reporting of employee/intern verses applicant data is because the data is captured in different systems.

Note 2: The timeline criteria for the definition of TSA's reasonable accommodation (RA) request length are based on:

- A start date of when the Reasonable Accommodation Program (RAP received the request, and
- An end date for when the request was approved and passed back to the manager/hiring official with the green light to provide the accommodation, or
- An end date of when the request was closed without action due to factors such as no disability, lack of medical documentation, and/or the request was for a productivity tool.

TSA does not have a mechanism in place to capture RA data before it gets to the RAP or after it goes back to the manager/hiring official to be fulfilled.

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.

Policy and procedures are in place to support the RAP.

Per the EEOC August 14, 2020 letter of recommendations for changes to be made to TSA's RA procedures, the RPM and HC Policy office are working on reviewing these recommendations for incorporation into the current policy/procedures.

Due to the high number of RA requests during FY-2020 related to COVID-19, there was an increase in the processing times of employee submitted requests. The limited number of available staff were unable to process the high volume of requests with time frames in line with previous years. The RA Program Manager has proactively worked with staff to address timeliness and determine creative means of addressing the varying types of cases received.

Training for RA team members and awareness training for managers will be a goal for the RAP in FY21.

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**D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE**

Pursuant to 29 C.F.R. § 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.

1. 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.

Procedures are in place to handle requests for Personal Assistance Services, but no requests have been received.
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**Section VI: 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 government-wide average?
  - a. 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?
  - a. No
  
3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

N/A during FY2020
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**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?
  - a. 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?

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a. No

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

N/A during FY2020

**Section VII: 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?
  - a. Yes
  
2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?
  - a. 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.

Trigger 1	The percentage of PWD and PWTD in the GS-1 to SES cluster in FY 2020 fell below the respective benchmark goals of 12% and 2%.
Barrier(s)	<ol style="list-style-type: none"> <li>1) Limited perception of the ability of PWD/PWTD to fulfill requirements of TSA MAP, TSO and FAM positions.</li> <li>2) Fear of disclosing a disability for employees in the TSOs and FAMs positions.</li> <li>3) Limited knowledge and awareness about reasonable accommodations for TSA employees.</li> <li>4) Career Development Opportunities at TSA have limited access for PWD/PWTD.</li> <li>5) Data collection and reporting on PWD/PWTD at TSA is inadequate and doesn't provide an accurate representation.</li> <li>6) Limited outreach to potential PWD/PWTD applicants.</li> <li>7) Limited knowledge of non-competitive hiring process for MAP positions.</li> </ol>

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	8) Specific medical/physical requirements for TSO and FAM positions.
Objective(s)	<ol style="list-style-type: none"> <li>1) Increase the awareness of the abilities of PWD/PWTD in TSA MAP, TSO and FAM positions.</li> <li>2) Increase knowledge of rights and responsibilities under the Rehab Act.</li> <li>3) Increase awareness of the availability of reasonable accommodations for TSA employees.</li> <li>4) Increase the participation of PWD/PWTD in career development opportunities.</li> <li>5) Improve the tracking of PWD/PWTD in applicant flow data, career development programs and promotions.</li> <li>6) Increase outreach efforts to potential PWD/PWTD applicants.</li> <li>7) Increase the participation rate of PWD/PWTD in MAP positions through increasing awareness of the availability of the non-competitive hiring process.</li> <li>8) Explore opportunities to increase the participation rate of PWD/PWTD in TSO and FAM positions.</li> </ol>

Responsible Official(s)	Performance Standards Address the Plan? (Yes or No)
Amelia D, Civil Rights , Diversity & Inclusion Director	Yes
Annette Carr, DPM, Civil Rights , Diversity & Inclusion	Yes
Keith Malley, Director Recruitment & Field Hiring Operations, Human Capital	Yes
Darrett Lomax, SPPM, Human Capital	Yes
JoAnn Cottman, RPM, Human Capital	Yes
Nicholas Panuzio, Branch Manager , OLC & Operations Support Training & Development	No
Matt Byrne, TSA Section 508 Program Manager, Application Deployment Branch, Application Development Division, Office of Information Technology	Yes

Target Date	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)

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9/30/21	Identify strategies for improving access by PWD/PWTD to career development opportunities.	Yes	09/30/2020	
9/30/21	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
9/30/21	Conduct trainings and other informational sessions that focus on the various sections of the Rehab Act.	Yes	09/30/2020	
9/30/21	Conduct trainings and other informational sessions that focus on RA from the perspective of managers and employees.	Yes	09/30/2020	
9/30/21	Distribute information that promotes awareness of PWD/PWTD by highlighting their abilities and how to remove barriers. (e.g. articles/blog, annual campaign for self-identification, brownbag sessions, maintain iShare page, etc.)	Yes	09/30/2020	
9/30/21	Examine current data collection practices/processes to identify ways to increase the collection of relevant and accurate data related to the employment of PWD/PWTD at TSA. (e.g. exit survey data, training data, RA request data, non-competitive process participation data, etc.)	Yes	09/30/2020	
9/30/21	Promote TSA's non-competitive hiring opportunities to community partners to increase the pool of qualified applicants.	Yes		
9/30/21	Promote the use of TSA's non-competitive hiring process to TSA managers and employees to support the promotion and retention of PWD/PWTD.	Yes		

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9/30/21	Work with stakeholders within TSO and FAMS to identify positions/ opportunities where medical qualification is not required and qualified PWD/PWTD could be hired.	Yes		
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Fiscal Year	Accomplishments
9/30/19	Conduct a Resurvey campaign (broadcasts, video vignettes, poster and flyers) for TSA employees to anonymously identify as individuals with disabilities.
9/30/19	Continue to meet monthly with IWD Council to look at the inclusion PWD/PWTD at TSA.
9/30/19	Conduct training on disability awareness to TSA workforce.
9/30/20	Educate applicants and current employees on reasonable accommodations.
9/30/19	Maintain iShare webpage communicating TSA's commitment to individuals with disabilities.

\*NOTE – During the first 3 quarters of FY-2020, TSA did not have a DPM which impacted the initiation/implementation of these activities. In Quarter 4, the new DPM was getting acclimated to TSA.

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

During FY2020 TSA did not have a DPM. Activities established for FY-2019 were either continued in FY-2020 or were put on hold until a new DPM was hired. Since the on-boarding of TSA's new DPM in July of 2020, Quarter 4 of FY-2020 was spent getting acclimated with previously identified barriers and their planned activities.

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

During FY-2020 we were unable to identify data that demonstrated that any barriers were removed.

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.

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The new DPM will work with the RPM, the SPPM, HC, the Section 508 Team, Facility Management, T&D, and other programs and offices to utilize the information compiled in this FY-2020 Affirmative Action Plan. Through collaboration with these programs, the root of the barriers will be identified and strategies established with activities that can be implemented in FY-2021, along with long-term activities that will extend into FY-2022 and beyond.

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**APPENDIX A – Acronyms**

- CRDI – Civil Rights, Diversity and Inclusion
- CRL – Civil Rights and Liberties
- DHS – Department of Homeland Security
- DoD – Department of Defense
- DPM – Disability Program Manager
- EEOC – Equal Employment Opportunity Commission
- FAM – Federal Air Marshall
- FEED - Federal Exchange on Employment and Disability
- GSA – General Services Administration
- HC – Human Capital
- JAN – Job Accommodation Network
- MCO - mission-critical occupations
- OPM – Office of Personnel Management
- PWD – Persons with Disabilities
- PWTB – Persons with Targeted Disabilities
- RA – Reasonable Accommodation
- RAP – Reasonable Accommodation Program
- RMO – Resource Management Office
- RPM – Reasonable Accommodation Program Manager
- SPPM – Selective Placement Program Manager
- T&D – Training & Development
- TAP – Transition Assistance Program
- TSA – Transportation Security Administration
- TSES - Transportation Security Executive Service
- TSO – Transportation Security Officer
- WRP – Workforce Recruitment Program