

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

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

### Section I: Efforts to Reach Regulatory Goals

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

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

- |                                |            |
|--------------------------------|------------|
| a. Cluster GS-1 to GS-10 (PWD) | Answer Yes |
| b. Cluster GS-11 to SES (PWD)  | Answer Yes |

The percentage of PwD in the GS-1 to GS-10 cluster was 4.93%, and 3.84% in the GS-11 to SES/SIS cluster in FY18; which falls below the goal of 12% for both clusters.

\*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 1.12%, and 1.45% in the GS-11 to SES/SIS cluster in FY18; which falls below the goal of 2% for both clusters.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--		12%		2%
Grades GS-1 to GS-10					
Grades GS-11 to SES					

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

The Agency's Diversity and Inclusion Office (DIO) engages with the Talent Acquisition Office (TAO) on a monthly basis to reinforce the numerical goals and discuss recruitment plans for PwD. The newly created Ability Talent Broker position will: - work collaboratively with the recruiters to reinforce these goals - provide training for recruitment and applicant staff to ensure recognition of applicant requests for reasonable accommodation and resources - serve as the primary POC for applicants who require reasonable accommodations during the application, interview, hiring, and onboarding processes - provide training for HR personnel regarding the Agency's Reasonable Accommodation program - serve as a POC for external disability employment organizations

## Section II: Model Disability Program

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

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

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

Answer No

No. Although the Agency created an Ability Talent Broker to facilitate the processing of PwD from application to onboarding, added a senior staff position, and hired additional contractors to supplement its disability program staff, the Agency continues to need more qualified personnel to support its disability program. Therefore, the Agency plans to build additional support through contractors with institutional knowledge and to realign staff positions within the Agency to enhance the capabilities of the disability program staff.

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	
Processing applications from PWD and PWTD	0	0	0	Talent Acquisition Office Diversity and Inclusion Office
Answering questions from the public about hiring authorities that take disability into account	0	0	0	N/A
Processing reasonable accommodation requests from applicants and employees	0	0	0	Diversity and Inclusion Office
Section 508 Compliance	0	0	0	Diversity and Inclusion Office Information Technology Enterprise
Architectural Barriers Act Compliance	0	0	0	Diversity and Inclusion Office Office of Facilities and Mission Delivery
Special Emphasis Program for PWD and PWTD	0	0	0	Diversity and Inclusion Office

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

Yes. In FY18, DIO sponsored reasonable accommodation training for the entire disability program staff and its partners.

Specialized training for managers and supervisors was also initiated by OGC at the conclusion of FY 2018, and DIO is planning to sponsor additional training for its disability program and IT staff in the upcoming year. DIO will also sponsor conversion of the specialized OGC training for managers into a web-based training that also covers disability inclusion best-practices. Upon completion, it will become mandatory for all first line supervisors and managers within the Agency.

**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

Yes. Sufficient funding has been approved and provided for FY18 and FY19.

**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 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.

The Agency's Disability Program in FY 2018 maintained and established new external partnerships with professional organizations and universities. The Agency also conducted outreach at conferences to connect with large numbers of potential job seekers with disabilities to encourage them to apply for employment at CIA. We continued partnerships with Disability IN (formerly U.S. Business Leadership Network), National Association of the Deaf, and California State University Assistive Technology Conference, and established new relationships with the American Federation of the Blind and the Assistive Technology Industry Association. We also conducted outreach at job fairs for persons with disabilities at George Mason University, Gallaudet University, Rochester Institute of Technology, and multiple Equal Opportunity Publications job fairs. The Agency also developed tailored outreach and recruiting events for persons with disabilities at San Diego State University and the University of Texas at Austin. We also continued a targeted media campaign to reach out to potential applicants with disabilities.

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 PWTDD for positions in the permanent workforce

Although the Agency is exempt from Schedule A, DIO in partnership with TAO created an Ability Talent Broker role to facilitate the processing of PwD from application to onboarding.

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.

N/A

- 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 N/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.

The Agency’s Disability Program has established partnerships with PwD-related external groups, executes a marketing campaign targeting PwD, and attends several conferences and schools with an emphasis on PwD and PwTD. Furthermore, DIO, in partnership with TAO, put in place an Ability Talent Broker to serve as a POC for external disability employment organizations, and is considering a new partnership with an organization that assists PwD and PwTD with professional development and employment opportunity identification. DIO is also working to establish a dedicated Disability Outreach Program Manager in FY 2019.

**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

Among the new hires in the permanent workforce, a trigger exists for PWD (3.91%) which falls below the benchmark of 12%. The Agency is meeting the 2% benchmark for PWTD in new hires to the permanent workforce.

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 the absence of Mission Critical Occupation data tables, the Agency has used the Major Occupation data tables to identify triggers. The Agency has identified triggers for new hires in all of our major occupations for PWD, and all major occupations other than 0391 and 0346 for PWTD.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	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 N/A
- b. Qualified Applicants for MCO (PWTD) Answer N/A

The Agency currently is unable to provide internal applicant flow data. A plan to address this deficiency is included in Part H.

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 N/A
- b. Promotions for MCO (PWTD) Answer N/A

The Agency currently is unable to provide internal applicant flow data. A plan to address this deficiency is included in Part H.

## 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 Agency continues to make enhancements to its reasonable accommodations, IT and facility accessibility programs to ensure all officers have the tools and resources they need to be competitive for advancement opportunities. The Agency is also creating an Accessibility Strategy which will create a project team to assess the growth, development, and potential career barriers for both PwD and PwTD in the Agency. Implementation of the strategy will have oversight from the Agency’s Office of the Chief Operating Officer.

### B. CAREER DEVELOPMENT OPPORTUNITES

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

The Learning Enterprise (LE) offers a variety of learning opportunities at CIA for all Agency employees and is responsible for a majority of internal formal learning programs. Courses are organized into categories aligned to the Professional Development Model, including: Leadership Attributes, Intelligence Acumen, and Tradecraft Excellence. The Agency also supports numerous external training and career development opportunities. The Agency is sensitive to the needs of all students and offers accommodations for PwD and PwTD officers. However, the Agency does not track the disability status of officers seeking training,

or requests for accommodation specifically for training purposes.

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs						
Fellowship Programs						
Mentoring Programs						
Coaching Programs						
Training Programs						
Detail Programs						
Other Career Development Programs			4.05%	4.38%	1.5%	1.5%

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 No

PwD are represented in the applicant pool for two career development programs at 4.05%, but represent 5.43% of the overall workforce.

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

Out of the PwD and PwTD population, 56% and 65% received awards respectively. Since only 49.5% of officers with no disabilities received awards, we have no trigger for awards, bonuses, and incentives.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %

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 Yes

b. Pay Increases (PwTD) Answer Yes

Out of the PwD and PwTD population, 1% and 0.91% received QSIs respectively. 1.2% of officers with no disabilities received QSIs, therefore triggers exist for both PwD and PwTD.

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

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

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

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

## 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 Yes

ii. Internal Selections (PWD) Answer Yes

b. Grade GS-15

i. Qualified Internal Applicants (PWD) Answer Yes

ii. Internal Selections (PWD) Answer Yes

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer Yes

ii. Internal Selections (PWD) Answer Yes

d. Grade GS-13

i. Qualified Internal Applicants (PWD) Answer Yes

ii. Internal Selections (PWD) Answer Yes

The Agency does not currently collect data in this format, however our barrier analysis indicates that PwD were promoted at a rate that was lower than non-disabled officers at every 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 Yes
- ii. Internal Selections (PwTD) Answer Yes

b. Grade GS-15

- i. Qualified Internal Applicants (PwTD) Answer Yes
- ii. Internal Selections (PwTD) Answer Yes

c. Grade GS-14

- i. Qualified Internal Applicants (PwTD) Answer Yes
- ii. Internal Selections (PwTD) Answer Yes

d. Grade GS-13

- i. Qualified Internal Applicants (PwTD) Answer Yes
- ii. Internal Selections (PwTD) Answer Yes

The Agency does not currently collect data in this format, however our barrier analysis indicates that PwD were promoted at a rate that was lower than non-disabled officers at every 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 Yes

No PwD triggers exist for new hires to SES (there were none), GS-15 (no qualified applicants claimed a disability), or GS-14 (the proportion of new hires 11.11% exceeded the qualified applicant benchmark of 10.53%). For new hires to GS-13, the new hires 4.4% is below the qualified applicant benchmark of 7.87%.

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

No triggers exist for PwTD among new hires to the senior grade levels.

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 Yes
  - ii. Internal Selections (PWD) Answer Yes
- c. Supervisors
  - i. Qualified Internal Applicants (PWD) Answer Yes
  - ii. Internal Selections (PWD) Answer Yes

The Agency does not currently have the capability to report internal applicant flow data. The plan to address this deficiency is included in Part H. Based on our barrier analysis, we assess that triggers likely exist.

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 Yes
  - ii. Internal Selections (PWTD) Answer Yes
- b. Managers
  - i. Qualified Internal Applicants (PWTD) Answer Yes
  - ii. Internal Selections (PWTD) Answer Yes
- c. Supervisors
  - i. Qualified Internal Applicants (PWTD) Answer Yes
  - ii. Internal Selections (PWTD) Answer Yes

The Agency does not currently have the capability to report internal applicant flow data. The plan to address this deficiency is included in Part H. Based on our barrier analysis, we assess that triggers likely exist.

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 |

The Agency does not hire externally for supervisory positions as a regular practice.

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

The Agency does not hire externally for supervisory positions as a regular practice.

## 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 N/A

N/A (The Agency is exempt from Schedule 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 | Yes |
| b. Involuntary Separations (PWD) | Answer | Yes |

The voluntary separation rate was 5% for PWD and the involuntary separation rate was 0.2%, compared to a voluntary separation rate of 4% and an involuntary separation rate of 0.1% for persons without disabilities.

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

- a. Voluntary Separations (PWTD) Answer Yes
- b. Involuntary Separations (PWTD) Answer Yes

The voluntary separation rate was 6% for PwTD and the involuntary separation rate was 0.3%, compared to a voluntary separation rate of 4% and an involuntary separation rate of 0.1% for persons without targeted disabilities.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
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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.

The Agency’s Exit Interview does not inquire as to a detailed reason for separation in a quantifiable manner. The Agency added the capability to collect disability demographic data from its exit interviews beginning in FY19, and will analyze that data and report the results in its FY20 report.

**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.

National security systems are exempt under Section 508 of the Rehabilitation Act of 1974. Nevertheless, the Agency strives to enhance the accessibility of our systems, as described here: [www.cia.gov/about-cia/accessibility](http://www.cia.gov/about-cia/accessibility). Additionally, information about how to file an EEO complaint is posted here: [www.cia.gov/office-of-cia/equal-employment-opportunity](http://www.cia.gov/office-of-cia/equal-employment-opportunity).

- 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.

The CIA complies with federal law as it applies to existing facilities.

- 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 Agency is creating an Accessibility Strategy which will create a project team to assess and enhance the accessibility of Agency facilities and IT applications. Agency policy changes are being implemented to create an accessibility review process before new applications are launched. Additional facility investments are also being made to enhance the accessibility of conference rooms, training facilities, and flexible workspaces.

**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.)

Although some reasonable accommodation requests were approved and provided within the same business day (8.69%), the average time for processing an initial request for accommodation in FY18 was 41.3 business 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.

In addition to providing in-depth reasonable accommodation training to all disability and reasonable accommodation program staff and partners, the reasonable accommodation staff also met weekly as a team to review all pending reasonable accommodation requests to quickly identify any delays or required special actions. Revised reasonable accommodation procedures were drafted and provided to the EEOC for review, and specialized training for managers and supervisors was also initiated by OGC at the conclusion of FY 2018. The Agency will include the impact of the new RA procedures and specialized RA training in the FY 2019 MD-715 Report. Refer to Section VII for Barrier Analysis plan.

**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 Agency established and implemented PAS procedures—which have been sent to the EEOC and posted on our website—monitored requests, and pursued additional contract personnel to support growing demands for PAS. The Agency has been able to support both temporary and permanent employees requiring PAS because of a targeted disability.

**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.

Not applicable. There were no findings of discrimination against the Agency in FY18.

**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.

Not applicable. There were no findings of discrimination against the Agency in FY18.

## Section VIII: Identification and Removal of Barriers

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

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

Answer Yes

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

Answer Yes

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

<p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>		<p>Not meeting Federal goals for representation of PWD and PWTD in the Agency Workforce</p>		
<p><b>STATEMENT OF BARRIER GROUPS:</b></p>		<p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p>		
<p><b>BARRIER ANALYSIS:</b></p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>				
<p><b>STATEMENT OF IDENTIFIED BARRIER:</b></p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>		<p>Barrier analysis is ongoing, however focused project teams developed during implementation of the Agency's accessibility strategy will complete this barrier analysis in onward fiscal year(s)</p>		
<p><b>Objective</b></p>		<p>Enhance recruitment, processing, and onboarding to achieve federal diversity goals.</p> <p><b>Date Objective Initiated</b>   Oct 1, 2017</p> <hr/> <p><b>Target Date For Completion Of Objective</b>   Sep 30, 2023</p>		
<p><b>Responsible Officials</b></p>		<p>Sonya H. Chief, Diversity and Inclusion Officer</p> <p>S. D. Chief, Talent Acquisition</p>		
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 Ability Talent Broker position to facilitate applicant RA requests; provide application-to-EOD expediting and tracking.	Yes		09/30/2018
09/30/2019	Conduct barrier analysis of applicant processes	Yes		
09/30/2019	Establish Accessibility Resource Center on CIA.gov (accessible from all pages)	Yes		
06/01/2019	Establish a Customer Engagement Specialist position to increase collaboration with and use of Agency Resource Groups to build relationships with target populations.	Yes		
09/30/2019	Modify Agency website and provide specialized application services to ensure PWD and PWTD can effectively complete application forms.	Yes		
09/30/2019	Enhance targeted recruitment and affinity building activities through integration of DIO and TAO outreach and recruitment components.	Yes		
06/01/2019	Refresh and enhance disability marketing plans	Yes		
Fiscal Year	Accomplishments			
2018	Ability Talent Broker position established.			

<p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>PWD and PWTD are not advancing at the same rate as the non-disabled workforce</p>				
<p><b>STATEMENT OF BARRIER GROUPS:</b></p>	<p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p>				
<p><b>BARRIER ANALYSIS:</b></p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>					
<p><b>STATEMENT OF IDENTIFIED BARRIER:</b></p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>Current structure and requirements of some Agency occupations do not fully enable PWD and PWDT to compete equally.</p>				
<p><b>Objective</b></p>	<p>Achieve equivalency in opportunity and experience for all Agency employees.</p> <table border="1" data-bbox="443 951 1513 1098"> <tr> <td data-bbox="443 951 649 1014"><b>Date Objective Initiated</b></td> <td data-bbox="657 951 1513 1014">Jun 1, 2018</td> </tr> <tr> <td data-bbox="443 1014 649 1098"><b>Target Date For Completion Of Objective</b></td> <td data-bbox="657 1014 1513 1098">Sep 30, 2023</td> </tr> </table>	<b>Date Objective Initiated</b>	Jun 1, 2018	<b>Target Date For Completion Of Objective</b>	Sep 30, 2023
<b>Date Objective Initiated</b>	Jun 1, 2018				
<b>Target Date For Completion Of Objective</b>	Sep 30, 2023				
<p><b>Responsible Officials</b></p>	<p>Sonya H. Chief, Diversity and Inclusion Officer</p> <p>Evetta H. Director, Office of Equal Employment Opportunity</p> <p>Helen T. Chief, Talent Management Office</p> <p>-- Chief, Office of Facilities</p> <p>-- Chief Information Officer</p>				

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
11/30/2018	Launch Reasonable Accommodation training for managers and staff	Yes		11/30/2018
09/30/2019	Enhance Agency's voice-to-text capabilities to facilitate greater accessibility of and interaction with Agency systems.	Yes		
06/01/2018	Establish COO-level Tiger Team to expedite the pace of CIA accessibility enhancements	Yes		06/01/2018
08/31/2018	Articulate as a core objective in the Agency Strategic Plan achieving a diverse and inclusive workforce.	Yes		08/20/2018
06/30/2019	Launch the Agency's Accessibility Strategy	Yes		
12/31/2019	Conduct a detailed qualitative Barrier Analysis of PWD and PWTB promotion rates to identify possible barriers.	Yes		
06/30/2019	Establish COO-level council to oversee/provide executive-level oversight for the implementation of the Agency's Accessibility Strategy.	Yes		
12/31/2019	Establish web-based training for all managers and employees to increase awareness of accommodation requirements, resources, and responsibilities.	Yes		
09/30/2019	Expand Agency efforts to effectively capture totality of PWD workforce through a campaign to raise awareness and self-identification rates for the purpose of enhanced data analysis.	Yes		
05/30/2019	Create robust product owner-developer-user process and accessibility control gate to ensure applications meet accessibility guidelines prior to deployment.	Yes		
12/31/2019	Refresh CIA's facilities accessibility baseline allowing for informed prioritization of physical accessibility upgrades.	Yes		
09/30/2019	Expand stock of on-hand accessibility equipment and enhance business process SOPs to reduce turnaround time for most accommodation requests	Yes		
<b>Fiscal Year</b>				
<b>Accomplishments</b>				
2018	Establish COO-level Tiger Team to expedite the pace of CIA accessibility enhancements			
2018	Articulate as a core objective in the Agency Strategic Plan achieving a diverse and inclusive workforce			
2019	Launch RA training for managers and staff			

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

With several of our planned activities requiring analysis across multiple offices, the current lack of IT infrastructure to capture data needed to execute future planned activities with regards to PWD and PWTB is a factor. Also, in systems where self-identification is allowed, there is a reluctance of officers to disclose their disability status which limits the Agency's ability to develop a data-driven plan.

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

The impact of the completed activities (launch of reasonable accommodations database, creation of Ability Talent Broker position, and completion of Reasonable Accommodation and PAS Procedures) has allowed us to enhance customer communication,, track processes, and analyze data related to meeting our timeliness standards.

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.

Correcting the barriers will require an ongoing process with multiple phases. Each fiscal year will build onto the accomplishments of the previous, with quarterly and annual progress tracking and analysis.