



Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

Fiscal Year 2017



Transportation
Security
Administration

Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

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

The percentage of PWD in the GS-1 to GS-10 cluster was 4.34% in FY 2017, which falls below the goal of 12%.
The percentage of PWD in the GS-11 to SES cluster was 10.72% in FY 2017, which falls below the goal of 12%.

* 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

The percentage of PWTD in the GS-1 to GS-10 cluster was .82% in FY 2017, which falls below the goal of 2%.
The percentage of PWD in the GS-11 to SES cluster was 1.18% in FY 2017, which falls below the goal of 2%.

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

Currently TSA does not communicate 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 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: 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	# of FTE Staff by Employment Status			Responsible Official (Name, Title, Office, Email)
	Full Time	Part Time	Collateral Duty	
Section 508 Compliance	1	0	0	Thomas Lockley, Section 508 Coordinator, Office of Information Technology, Thomas.Lockley@tsa.dhs.gov
Architectural Barriers Act Compliance	1	0	0	Michael Looney, Disability Program Manager, Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement, Michael.Looney@tsa.dhs.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Michael Looney, Disability Program Manager, Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement, Michael.Looney@tsa.dhs.gov

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

Answer: Yes

In FY 2017, The Disability Program Manager participated in training to increase the knowledge and skills of the Disability Program. This training included the DHS Selective Placement Program Coordinators training which provided information on the requirements outlined in the new rule implementing Section 501 of Rehabilitation Act and creating affirmative action plans for the employment of people with disabilities. In order to better understand HR practices, the agency DPM attended the USDA Graduate School class on the Principles of Classification.

In FY 2017, the Disability Program Manager and Reasonable Accommodation staff participated in trainings for federal employees hosted by LRP Publications on “Leave and Telework as Reasonable Accommodations for Federal Employees,” “Every Step

of the Way: Accommodating Federal Employees Using the Interactive Process” and “Successfully Navigating Performance and Conduct Issues Under the Rehabilitation Act.”

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If “no”, describe the agency’s plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer: Yes

N/A

Section III: Program Deficiencies in the Disability Program

The agency has not reported any program deficiencies involving the disability program.

Section IV: Plan to Recruit and Hire Individuals with Disabilities

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

A. PLAN TO IDENTIFY JOB 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 vacancy’s:

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

TSA’s Disability Program Manger volunteered as a recruiter for the Workforce Recruitment Program in November 2016 and utilized the WRP for recruitment and referral for TSA vacancy’s.

TSA’s Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement hosted the third annual Disability Mentoring Day in October 2016. The program gave individuals with disabilities who are students or seeking employment hands-on career exploration and mentoring relationships. Twenty-four TSA employees volunteered to mentor 21 individuals with disabilities.

In FY 2017, TSA continued recruitment and outreach efforts at local, regional, and national job fairs and career seminars. TSA attended 14 events that targeted PWD/PWTDs and disabled veterans specifically. Further outreach to disabled veterans included participation in 17 virtual events during the year. This included

recruitment staff interaction with candidates on-line, as a means to reach veterans beyond traditional in-person recruitment opportunities.

TSA also continued its outreach program to various DoD Warrior Transition Units (WTU) and Community Based Warrior Transition Units (CBWTU) throughout the fiscal year to organizations such as the Wounded Warrior Project, Wounded Warrior Regiment, Disabled Veterans Outreach Program (DVOP), and the American Legion National Veterans Employment & Education Division.

TSA participated in print and online media campaigns targeting the recruitment of veterans and disabled veterans. Through the use of print and online publications, TSA employment opportunities were viewed by veterans, individuals with disabilities, active duty military, and transitioning personnel.

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 appropriate hiring authorities to recruit and hire PWDs and PWTDs. 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 the contact information of the agency point of contact.

TSA participated in 3 hiring events in FY 2017 exclusively for qualified applicants who are eligible for appointment under the TSA Hiring Authority for Individuals with Disabilities 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 Selective Placement Program Manager reviews the documentation submitted (schedule A letter) by the individual to confirm they qualify for the TSA Hiring Authority for Individuals with Disabilities. All qualified individuals are then forwarded to the hiring official for 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.

Answer: No

TSA Selective Placement Program Manager and Disability Program Manager conducted information sessions on recruiting and hiring PWD/PWTDs to hiring managers in FY 2017. In FY 2018, information sessions will continue to be provided to hiring officials, TSA Business Management Offices who assist hiring managers with staffing efforts.

TSA will also be developing training on recruiting and hiring PWD/PWTDs that can be utilized by OHC to train OHC personnel and TSA hiring managers on how to recruit and hire PWD/PWTDs.

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 2017, 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/PWTDs. The VA, DC and MD vocational rehabilitation offices provided candidates to participate in TSA's 3rd annual Disability Mentoring Day. TSA also participated in career fairs with Gallaudet University and Bender Consulting Services.

In FY 2018, TSA will be conducting information sessions with the VA, DC, MD offices and also establishing relationships with colleges/universities that have high populations of PWD/PWTDs. We will be providing information sessions on TSA occupations and our hiring process for individuals with disabilities.

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

Among the new hires in the permanent workforce, triggers exist for PWD (3.42%) and PWTD (0.38%), both of which fall below the respective benchmark of 12% for PWD and 2% for PWTD.

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

Applicant flow data is not available.

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

Applicant flow data is not available.

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.
 - a. Promotions for MCO (PWD) Answer: No
 - b. Promotions for MCO (PWTD) Answer: No

Applicant flow data is not available.

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.

TSA Disability Program Manager is developing a communication plan for FY 2018 that will promote TSA programs that support PWD/PWTDs at TSA. This plan will include:

- Weekly and monthly announcements about hiring PWDs, providing reasonable accommodations, importance of self-disclosure
- Hosting brown bag information sessions on a variety of disability-related topics
- Utilizing internal websites to provide information to employees with disabilities
- Speaking to TSA Program Offices during Management Team Meetings and All Staff or Town Hall meetings to promote TSA Programs

TSA Accessibility Support Services Program is working with the Office of Training and Development to ensure all online training modules are accessible for employees with disabilities.

TSA is working to establish a taskforce in FY 2018 to review the agency's policy's and initiatives for recruiting, hiring and advancement of PWD/PWTDs.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

TSA's Office of Human Capital workforce engagement and development programs provide all employees with the knowledge, skills, and abilities to better equip employees in their current and future positions.

Education: TSA education programs are provided to employees in order to advance their education and skills. Individual employees who meet the eligibility criteria of these programs can elect whether they would like to apply.

- TSA Associates Program
- Leadership Education Program
- Earn 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
- Leading People and Managing Operations
- Leading Through Change
- Leading through the Middle
- Fundamentals of Leadership

Development: These programs seek to 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 they would like to apply.

- Rising Leader Development Program
- Mid-Level Leadership Development Program
- DHS Fellows Program
- Senior Leadership Development Program

DHS Senior Executive Service Candidate Development Program
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2. 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 applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

a. Applicants (PWD) Answer: No

b. Selections (PWD) Answer: No

TSA is working on collecting this data for FY18 report
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3. 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) Answer: No

b. Selections (PWTD) Answer: No

TSA is working on collecting this data for FY18 report.

C. AWARDS

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

a. Awards, Bonuses, & Incentives (PWD) Answer: No

b. Awards, Bonuses, & Incentives (PWTD) Answer: No

TSA currently does not have this data

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

TSA currently does not have this data

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

a. Other Types of Recognition (PWD) Answer: N/A

b. Other Types of Recognition (PWTD) Answer: N/A

N/A

D. PROMOTIONS

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

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: No

ii. Internal Selections (PWD) Answer: No

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer: No

ii. Internal Selections (PWD) Answer: No

d. Grade GS-13

i. Qualified Internal Applicants (PWD) Answer: No

ii. Internal Selections (PWD) Answer: No

Applicant flow data is not available to determine if there is a trigger in this measure.

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.

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: No |
| ii. Internal Selections (PWTD) | Answer: No |

c. Grade GS-14

- | | |
|---|------------|
| i. Qualified Internal Applicants (PWTD) | Answer: No |
| ii. Internal Selections (PWTD) | Answer: No |

d. Grade GS-13

- | | |
|---|------------|
| i. Qualified Internal Applicants (PWTD) | Answer: No |
| ii. Internal Selections (PWTD) | Answer: No |

Applicant flow data is not available to determine if there is a trigger in this measure.
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3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

- | | |
|-----------------------------|------------|
| 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 |

Applicant flow data is not available to determine if there is a trigger in this measure.
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4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

- | | |
|------------------------------|------------|
| 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 |

Applicant flow data is not available to determine if there is a trigger in this measure.

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.

a. Executives

- | | |
|--|------------|
| i. Qualified Internal Applicants (PWD) | Answer: No |
| ii. Internal Selections (PWD) | Answer: No |

b. Managers

- | | |
|--|------------|
| i. Qualified Internal Applicants (PWD) | Answer: No |
| ii. Internal Selections (PWD) | Answer: No |

c. Supervisors

- | | |
|--|------------|
| i. Qualified Internal Applicants (PWD) | Answer: No |
| ii. Internal Selections (PWD) | Answer: No |

TSA currently does not have this data

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.

a. Executives

i. Qualified Internal Applicants (PWTD) Answer: No

ii. Internal Selections (PWTD) Answer: No

b. Managers

i. Qualified Internal Applicants (PWTD) Answer: No

ii. Internal Selections (PWTD) Answer: No

c. Supervisors

i. Qualified Internal Applicants (PWTD) Answer: No

ii. Internal Selections (PWTD) Answer: No

TSA currently does not have this data

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.

a. New Hires for Executives (PWD) Answer: No

b. New Hires for Managers (PWD) Answer: No

c. New Hires for Supervisors (PWD) Answer: No

TSA currently does not have this data

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.

a. New Hires for Executives (PWTD) Answer: No

b. New Hires for Managers (PWTD) Answer: No

c. New Hires for Supervisors (PWTD) Answer: No

TSA currently does not have this data

Section VI: 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.

Answer: Yes

N/A

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

a. Voluntary Separations (PWD) Answer: No

b. Involuntary Separations (PWD) Answer: No

N/A

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

a. Voluntary Separations (PWTD) Answer: No

b. Involuntary Separations (PWTD) Answer: No

N/A

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.

No trigger exists.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 C.F.R. § 1614.203(d)(4), federal agencies are required to inform job 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.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.

TSA has not issued a notice of rights pursuant to the Architectural Barriers Act of 1968. The agency plans to post the notice on its public website by September 2018.

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.

TSA plans to develop a plan to provide closed captioning and audio descriptors for videos posted to the TSA Employee iShare site and TSA TV broadcasts.

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.)

TSA processed accommodation requests in an average of 35 days in FY 2017.

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.

TSA processes requests for reasonable accommodation in a timely manner based on the timeframes outlined in our reasonable accommodation management directive. Once accommodations are approved they are monitored by the reasonable accommodation program to ensure they are implemented in a timely manner. In FY 2018, the Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement will partner with the Office of Human Capital Reasonable Accommodation program to conduct virtual training on the reasonable accommodation process to TSA managers and employees.

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.

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

TSA is currently working on a policy for Personal Assistance Services. Currently all requests for PAS will be processed through the TSA RA process. TSA Reasonable Accommodation Program plans to have PAS policy in place by September 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 government-wide 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.

No findings of discrimination alleging harassment based on disability status during FY 17.

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: Yes

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

Training was conducted to managers/supervisors that provided an overview of

EEO/Civil Rights Laws and management’s rights and responsibilities under the Rehabilitation Act.

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.

Trigger 1	In the permanent workforce, hiring PWD and PWTD fall below the respective benchmark goal of 12% for PWD and 2% for PWTD.	
Barrier(s)	Limited perception of the ability of PWD/PWTDs to fulfill job requirements.	
	Limited targeted outreach and recruitment of PWD/PWTD candidates for TSA positions.	
Objective(s)	Increase the hiring of PWD/PWTD in TSOs and FAMs positions.	
	Increase the hiring of PWD/PWTD in MAP positions.	
Responsible Official(s)		Performance Standards Address the Plan? (Yes or No)
CRL/OTE		No
Barrier Analysis Process Completed? (Yes or No)		Barrier(s) Identified? (Yes or No)
No		No
Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected
Workforce Data Tables	Yes	Standard Workforce Tables
Complaint Data (Trends)	No	
Grievance Data (Trends)	No	
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	No	
Climate Assessment Survey (e.g., FEVS)	No	

Sources of Data		Sources Reviewed? (Yes or No)	Identify Information Collected		
Exit Interview Data		No			
Focus Groups		No			
Interviews		No			
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)		No			
Other (Please Describe)		No			
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	Establish a task force to look at the hiring of PWD/PWTD at TSA.	Yes			
09/30/2018	Develop a database with PWD/PWTD candidates.	Yes			
09/30/2018	Include disability language on all job announcements.	Yes			
09/30/2018	Develop a targeted recruitment plan for PWD/PWTD.	Yes			
Fiscal Year	Accomplishments				

Trigger 2	The percentage of PWD and PWTD in the GS-1 to SES cluster in FY 2017 falls below the respective benchmark goal of 12% and 2%.				
Barrier(s)	Limited knowledge and awareness about reasonable accommodations for TSA employees.				
	No incentive for TSOs and FAMs to disclose a disability.				
	Limited perception of the ability of PWD to fulfill requirements of TSA MAP, TSO and FAM positions.				
	Specific medical/physical requirements for TSO and FAM positions.				
Objective(s)	Increase the awareness of the abilities of PWD/PWTDs in the TSA workforce.				
	Increase the participation rate of PWD in TSO and FAM positions.				
	Increase the participation rate of PWD in MAP positions.				
Responsible Official(s)		Performance Standards Address the Plan? (Yes or No)			
OHC		No			
CRL/OTE		No			
Barrier Analysis Process Completed? (Yes or No)		Barrier(s) Identified? (Yes or No)			
No		No			

Sources of Data		Sources Reviewed? (Yes or No)	Identify Information Collected		
Workforce Data Tables		Yes	Standard Workforce Tables		
Complaint Data (Trends)		No			
Grievance Data (Trends)		No			
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)		No			
Climate Assessment Survey (e.g., FEVS)		No			
Exit Interview Data		No			
Focus Groups		No			
Interviews		No			
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)		No			
Other (Please Describe)		No			
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	Conduct training on disability awareness and unconscious bias to TSA workforce.	Yes			
09/30/2018	Educate applicants and current employees on reasonable accommodations.	Yes			
09/30/2018	Create and implement a branding strategy.	Yes			
09/30/2018	Resurvey TSA employees to anonymously identify Individuals with disabilities.	Yes			
09/30/2018	Establish a task force to look at the inclusion PWD/PWTD at TSA.	Yes			
09/30/2018	Develop a webpage communicating TSA's commitment to individuals with disabilities.	Yes			
Fiscal Year	Accomplishments				

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

N/A

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

N/A

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

N/A