

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 | No |
| b. Cluster GS-11 to SES (PWTD) | Answer | No |

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-11 to SES	5949	1175	19.75	250	4.20
Grades GS-1 to GS-10	4919	992	20.17	215	4.37

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

The numerical goals are communicated in variety of ways, from various leadership briefings to the Agency SES team to new supervisors during new supervisory training. On a one-on-one basis, the DPM briefed supervisors regarding goals and opportunities. The DPM also informed and counseled recruiters on goals and procedures to facilitate hiring of PWD/PWTD. The DPM sent an email message to the entire DFAS workforce that communicated the 3% PWTD inclusion goal and asked that employees verify their disability status in their personnel file. Step by step directions on how to verify disability status in MyBiz+ were provided.

Section II: Model Disability Program

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

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

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

Answer Yes

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	
Answering questions from the public about hiring authorities that take disability into account	1	0	0	lauren.a.aggen.civ@mail.m
Processing reasonable accommodation requests from applicants and employees	1	0	0	connie.s.hoeferkamp.civ@r
Section 508 Compliance	1	0	0	Jaye Miller DFAS Section 508 Coordinator jaye.p.miller.civ@mail.mil
Architectural Barriers Act Compliance	1	0	0	lauren.a.aggen.civ@mail.m
Special Emphasis Program for PWD and PWTB	0	0	5	Cynthia Ice-Bones Deputy Director cynthia.g.ice-bones.civ@mail.mil
Processing applications from PWD and PWTB	1	0	0	talon.j.althouse.civ@mail.n

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

Answer Yes

Federally Employed Women Conference, Federal Dispute Resolution Conference, Certified Employee Resource Group Program Manager, Certified Windmills Trainer, Computer Electronic Accommodations Program Training

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

Section IV: Plan to Recruit and Hire Individuals with Disabilities

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

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

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

DFAS participates in the WRP and provides recruiters to conduct interviews with students. The Agency hired nine WRP candidates for a summer internship in 2023. In addition, four WRP interns from FY22 had their internship extended into FY23. One WRP intern accepted a permanent position within DFAS. The Agency was recognized as outstanding mid-sized component within DoD supporting WRP efforts in 2023. Connie Rabel (DFAS) was recognized as outstanding WRP Recruiter. Aaron Marsland (DFAS) was recognized as outstanding WRP intern. Lauren Aggen (DFAS) was recognized as WRP Coordinator of the Year. DFAS established the Hire a Hero Program because the Agency is committed to providing employment opportunities for men and women who have honorably served in the U.S. Armed Forces. To support this commitment, DFAS uses an applicant supply file that includes 10-point veteran's preference eligible applicants. After a preliminary qualification determination is made, the Agency places applicants in this file as a match for all our specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, the Agency can use this file and these possible matches as a means of recruitment using streamlined hiring authorities. DFAS has also established an applicant supply file for Schedule A eligible applicants. As with the Hire a Hero Program, after a preliminary qualification determination is made, the Agency places applicants in this file as a match for all specialties and grades for which they are likely qualified. As vacancies occur in these specialties and grades, DFAS can use this file and these possible matches as a means of recruitment using this streamlined hiring authority. DFAS representatives (including the DPM) participated in virtual career fairs. The Agency hosted personal chat rooms to connect virtually with candidates. Agency representatives, including the DPM, attended several virtual recruiting events and virtual career fairs. The Agency hosted personal chat rooms to connect with candidates. The DPM interviewed candidates at the Bender Virtual Career Fair on November 2, 2022; there were 27 participants. On December 8, 2022, there were 26 participants at the Diversity and Inclusion Virtual Career Fair. On March 9, 2023, the Women in Business and Technology Virtual Fair was held; there were 20 participants. The HBCU and Minority Serving Institutions Virtual Career Fair on March 15, 2023, had 16 participants. The Native American and Indigenous Work Force Career Fair on April 13, 2023, had 5 participants. The DPM interviewed candidates during the Bender Career Fair on April 26, 2023, and there were 37 participants. There were 23 participants at the Diversity and Inclusion Virtual Career Fair on April 27, 2023. There were 31 participants at the Diversity and Inclusion Virtual Career Fair on June 8, 2023. Another career fair called "VAULT" took place on September 26, 2023, and 29 participants were present.

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

DFAS participates in the WRP and provides recruiters training to conduct interviews with students. The Agency hired nine WRP interns in 2023 aside from the four WRP interns from FY22 who had their internship extended into FY23. DFAS hired one WRP candidate for a full-time position. Additionally, DFAS established a project team consisting of members from OEOP, HR, and Human Capital to increase WRP hiring. The project team conducted outreach and provided informational meetings to key site staff to encourage hiring via WRP. The project team also conducted searches of the WRP database and provided resumes to site staff with the resumes of highly qualified candidates appropriate to supervisors needs for consideration. DFAS established the Hire a Hero Program because the Agency is committed to providing employment opportunities for men and women who have honorably served in the U.S. Armed Forces. To support this commitment, DFAS uses an applicant supply file that includes 10-point veteran's preference eligible applicants. After a preliminary qualification determination is made, the Agency places applicants in this file as a match for all specialties (series) and grades for which they are likely qualified. As vacancies occur in these specialties and grades, the Agency can use this file and these possible matches as a means of recruitment using streamlined hiring authorities. DFAS has also established an applicant supply file for Schedule A eligible applicants. As with the Hire a Hero Program, after a preliminary qualification determination is made, we place applicants in this file as a match for all our specialties and grades for which they are likely qualified. As vacancies occur in these specialties and grades, we use this file and these possible matches as a means of recruitment to streamline hiring. DFAS also participates in the bi-annual "Bender Virtual Career Fair" for people with disabilities.

The Agency hosts personal chat rooms to connect virtually with candidates. Agency representatives chat with many potential candidates during this career fair.

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.

HR Staffing performs a preliminary qualification review. Eligibility documentation (e.g., Schedule A) is also reviewed by the staffing team. Applicants are then placed in an applicant supply file as potential matches for all the specialties (series) and grades for which they are likely qualified.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If “yes”, describe the type(s) of training and frequency. If “no”, describe the agency’s plan to provide this training.

Answer Yes

The DPM incorporated Schedule A information during the monthly Reasonable Accommodation Training for supervisors. The DPM also created online training for hiring managers on special hiring authorities for people with disabilities that includes information on Schedule A.

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.

DFAS maintains contact information with Opportunities for Ohioans with Disabilities, the New York State Education Department, the Virginia Vocational Rehabilitation Services, the National Ataxia Foundation, the Cleveland Hearing and Speech Center, various state vocational rehabilitation agencies, various state disability service agencies, and the Veteran’s Administration Vocational Rehabilitation and Employment Service.

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 No

New hires of PWD were 9.37% of all new appointments in FY23. However, this is an increase from the prior fiscal year which was 6.99% new hires for PWD.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	8367	15.97	0.00	8.51	0.00
% of Qualified Applicants	2704	17.90	0.00	10.17	0.00

% of New Hires	115	7.83	0.00	1.74	0.00
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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

A trigger exists for PWD for new hires in the mission-critical occupations of 0510, 0511, 2210. A trigger exists for PWTD for new hires in the mission-critical occupations of 0510, 0511, 2210.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%
0201 HUMAN RESOURCES MANAGEMENT	0	0.00	0.00
0501 FINANCIAL ADMINISTRATION PROGRAM	23	13.04	4.35
0510 ACCOUNTING	47	12.77	2.13
0511 AUDITING	4	0.00	0.00
2210 INFORMATION TECHNOLOGY MANAGEMENT	41	0.00	0.00

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

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

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

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

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

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

A. ADVANCEMENT PROGRAM PLAN

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

The DFAS Succession program is intended to safeguard the DFAS mission, building leadership continuity and talent from within the Agency. This is accomplished with an annual review of leadership talent through an assessment of leadership competencies, work experience, performance, and professional credentials. The program is now open to all GS-12 supervisors and all GS-13 and above employees. The DFAS Mentoring Program provides career broadening opportunities that are available to employees.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The Agency’s primary career development program is the DFAS Career Acclimation Program. DCAP is a two-year formal developmental training program for nonsupervisory entry-level personnel into professional and analytical positions typically targeted to GS-9 or GS-11. The program completion date ends two years from the entry date in the program. Participants are expected to complete the mandatory program requirements within this two-year period. In rare circumstances, if course work and assignments are not completed within two years, the participant will be granted an extension until their program is successfully completed. The goal of this program is to enhance technical skills, broaden Agency and organizational awareness, and develop process improvement skills to make mission area improvements by focusing development on learning the job and gaining exposure to related processes and functions. DFAS also offers the Aspiring Leader Program (ALP). ALP is as a 2-year cohort-based program that develops critical leadership competencies for candidates at the GS-11 and GS-12 level. Unlike the DCAP or Leaders in Motion (LIM) programs, this program is a competitive program where interested candidates must apply and are selected to be a part of the program. The basic framework of the ALP includes a training curriculum focused on specific competencies that align with the DoD leadership continuum and address skill gaps that emerged from interviews with senior agency leaders. Additionally, participants will have learning experiences such as rotations dictated by DFAS needs/mission (with possible rotations to different sites) and exposure to the strategic elements within the Agency, with the goal of preparing the participants for an enterprise-wide perspective. ALP participants will also be required to obtain their Green Belt Certification.

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 (%)
Coaching Programs						
Fellowship Programs						
Training Programs						
Detail Programs						
Mentoring Programs						
Internship Programs	1,158	30	6.2%	3.3%	3.8%	3.3%
Other Career Development Programs	7,915	221	7.7%	6.8%	4.0%	2.3%

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

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

4.

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

a. Applicants (PWTD) Answer No

b. Selections (PWTD) Answer No

C. AWARDS

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

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

b. Awards, Bonuses, & Incentives (PWTD) Answer Yes

Triggers exist for PWTD in time-off awards of 1-10 time-off awards. Triggers exist for PWTD in time-off awards of 11-20 time-off awards. Triggers exist for PWD and PWTD in cash awards 500 and under, cash awards \$501-\$5,000, and \$5,000 or more.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	8868	84.68	82.01	79.23	86.17
Time-Off Awards 1 - 10 Hours: Total Hours	16108	153.29	147.58	144.11	155.80
Time-Off Awards 1 - 10 Hours: Average Hours	1.82	0.08	0.02	0.39	0.00
Time-Off Awards 11 - 20 hours: Awards Given	101	1.01	0.89	0.21	1.23
Time-Off Awards 11 - 20 Hours: Total Hours	1591	16.43	13.73	3.64	19.93
Time-Off Awards 11 - 20 Hours: Average Hours	15.75	0.75	0.20	3.64	-0.05
Time-Off Awards 21 - 30 hours: Awards Given	59	0.78	0.50	1.07	0.70
Time-Off Awards 21 - 30 Hours: Total Hours	1464	19.56	12.23	28.27	17.17
Time-Off Awards 21 - 30 Hours: Average Hours	24.81	1.15	0.31	5.65	-0.08
Time-Off Awards 31 - 40 hours: Awards Given	95	1.20	0.84	0.64	1.35
Time-Off Awards 31 - 40 Hours: Total Hours	3590	44.32	32.00	25.70	49.41
Time-Off Awards 31 - 40 Hours: Average Hours	37.79	1.70	0.48	8.57	-0.17
Time-Off Awards 41 or more Hours: Awards Given	100	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	3054	27.57	28.68	24.20	28.49
Cash Awards: \$501 - \$999: Total Amount	2319002	21045.42	21700.36	18821.84	21654.10
Cash Awards: \$501 - \$999: Average Amount	759.33	35.13	9.61	166.57	-0.84
Cash Awards: \$1000 - \$1999: Awards Given	5225	44.32	50.50	43.47	44.55
Cash Awards: \$1000 - \$1999: Total Amount	6930785	59317.44	66892.48	58011.78	59674.85
Cash Awards: \$1000 - \$1999: Average Amount	1326.47	61.60	16.82	285.77	0.23
Cash Awards: \$2000 - \$2999: Awards Given	2043	17.21	19.95	14.13	18.05
Cash Awards: \$2000 - \$2999: Total Amount	4871281	41067.00	47559.68	33695.29	43084.94
Cash Awards: \$2000 - \$2999: Average Amount	2384.38	109.80	30.27	510.54	0.11
Cash Awards: \$3000 - \$3999: Awards Given	719	5.75	7.04	5.14	5.92
Cash Awards: \$3000 - \$3999: Total Amount	2402161	19195.72	23555.95	17044.33	19784.64
Cash Awards: \$3000 - \$3999: Average Amount	3340.97	153.57	42.52	710.18	1.20
Cash Awards: \$4000 - \$4999: Awards Given	352	2.58	3.61	2.14	2.70
Cash Awards: \$4000 - \$4999: Total Amount	1522745	11219.65	15603.72	9014.35	11823.33
Cash Awards: \$4000 - \$4999: Average Amount	4325.98	200.35	54.94	901.43	8.44
Cash Awards: \$5000 or more: Awards Given	235	1.66	2.38	1.71	1.64
Cash Awards: \$5000 or more: Total Amount	1838221	12442.02	18349.65	15230.41	11678.72
Cash Awards: \$5000 or more: Average Amount	7822.22	345.61	98.13	1903.80	-80.93

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance- based pay increases? If “yes”, please describe the trigger(s) in the text box.

a. Pay Increases (PWD) Answer No

b. Pay Increases (PWTD) Answer No

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	0	0.00	0.00	0.00	0.00

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

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

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

Not applicable

D. PROMOTIONS

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

a. SES

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

b. Grade GS-15

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer Yes

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

GS-15: This comparison is deceiving because while the number of internal selections was 0 for PWD, there were two internal selections in the GS-15 grade level.

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

a. SES

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

b. Grade GS-15

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer Yes

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

GS-15: This comparison is deceiving because while the number of internal selections was 0 for PWTD, there were two internal selections in the GS-15 grade level.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. New Hires to SES (PWD) Answer No
 - b. New Hires to GS-15 (PWD) Answer No
 - c. New Hires to GS-14 (PWD) Answer No
 - d. New Hires to GS-13 (PWD) Answer No

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
- a. New Hires to SES (PWTD) Answer No
 - b. New Hires to GS-15 (PWTD) Answer No
 - c. New Hires to GS-14 (PWTD) Answer No
 - d. New Hires to GS-13 (PWTD) Answer No

At the GS-13 level, no qualified PWTD applicants were selected as compared to those with no disability at 77.42% selection rate.

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 Yes
 - ii. Internal Selections (PWD) Answer Yes
 - 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 Yes

Executives: While it appears there is a trigger for hiring PWD at the executive level, there were only two executives who were promoted. Supervisors: The number of promoted supervisors did not meet the benchmark.

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

a. Executives

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

b. Managers

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

c. Supervisors

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

Executives: While it appears there is a trigger for hiring PWD at the Executive Level, there were only two executives promoted. Managers: The number of managers promoted with PWD did not meet the benchmark. Supervisors: The number of promoted supervisors did not meet the benchmark.

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 No
- b. New Hires for Managers (PWD) Answer No
- c. New Hires for Supervisors (PWD) Answer Yes

There was one PWD hired for supervisory position compared to five employees who were hired with no disability. Those hired for supervisory positions who have a disability do not meet benchmark.

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

- a. New Hires for Executives (PWTD) Answer No
- b. New Hires for Managers (PWTD) Answer Yes
- c. New Hires for Supervisors (PWTD) Answer Yes

There were no PWTB hired for managers position compared to four employees who were hired with no disability. Those hired for supervisory positions who have a disability do not meet the benchmark.

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 Yes

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

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	9	0.14	0.07
Permanent Workforce: Resignation	244	1.28	2.47
Permanent Workforce: Retirement	264	3.98	2.03
Permanent Workforce: Other Separations	210	2.01	1.90
Permanent Workforce: Total Separations	727	7.41	6.47

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

a. Voluntary Separations (PWTB) Answer No

b. Involuntary Separations (PWTB) Answer Yes

While the percentage of involuntary separation was higher, the total number of separations was lower.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	9	0.21	0.08
Permanent Workforce: Resignation	244	0.85	2.30
Permanent Workforce: Retirement	264	3.18	2.38
Permanent Workforce: Other Separations	210	2.55	1.90
Permanent Workforce: Total Separations	727	6.79	6.66

4. If a trigger exists involving the separation rate of PWD and/or PWTB, please explain why they left the agency using exit interview results and other data sources.

PWD and PWTB left due to personal reasons according to exit surveys.

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.

http://dodcio.defense.gov/DoDSection508/Std_Stmt.aspx An individual experiencing difficulties accessing content on a DFAS website may submit a DoD Section 508 Form at the website below. <http://dodcio.defense.gov/DoDSection508/Section508Form.aspx>

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.dfas.mil/nofearact/> This link is to the DFAS Reasonable Accommodation instructions. These instructions contain guidance on how to initiate an EEO discrimination complaint with the Agency.

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 DPM and Section 508 Program Coordinator attended Change Control Board (CCB) meetings in a proactive attempt to ensure matters related to accessibility were considered when making changes to the IT infrastructure. The CCB is the approval authority for all proposed change requests pertaining to the Agency's IT infrastructure. DFAS established a Section 508 ICT Accessibility Team. Purpose of Section 508 ICT Accessibility Team: • To assist the Accessibility Team Chair in implementing 508 standards through the maintenance of the Section 508 policy by keeping abreast of industry best practices and considering them during the revision of the policy. • To provide governance for the DFAS Section 508 program. • To be a liaison for each Agency directorate or section by bringing issues, complaints, or problems into the limelight and to disseminate information to management. The DPM is engaged in meetings regarding updated changes that will be made to the main entrance at the Indianapolis site. DFAS will recruit members for the DFAS Advocacy PWD ERG. This ERG will advise management on matters affecting employment of PWD, to include accessibility of Agency facilities and technology. DFAS will try to obtain a contract to cover JAWS scripting and a centralized CART services contract (real-time captioning for deaf and hard of hearing employees).

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.)

The average processing time for reasonable accommodation requests in FY23 was 33.31 calendar 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.

DFAS continues to maintain a full-time ASL interpreting staff at 4 of its 5 main sites.

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

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

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

The process for requesting PAS was included in the DFAS Reasonable Accommodation Instruction, DFAS 1020.1-I. No requests for PAS were made in FY23.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

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

Answer No

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

Answer Yes

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

Two non-monetary settlement and one monetary settlement.

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.

Two non-monetary settlement and one monetary settlement.

Section VIII: Identification and Removal of Barriers

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

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

Answer No

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

Answer N/A

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

Source of the Trigger:	Workforce Data (if so identify the table)					
Specific Workforce Data Table:	Workforce Data Table - B1					
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Lack of PWTD in the 0511 occupational series. Also, the percentage of hiring for PWTD percentage decreased from FY22 to FY23 by 0.04%. The rate for new hire on PWTD fell below the 2% recruitment goal for mission-critical occupation series of 0511. There is also a decrease of new hires of PWTD in FY23 vs. FY22.					
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> People with Disabilities					
Barrier Analysis Process Completed?:	N					
Barrier(s) Identified?:	Y					
STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Barrier Name		Description of Policy, Procedure, or Practice			
	Attitudinal Barrier		We did not find a barrier on any policy and procedure. There may be attitudinal barriers in hiring practices. OEOP has provided recommendations and opportunities that are pending action. The DPM briefed managers within series 0511 about the disability program and resources. When presented this opportunity to managers, no action was taken.			
Objective(s) and Dates for EEO Plan						
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description	
12/20/2022	09/30/2023	Yes		09/30/2023	Monitor DFAS data to keep track of how many PWTD are hired for series 0511. Advise HR they can ask the DPM to provide Schedule A resumes.	
12/20/2023	09/30/2024	Yes			Send resumes from the WRP database to senior leaders.	
01/29/2024	09/30/2025	Yes			Overcome EEO barrier and shift the attitude which includes but not limited to Windmills Training and Unconscious Bias training.	
Responsible Official(s)						
Title		Name		Standards Address The Plan?		
Disability Employment Program Manager		Lauren Aggen		Yes		
Planned Activities Toward Completion of Objective						
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2022	OEOP and HR will deploy the DFAS dashboard to simplify the data analysis.			Yes	09/30/2023	01/30/2023

Planned Activities Toward Completion of Objective				
Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2023	The DPM will review and analyze the dashboard data and recommend actions.	Yes	09/30/2024	
Report of Accomplishments				
Fiscal Year	Accomplishment			
2023	The DPM met with HR to go over the dashboard along with information pertaining to Schedule A. Notified senior leaders if someone in the DFAS Schedule A database is looking for a 0511 position. OEOP also briefed senior leaders who oversee 0511 series about the disability statistics along with WRP information.			

Source of the Trigger:	Workforce Data (if so identify the table)				
Specific Workforce Data Table:	Workforce Data Table - B1				
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	PWD/PWTD don't get as many cash awards as compared to those with no disability. Triggers exist for PWD/PWTD for internal selections for promotion to GS-15 level. Triggers exist for PWD/PWTD in cash awards 500 and under and \$500 or more.				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> People with Disabilities				
Barrier Analysis Process Completed?:	Y				
Barrier(s) Identified?:	N				
STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Barrier Name		Description of Policy, Procedure, or Practice		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
Report of Accomplishments					
Fiscal Year	Accomplishment				

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).

In FY23, there has been an increase of PWTD in series 0511.

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.

See planned activities toward completion of objective.