

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

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

### Section I: Efforts to Reach Regulatory Goals

*EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government*

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- |                                |           |
|--------------------------------|-----------|
| a. Cluster GS-1 to GS-10 (PWD) | Answer No |
| b. Cluster GS-11 to SES (PWD)  | Answer No |

\*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 Agency has less than 2 percent of employees who self-identified as having a targeted disability in GS grade levels 8-10, 12-14, and Senior Executive Service.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical Goal	--	12%		2%	
Grades GS-1 to GS-10	23	8	34.78	2	8.70
Grades GS-11 to SES	1153	113	9.80	15	1.30

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

USAGM launched a Self-Identification Campaign to communicate the agency's commitment to meeting the numerical goal of 12% PWD and 2% for PWTD. The Reasonable Accommodation Committee held agency-wide training sessions and meetings to highlight the requirements under the Rehabilitation Act and numerical goals. Additionally, these benchmarks were presented during the State of the Agency Briefing, Foundations of Leadership Training, New Employee Orientation, and Diversity and Inclusion Advisory Council Meeting. The agency plans to post these goals on the Agency Resource and Communication tools such as Share Point, Teams Manager's Section, and Workplace. Furthermore, the agency hired a full time FTE, Talent Management Program Specialist FY2022 who will concentrate on recruitment for low participation groups.

## Section II: Model Disability Program

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

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

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

Answer Yes

During FY 2021, the agency implemented a Reasonable Accommodation Committee to oversee the disability program.

- 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	
Architectural Barriers Act Compliance	1	0	0	Piero Ciancio, Supervisory Facility Operations Specialist, pciancio@usagm.gov
Processing applications from PWD and PWTD	1	0	0	Fernando Burciaga, HR Specialist, FBurciaga@usagm.gov
Section 508 Compliance	1	0	0	Ashley Moore, IT 508/ Accessibility Program Manager, amoore@usagm.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Sylvia Maull, EEO Specialist, smaull@usagm.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Fernando Burciaga, HR Specialist, FBurciaga@usagm.gov
Processing reasonable accommodation requests from applicants and employees	1	0	0	Leslie Corbin, EEO Specialist-Disability Program Manager, lvcorbin@usagm.gov Porscha Jones, HR Specialist (detail), pjones@usagm.gov

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

Answer Yes

The agency provided disability program staff with virtual training sessions, webinars and internal trainings. The Reasonable Accommodation Committee Members participated in EEOC's Annual Conference, Examining Conflicts in Employment Law (EXCEL), National Employment Law Institute's (NELI) Employment Law Return-to-Work in the Age of COVID and Delta Variant, Job Accommodation Network Training Sessions, and other online sessions and workshops.

**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

**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>	Process accommodation requests within the timeframe set forth in its reasonable accommodation procedures.		
<b>Target Date</b>	Sep 30, 2023		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Dec 31, 2022		Secure dedicated full-time Disability Program Manager to process reasonable accommodation requests.
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2021	USAGM developed a Reasonable Accommodation Committe to handle the large number of reasonable accommodation and exemption requests during the height of the COVID-19 pandemic.	

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

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

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

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

USAGM utilizes multiple strategies to recruit qualified applicants with disabilities and targeted disabilities. The Agency encourages individuals with disabilities to apply under the Schedule A Hiring Authority to vacant positions posted on USAJOBS. The Agency also began advertising vacancies on digital and social media platforms and implemented a Schedule A applicant database. Hiring officials are strongly encouraged to utilize special hiring authorities, including Schedule A to hire qualified persons with disabilities. Additionally, the Agency will reinvigorate its efforts to notify employees of affinity/resource groups to encourage and support employee participation; announce and publicize affinity/ resource group activities by email, approved social media and word of mouth; and, reward and/or acknowledge employees and officials that made significant contributions to the success of the groups.

Furthermore, OCR will continue to collaborate with OHR's Selective Placement Program Coordinator and Workforce Recruitment Placement Coordinator, newly hired Talent Management Program Specialist to identify and hire PWD and PWTD without vacancy announcements whenever possible.

- 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

USAGM uses several hiring authorities that take disability into account to recruit PWD and PWTD for positions in the permanent workforce, including Schedule A hiring authority for individuals with intellectual disabilities, severe physical disabilities, or psychiatric disabilities. The Agency includes language in vacancy announcements encouraging individuals with disabilities to apply for positions using the Schedule A hiring authority. Individuals with disabilities who meet minimum qualifications and provide the appropriate documentation are referred to the hiring official for consideration. In addition, the agency developed a listing of Schedule A applicants which is distributed to hiring officials monthly.

- 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.

USAGM's OHR conducts a qualifications review to include required documentation to determine if an individual is eligible for special hiring authority. If found eligible, applicant’s resume along with hiring authority requirements is forwarded to Hiring Manager for consideration.

- 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

USAGM delivers the "Foundations of Leadership: Skills for Supervisors" course, which are comprehensive five-day courses that new supervisors/managers are required to successfully complete during their probationary period, and as a refresher course every 2-3 years. The training includes a section on disability employment and hiring initiatives, Schedule A and Reasonable Accommodation (RA) requirements. OCR and OHR collaborated and presented several RA training sessions for supervisors, managers and employees, as well as Disability Awareness. In addition, the Agency hosted two special sessions utilizing outside Government Subject Matter Experts (SME); Understanding the ABCs of Schedule A and ADA and Accommodation Lessons Learned.

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

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

The Reasonable Accommodation Committee and agency stakeholders continued to maintain contact and work with organizations and programs, such as the Job Accommodation network (JAN), Department of Defense Operation Warfighter Program (OWF), Veterans and Department of Veteran Affairs Nonpaid Work Experience Program (NPWE), the Interagency Veterans Advisory Council and other Federal government agencies to promote employment opportunities.

**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

The following trigger was identified in the permanent workforce. In FY 2021, there were 82 new hires, seven (7) (8.54%) were PWD and zero were PWTD.

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

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 Yes

b. New Hires for MCO (PWTD)

Answer Yes

In FY 2021, the Agency identified that a trigger exists among new hires for PWD for the following mission-critical occupations (MCO): General Arts and Information (1001); Miscellaneous Administration and Program (0301); Human Resources Assistant (0203); and Public Affairs (1035) compared to the qualified applicant pool for MCO.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%

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 Yes

b. Qualified Applicants for MCO (PWTD)

Answer Yes

PWD and PWTD have consistently remained below the benchmarks among new hires in the permanent workforce and mission-critical occupations (particularly General Arts and Information (1001)).

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 Yes

b. Promotions for MCO (PWTD)

Answer Yes

PWD and PWTD have consistently remained below the benchmarks for mission-critical occupations.

## Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

### A. ADVANCEMENT PROGRAM PLAN

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

USAM's OHR posts internal advancement and detail opportunities on the Agency's internal website and House Announcements to ensure all employees are aware of opportunities in addition to promoting training courses and other internal resources to enhance the growth and development. Furthermore, USAGM utilizes the Diversity and Inclusion Advisory Council (DIAC) and Disability Employment Workgroup to address any triggers/barriers and anomalies, for advancement opportunities for PWD and PWTD.

### B. CAREER DEVELOPMENT OPPORTUNITES

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

USAGM continues to offer career tools and resources to assist all employees. The Agency's Career Development framework and resources for professional growth and development continue to be available to all agency 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	0	100	0	0	0	0
Coaching Programs	0	0	0	0	0	0
Training Programs	0	0	0	0	0	0
Detail Programs	0	0	0	0	0	0
Mentoring Programs	0	0	0	0	0	0
Fellowship Programs	4	1	0	0	0	0
Other Career Development Programs	8	4	0	0	0	0

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

- a. Applicants (PWD) Answer Yes
- b. Selections (PWD) Answer Yes

There is a low rate of applicants among PWD and PWTD for career development programs.

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 Yes
- b. Selections (PWTD) Answer Yes

There is a low rate of applicants among PWD and PWTD for career development 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) Answer No
- b. Awards, Bonuses, & Incentives (PWTD) Answer No

USAGM has an overall lower than expected population of PDWs and PWTD. However, with the overall increase in the PWD population, there were a total of 125 cash/individual cash awards issued, 29 time-off awards issued and four (4) QSIs issued. There were also a total of 10 cash/individual cash awards dispensed to PWTD and 34 time-off awards. There were no QSIs issued for PWTD.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	64	4.76	4.99	0.00	5.50
Time-Off Awards 1 - 10 Hours: Total Hours	570	50.79	43.67	0.00	58.72
Time-Off Awards 1 - 10 Hours: Average Hours	8	7.94	0.71	0.00	9.17
Time-Off Awards 11 - 20 hours: Awards Given	85	7.94	6.60	11.76	7.34
Time-Off Awards 11 - 20 Hours: Total Hours	1408	139.68	108.38	188.24	132.11
Time-Off Awards 11 - 20 Hours: Average Hours	16	13.49	1.43	94.12	0.92
Time-Off Awards 21 - 30 hours: Awards Given	32	5.56	2.23	0.00	6.42
Time-Off Awards 21 - 30 Hours: Total Hours	768	133.33	53.48	0.00	154.13
Time-Off Awards 21 - 30 Hours: Average Hours	24	19.05	2.14	0.00	22.02
Time-Off Awards 31 - 40 hours: Awards Given	43	4.76	3.21	0.00	5.50
Time-Off Awards 31 - 40 Hours: Total Hours	1544	158.73	116.22	0.00	183.49
Time-Off Awards 31 - 40 Hours: Average Hours	35	26.19	3.21	0.00	30.28
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	199	13.49	15.86	5.88	14.68
Cash Awards: \$501 - \$999: Total Amount	158738	10779.37	12649.64	5588.24	11588.99
Cash Awards: \$501 - \$999: Average Amount	797	633.33	71.03	5588.24	-139.45
Cash Awards: \$1000 - \$1999: Awards Given	592	40.48	47.33	29.41	42.20
Cash Awards: \$1000 - \$1999: Total Amount	761549	51390.48	60836.10	33276.47	54215.60
Cash Awards: \$1000 - \$1999: Average Amount	1286	1007.14	114.53	6652.94	126.61
Cash Awards: \$2000 - \$2999: Awards Given	237	21.43	18.36	5.88	23.85
Cash Awards: \$2000 - \$2999: Total Amount	572212	50677.78	44481.91	14705.88	56288.07
Cash Awards: \$2000 - \$2999: Average Amount	2414	1876.19	215.86	14705.88	-124.77
Cash Awards: \$3000 - \$3999: Awards Given	122	6.35	10.16	11.76	5.50
Cash Awards: \$3000 - \$3999: Total Amount	416812	21103.17	34779.14	42741.18	17728.44
Cash Awards: \$3000 - \$3999: Average Amount	3416	2637.30	305.08	21370.59	-284.40
Cash Awards: \$4000 - \$4999: Awards Given	25	3.17	1.69	11.76	1.83
Cash Awards: \$4000 - \$4999: Total Amount	107280	13519.05	7274.51	50100.00	7813.76
Cash Awards: \$4000 - \$4999: Average Amount	4291	3379.37	382.80	25047.06	0.00
Cash Awards: \$5000 or more: Awards Given	17	1.59	1.25	0.00	1.83
Cash Awards: \$5000 or more: Total Amount	147959	18161.11	10016.49	0.00	20993.58
Cash Awards: \$5000 or more: Average Amount	8703	9080.16	715.42	0.00	10496.33

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 Yes

There were no QSIs issued to PWTD.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
--------------	-----------	-------------------------	---------------------------------	-----------------------	-------------------------------

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



## D. PROMOTIONS

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

a. SES

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

ii. Internal Selections (PWD) Answer N/A

b. Grade GS-15

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

ii. Internal Selections (PWD) Answer N/A

c. Grade GS-14

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

ii. Internal Selections (PWD) Answer N/A

d. Grade GS-13

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

ii. Internal Selections (PWD) Answer N/A

The agency is in the process of updating its Human Capital system and workforce database, which includes plans for improved data collection to garner more granular employee data against which action plans can be developed.

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

a. SES

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

ii. Internal Selections (PWTD) Answer N/A

b. Grade GS-15

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

ii. Internal Selections (PWTD) Answer N/A

c. Grade GS-14

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

ii. Internal Selections (PWTD) Answer N/A

## d. Grade GS-13

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

The agency is working to develop and implement improved data collection plans to garner more granular employee data against which action plans can be developed.

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

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

The agency is working to develop and implement improved data collection plans to garner more granular employee data against which action plans can be developed.

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

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

The agency is working to develop and implement improved data collection plans to garner more granular employee data against which action plans can be developed.

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

The agency is working to develop and implement improved data collection plans to garner more granular employee data against which action plans can be developed.

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

a. Executives

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

b. Managers

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

c. Supervisors

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

There is a low participation rate of PWDs and PWTBs. In addition, the Agency is working to develop and implement improved data collection plans to garner more granular employee data against which action plans can be developed.

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

There is a low participation rate of PWDs and PWTBs. Also, the Agency is working to develop and implement improved data collection plans to garner more granular employee data against which action plans can be developed.

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

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

There is a low participation rate of PWDs and PWTD. Also, the Agency is working to develop and implement improved data collection plans to garner more granular employee data against which action plans can be developed;

## 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

There were no Schedule A employees eligible to convert in FY2021; however a Schedule A employee is on target to convert in December 2021.

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

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	6	0.00	0.50
Permanent Workforce: Resignation	12	0.78	0.92
Permanent Workforce: Retirement	64	3.10	5.03
Permanent Workforce: Other Separations	27	1.55	2.10
Permanent Workforce: Total Separations	109	5.43	8.56

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 No

There were four (4) separation of PWTDs, one (1) resignation; two (2) retired; and one (1) separation, which exceeded the overall PWTD population.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	6	0.00	0.46
Permanent Workforce: Resignation	12	5.88	0.84
Permanent Workforce: Retirement	64	11.76	4.75

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Other Separations	27	5.88	1.99
Permanent Workforce: Total Separations	109	23.53	8.05

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.

Exit survey data will be analyzed for the FY22 reporting period.

**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.usagm.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.usagm.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.

The OCR is working to conduct internal Field Assessments of its Divisions and Offices, including site reviews. In addition, accessibility data and reports are coordinated with the Agency's Facility Division.

**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.)

Due to an increase in the number of requests for reasonable accommodations, exemption requests, and reassignment of reasonable accommodation duties, the average time-frame for processing initial requests during the reporting period increased to 20 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.

USAGM implemented its new Reasonable Accommodation Policy and Procedures, and Personal Assistance Services Policy. In addition, the Reasonable Accommodation Committee in collaboration with the OHR conducted quarterly training on the policies and procedures, and meets quarterly with employees and senior leadership regularly regarding RA requests. OCR frequently

provides Leadership with guidance and clarification on the process.

**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.

USAGM implemented its Personal Assistance Services policy and procedures. Employees are referred to the Reasonable Accommodation Committee for reasonable accommodation, personal assistance and disability-related questions and/or concerns.

**Section VII: EEO Complaint and Findings Data**

**A. EEO COMPLAINT DATA INVOLVING HARASSMENT**

- 1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer No

- 2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer No

- 3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

**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 N/A

- 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

<b>Source of the Trigger:</b>		Workforce Data (if so identify the table)			
<b>Specific Workforce Data Table:</b>		Workforce Data Table - B1			
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>		The Agency has less than 12 percent of employees with disabilities in grade levels GS-10, GS-12 to GS-14 and SES; and, less than two (2) percent of persons with targeted disabilities grade levels GS-8 to GS-10, GS-12 to GS-14 and SES.			
Provide a brief narrative describing the condition at issue.					
How was the condition recognized as a potential barrier?					
<b>STATEMENT OF BARRIER GROUPS:</b>		<i>Barrier Group</i>			
		People with Disabilities			
		People with Targeted Disabilities			
<b>Barrier Analysis Process Completed?:</b>		Y			
<b>Barrier(s) Identified?:</b>		Y			
<b>STATEMENT OF IDENTIFIED BARRIER:</b>		<b>Barrier Name</b>		<b>Description of Policy, Procedure, or Practice</b>	
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.		Low Participation of Persons With Disabilities		The Agency is working to develop a plan to address attitudinal and institutional barriers for the recruitment and retention of Persons with Disabilities (PWD) and Targeted Disabilities (PWTD). In addition, the lack of disclosure of disabilities by applicants/ employees, perceptions among hiring officials and inadequate targeted recruitment for this population are factors in low participation rates for employees with disabilities. As such, the Agency will take action to evaluate and address this issue.	
<b>Objective(s) and Dates for EEO Plan</b>					
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>
09/30/2020	09/30/2023	Yes			Collaborate with OHR to ensure the agency has an effective and efficient recruitment program for individuals with disabilities and targeted disabilities.
<b>Responsible Official(s)</b>					
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>	
Director, OHR		David Kotz		No	
Director, OCR		Shennoa McDay		Yes	
Senior Leadership		Senior Leadership		Yes	



Planned Activities Toward Completion of Objective				
Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2021	Distribute an annual notice encouraging employees to identify/update their disability status in the Agency's database, which will include a statement regarding Federal disability employment initiative and a notice of confidentiality.	Yes		07/01/2021
12/31/2021	Evaluate the Agency's recruitment program for persons with disabilities to promote efficiency, and effective collaboration among the offices and officials involved in the recruitment and selection process for persons with disabilities and targeted disabilities.	Yes	09/30/2023	
03/31/2022	Reinvigorate efforts with affinity groups, OHR, colleges, and universities for targeted outreach.	Yes	09/30/2023	
09/30/2023	Develop management toolkit on the hiring and recruitment for PWD and PWTd.	Yes		
12/31/2023	Establish 3-year agency plan with targets to meet regulatory goals of 12 percent for PWD and 2 percent for PWTd.	Yes		
Report of Accomplishments				
Fiscal Year	Accomplishment			
2021	USAGM's disability workforce increased by 7.04% as a result of the Self-Identification Campaign. In addition, the Reasonable Accommodation Committee encourages self-reporting of disabilities.			

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

Not having sufficient workforce data has been an overall challenge in accurately assessing the agency. In addition, due to the global COVID-19 pandemic, there was limited outreach and recruitment for FY 2020.

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

USAGM's Diversity and Inclusion Advisory Council (DIAC) continued to meet quarterly to address any triggers/barriers and anomalies, including providing an overview of the workforce, PWDs and PWTd. In addition, managers and supervisors receive annual mandatory training which includes an overview of the RA process and Schedule A hiring authorities. Furthermore, there was an increase in employment for PWD and PWTd.

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.

OCR plans to increase collaboration with HR and conduct quarterly meetings regarding workforce planning and data requirements. Additionally, the Agency will strengthen collaboration with colleges and universities to announce internships and vacancies, and also work with vocational rehabilitation. OHR's Selective Placement Program Coordinator/Workforce Recruitment Program Coordinator will focus heavily on recruitment and low participation populations, and develop and Schedule A applicant database. Further, OCR will develop a toolkit to hiring PWD/PWTd for managers and supervisors, lead new disability employment and reasonable accommodation workgroups, and continue to collaborate with HR regarding advancement opportunities for all employees.