

## 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 PWD percentages in both clusters were below the benchmark of 12%. • GS-1 to GS-10 cluster = 4.22% • GS-11 to SES cluster = 6.81%

\*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 PWTD percentages in both clusters were below the benchmark of 2%. • GS-1 to GS-10 cluster = 1.05% • GS-11 to SES cluster = 1.67%

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

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

In FY24, Talent Acquisition Office (TAO) recruiters were made aware of the Agency's efforts to recruit for PWD. TAO communicated the annual occupational hiring requirements for each fiscal year via TAO's Annual Recruitment Seminar which was attended by recruiters and hiring advisors who provide support at recruitment events, as well as assessment in hiring decisions. The Talent Center had dedicated programs focused on outreach with PWDs (to include neurodiverse) at academic institutions and professional organizations. The CIA does not appoint its employees under Title 5, Schedule A, and instead hires its employees under Section 8 of the CIA Act, therefore, the CIA does not have mandatory hiring goals for PWD.

## 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

In FY24, the CIA had sufficient qualified personnel to implement its outreach programs.

- 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	
Special Emphasis Program for PWD and PWTD	2	0	0	Talent Acquisition Office
Architectural Barriers Act Compliance	0	0	1	Ability Solutions Group and Office of Facilities and Mission Delivery
Section 508 Compliance	0	0	1	Ability Solutions Group and Information Technology Enterprise
Processing reasonable accommodation requests from applicants and employees	8	0	0	Ability Solutions Group + Talent Acquisition Office
Answering questions from the public about hiring authorities that take disability into account	0	1	0	Office of Public Affairs and Talent Acquisition Office
Processing applications from PWD and PWTD	0	0	0	Talent Acquisition Office

- 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 Office of General Counsel (OGC) continues to provide ongoing training and support to both Ability Solutions Group management and staff on the rules and procedures governing the provision of reasonable accommodations (RA). Individuals

responsible for RA continue to be provided training opportunities through the National Employment Law Institute and the ADA Symposium to deepen understanding of the Americans with Disabilities Act. Finally, sign language interpreters, readers, and assistive technology specialists regularly participate in training on job-specific duties to ensure the highest level of service delivery.

## **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

In FY24, CIA had sufficient resources to continue the advancement of purposeful outreach to academic and professional groups that served underrepresented communities, such as persons with disabilities, and neurodiverse communities.

## **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.

In FY24, the Talent Acquisition Office (TAO) had two separate Program Managers focused on the PWD community. The Persons with Disabilities (PWD) Outreach and Recruitment Program Manager (PM) and the Neurodiversity Outreach and Recruitment PM, focused on the neuro-distinct community. Both PMs lead efforts to increase awareness of CIA career opportunities for PWD, conducting outreach to professional organizations that advocate for PWD, attend recruitment events to engage one-on-one with potential applicants, and worked to identify ways to work more effectively with the PWD community to highlight career opportunities at CIA.

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

CIA does not appoint employees under Title 5, Schedule A and instead hires employees under Section 8 of the CIA Act. Moreover, the CIA does not have a separate hiring pool for applicants with disabilities (ex. falling under Schedule A).

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The CIA does not have a separate hiring pool for applicants with disabilities (ex. falling under Schedule A). If a PWD expresses interest in and/or applies to a position at the CIA, the individual would follow the standard process. Individuals needing accommodations can find helpful information under Accessibility on the CIA website. Information on an applicant’s disability status is considered personal identifying information and is not shared with hiring officials. The individual would request accommodations/accessibility concerns as needed throughout each phase of processing via the appropriate contact numbers provided.

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

CIA does not appoint employees under Title 5, Schedule A, and instead, hires employees under Section 8 of the CIA Act. Although the CIA does not use Schedule A, it is fully committed to hiring PWD. In addition, the Ability Talent Broker briefs on the CIA’s reasonable accommodation programs at outreach events, hiring blitzes, and within the Talent Acquisition Office to familiarize hiring officials with available support for PWD.

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

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

In FY24, the Talent Center had two separate Program Managers focused on the PWD community and leveraged partnerships with PWD-related professional organizations, and academic institutions.

## 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 No

b. New Hires for Permanent Workforce (PWTD) Answer No

The percentage of Permanent Workforce PWD new hires (14.55%) is above the benchmark of 12%, indicating no trigger. The percentage of Permanent Workforce PWTD new hires (2.53%) is above the benchmark of 2%, indicating no trigger.

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

The Agency identified 12 mission critical occupations for this review. For New Hire MCO PWD, the Agency noted triggers for 5 of the 12 mission critical occupations (0132, 0201, 0341, 0346, and 1102) where the external selection percentage was more than 2 percentage points below the qualified external applicant percentage. For New Hire MCO PWTD, the Agency noted a trigger for 27 of the 12 occupations (0201, 0340, 0341, 0346, 0560, 0905, and 1102).

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

The Agency identified 12 mission critical occupations for this review. A rank in-person system is used at the Agency. Promotions are not occupation-dependent. The Agency reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. The Internal Applicants were used instead, which represents the entire pool of applicants. Triggers were found for PWD and PWTD with the percent of internal applicants falling more than two percent below the relevant applicant pool benchmark. • Internal Applicant PWD Triggers for one occupation (0346, 0505, 0905, and 1102). • Internal Applicant PWTD Triggers for one occupation (1102, and 2210).

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

The Agency identified 12 mission critical occupations for this review. A rank in-person system is used at the Agency. Promotions are not occupation-dependent. The Agency reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. Internal Applicants was used instead. Triggers were found for both the PWD and PWTD with the percent of internal selections falling more than two percent below the internal applications percentage. • Promotion PWD Triggers for two occupations (0802, and 0201). • Promotion PWTD Triggers for two occupations (0340, and 0560).

## 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.

In FY24, CIA conducted initial focus groups on accessibility issues across the enterprise, which is assessed to be a factor in ensuring PWD have sufficient opportunities for advancement. CIA was working on a number of initiatives. CIA was finalizing updated equity assurance training and reference aids for career panels that incorporate information on PWD. CIA introduced web-based tools for speech to text transcribing as well as captioning of virtual meetings. CIA was working to ensure leadership courses meet accessibility standards. CIA established the Facilities Accessibility Website (FAW) that catalogs accessibility features in CIA facilities abroad, providing information for officers with disabilities to aid their decision-making on overseas Permanent Change of Station (PCS) or Temporary Duty (TDY) opportunities. Data on the accessibility features located in the in facilities within the

United States will be added to the FAW during the next phase of website development. The data collected in the FAW will also inform enterprise-level decision-making to prioritize facility upgrades.

## B. CAREER DEVELOPMENT OPPORTUNITIES

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

The Talent Center offers a variety of learning opportunities for all employees and is responsible for a majority of internal formal learning programs. Courses are organized into categories aligned to the Professional Development Model to include Leadership Attributes, Intelligence Acumen, and Tradecraft Excellence. The CIA also supports numerous external training and career development opportunities. External development opportunities include externships and fellowships with academia, military academies, and national labs. Internally, the CIA supports career development with clear career expectations, opportunities to take on challenging assignments, and development resources such as mentoring, coaching, and other sources of feedback and guidance.

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	n/a	n/a	n/a	n/a	n/a	n/a
Fellowship Programs	n/a	n/a	n/a	n/a	n/a	n/a
Mentoring Programs	n/a	n/a	n/a	n/a	n/a	n/a
Coaching Programs	n/a	n/a	n/a	n/a	n/a	n/a
Training Programs	n/a	n/a	n/a	n/a	n/a	n/a
Detail Programs	n/a	n/a	n/a	n/a	n/a	n/a
Other Career Development Programs	n/a	n/a	6.47%	5.84%	1.66%	1.60%

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 N/A

b. Selections (PWD)

Answer No

Data regarding “Other Career Development Programs” is based on participation by GS-13 and GS-14 officers in the CIA’s Leadership on the Line (LOTL) training program, and by GS-15 officers in the CIA’s Managing and Leading Change from the Middle (MALCM) training program. These courses require Career Service Board or equivalent approval to participate. Participation in LOTL and MALCM programs is based on a selection process that varies by Directorate and career service. Figures on applicants are therefore based on those officers who had not yet taken these programs but were considered eligible to do so. Figures on selectees are based on those officers who took the programs during the fiscal year. Although other categories listed above may include supervisory approval, they generally involve very little to no competition and do not require supervisory recommendation to participate. Therefore, data is not provided for the other categories listed above. Using the eligible population as the benchmark for selection, none of the PWD selection rates were more than two percentage points below the benchmark, therefore no triggers were identified. (An applicant group is not available for comparison.)

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 N/A

b. Selections (PWTD)

Answer No

Using the eligible population as the benchmark for selection, none of the PWTD selection rates were more than two percentage points below the benchmark, therefore no triggers were identified. (An applicant group is not available for comparison.)

## 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, &amp; Incentives (PWD)

Answer Yes

b. Awards, Bonuses, &amp; Incentives (PWTD)

Answer Yes

In terms of the Time-Off Awards, there were no triggers for PWD and PWTD. In terms of the Cash Awards, there were triggers for both PWD and PWTD with the percentages more than two percentage points lower than the persons without disabilities inclusion rate. • PWTD for \$1000-\$1999 and for \$2000 - \$2999. • PWD for \$5000 or more.

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 No

b. Pay Increases (PWTD)

Answer No

In terms of quality step increases, PWD and PWTD were both less than two percentage points below the inclusion rate benchmark, therefore no triggers were identified.

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

a. Other Types of Recognition (PWD)

Answer N/A

b. Other Types of Recognition (PWTD)

Answer N/A

N/A, CIA only uses three types of awards – Lump Sum cash awards, Time-off awards and Quality Step Increases (QSI).

## 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 N/A |
| ii. Internal Selections (PWD)          | Answer No  |

The CIA reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. For SES, GS-15, and GS-14, Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. The percentages for PWD for GS-15 were more than two percentage points below the respective benchmarks, therefore triggers were identified. The CIA does not have internal applicants for GS-13 positions, so comparisons were only made between the Relevant Applicant Pool and Internal Selections. The PWD selections were less than two percentage points below the respective applicant benchmarks, therefore no triggers were identified.

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 No  |
| c. Grade GS-14                          |            |
| i. Qualified Internal Applicants (PWTD) | Answer No  |
| ii. Internal Selections (PWTD)          | Answer No  |
| d. Grade GS-13                          |            |
| i. Qualified Internal Applicants (PWTD) | Answer N/A |
| ii. Internal Selections (PWTD)          | Answer No  |



The CIA reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. For SES, GS-15, and GS-14, Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. None of the percentages for PWTD were more than a two percentage points below the respective benchmarks, therefore no triggers were identified. The CIA does not have internal applicants for GS-13 positions, so comparisons were only made between the Relevant Applicant Pool and Internal Selections. The PWTD selections were less than two percentage points below the respective applicant benchmarks, therefore no triggers were identified.

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	Yes
d. New Hires to GS-13 (PWD)	Answer	Yes

The CIA only hires external candidates into senior positions in exceptional circumstances. In terms of new hires to senior grade levels, a trigger was noted for GS-14, and GS-13 PWD. The Interviewed Applicants were used in place of Qualified Applicants, because the agency does not assign pay grade until the Interviewed Applicant stage. The selections were less than the respective interviewed applicant benchmark value and met the required condition of being more than 2% less than the respective interviewed applicant benchmark value.

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	Yes

The CIA only hires external candidates into senior positions in exceptional circumstances. In terms of new hires to senior grade levels, a trigger was noted for GS-13 PTWD. The Interviewed Applicants were used in place of Qualified Applicants, because the agency does not assign pay grade until the Interviewed Applicant stage. The selections were less than the interviewed applicant benchmark value and met the required condition of being more than 2% less than the respective interviewed applicant benchmark value.

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	No
ii. Internal Selections (PWD)	Answer	No

## b. Managers

i. Qualified Internal Applicants (PWD)	Answer	N/A
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ii. Internal Selections (PWD)	Answer	N/A
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## c. Supervisors

i. Qualified Internal Applicants (PWD)	Answer	N/A
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ii. Internal Selections (PWD)	Answer	N/A
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The Agency reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. The Agency defines Executives as SES officers. Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. None of the percentages for PWD were more than a two percentage points below the respective benchmarks, therefore no triggers were identified for Executives. CIA is a Rank in Person organization. The promotion process is separate from the process for obtaining a manager or supervisor position within the CIA. Promotions are related to career service and grade level and not positions. Officers are not promoted to manager or supervisor positions. Therefore, relevant PWD promotion data is not available for this section.

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
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ii. Internal Selections (PWTD)	Answer	No
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## b. Managers

i. Qualified Internal Applicants (PWTD)	Answer	N/A
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ii. Internal Selections (PWTD)	Answer	N/A
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## c. Supervisors

i. Qualified Internal Applicants (PWTD)	Answer	N/A
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ii. Internal Selections (PWTD)	Answer	N/A
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The CIA reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. The Agency defines Executives as SES officers. Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. None of the percentages for PWTD were more than a two percentage points below the respective benchmarks, therefore no triggers were identified for Executives. CIA is a Rank in Person organization. The promotion process is separate from the process for obtaining a manager or supervisor position within the CIA. Promotions are related to career service and grade levels and not specific positions. Therefore, relevant PWTD promotion data is not available for this section.

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
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b. New Hires for Managers (PWD)	Answer	N/A
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c. New Hires for Supervisors (PWD)

Answer N/A

In general, the CIA does not hire externally for specific manager positions. Officers are hired for career services and at specific grade levels. This is separate from the positions. Therefore, relevant PWD hiring data was not available for this section.

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 N/A

c. New Hires for Supervisors (PWTD)

Answer N/A

In general, the CIA does not hire externally for specific manager or supervisor positions. Officers are hired for career services and at specific grade levels. This is separate from the positions. Therefore, relevant PWTD hiring data was not available for this section.

## 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 CIA 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 No

b. Involuntary Separations (PWD)

Answer No

Voluntary separations include resignations and retirement. Involuntary Separations include removals. Other Separations include Death and Expiration of Appointment. It did not seem appropriate to include officers who died with officers who were removed. The rates for voluntary, involuntary, and other separations were not greater than two percentage points higher than the relevant inclusion rate benchmark, therefore no triggers were identified.

Separations	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 No

b. Involuntary Separations (PWTD)

Answer No

Voluntary separations include resignations and retirement. Involuntary Separations include removals. Other Separations include Death and Expiration of Appointment. It did not seem appropriate to include officers who died with officers who were removed. The rates for voluntary, involuntary, and other separations were not greater than two percentage points higher than the relevant inclusion rate benchmark, therefore no triggers were identified.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
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- 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.

N/A, no trigger exists for PWD and/or PWTD for separation rates.

## 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.

- 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/about/organization/equal-employment-opportunity/](http://www.cia.gov/about/organization/equal-employment-opportunity/).

- 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. Information regarding the Architectural Barriers Act is posted at: [www.cia.gov/careers/working-at-cia/accessibility/](http://www.cia.gov/careers/working-at-cia/accessibility/). Additionally, information about how to file an EEO complaint is posted here: [www.cia.gov/about/organization/equal-employment-opportunity/](http://www.cia.gov/about/organization/equal-employment-opportunity/).

- 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.

In FY24, CIA introduced a new application designed to enhance legibility and readability for individuals with neurodiverse conditions, particularly those with dyslexia. CIA also established the Facilities Accessibility Website (FAW) that catalogs accessibility features in CIA facilities abroad, providing information for officers with disabilities to aid their decision-making on overseas Permanent Change of Station (PCS) or Temporary Duty (TDY) opportunities. Data on the accessibility features located in facilities within the United States will be added to the FAW during the next phase of website development. The data collected in the FAW will also inform enterprise-level decision-making to prioritize facility upgrades. To streamline the process by which individuals request reasonable accommodations related to travel, the Ability Solutions Group also completed IT development work to allow for linking its reasonable accommodations processing tool to the agency's travel system called the OneTravel tool. When parallel IT development work is completed on OneTravel information on officers' airline-related reasonable accommodations approvals will feed automatically into CIA's travel booking and budgeting system.

## 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 CIA's Ability Solutions Group (ASG) responds expeditiously to requests for reasonable accommodations. In FY24, ASG was able to deliver requests within 25 business days and was in communication compliance, reaching out to customers every 10 days to provide the status of their requests. ASG keeps a list of cases that have extenuating circumstances and maintains close scrutiny of these cases until they are fulfilled.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

CIA's Shared Unified Reasonable Accommodations Enterprise (SUNRAE) system continues to enable expedited and direct communication with customers regarding reasonable accommodation requests. The Ability Solutions Group continues to add new features to SUNRAE to increase automation and transparency. Metrics produced by SUNRAE are used to identify gaps in service as well as monitor trends in support and types of support. Overall, this system has elevated the customer/client relationship by providing a necessary feedback loop. ASG also offers customized briefings to educate managers and supervisors on best practices for supporting employees with reasonable accommodations.

## 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 CIA's reasonable accommodation system affords officers the ability to request all types of reasonable accommodations including personal care assistance (PCA). PCA continues to evolve each year and has proven to be effective. The CIA has dedicated personal care assistants available to respond to requests from staff. CIA's Ability Solutions Group is looking to expand the number PCAs available to handle increased requests and scope.

## 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.

In FY24, the Agency had one finding of discrimination alleging harassment on the basis of disability. The Final Agency Decision ordered the Agency to search for a vacant, funded position for Complainant, conduct a supplemental investigation to determine and pay damages, train the responsible managers, and post a notice.

## 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.

In FY24, the Agency had one finding of discrimination alleging harassment on the basis of disability. The Final Agency Decision ordered the Agency to search for a vacant, funded position for Complainant, conduct a supplemental investigation to determine and pay damages, train the responsible managers, and post a notice.

## 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 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

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

Activities were underway at the close of FY24, but all barrier analysis has been paused in compliance with executive orders. We are awaiting EEOC guidance on future barrier analysis efforts.

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

In FY24, recruiters and hiring staff were required to attend Unconscious Bias and the Mitigation in Bias for Recruiting training courses to become aware of potential biases which can produce exclusions during the hiring and selection process. The planned activities that were completed in FY24 helped increase the accessibility of Agency facilities and Information Technology systems, which ensured equitable access for PWD in hiring and retention.

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.

CIA was continuing to evaluate what additional procedures and processes could be improved to increase the recruitment of qualified candidates. CIA was expanding the FY20 – FY22 Application to Conditional Offer of Employment (COE) Barrier

Analysis to account for FY23 hiring data. The inclusion of FY23 hiring data would potentially provide a pattern of predictive factors that are consistent within the different hiring elements and could be used to correct the identified triggers. CIA was conducting longer-term strategic reviews of our recruitment process and examining the effectiveness of the career development programs in preparing PWD for advancement opportunities. Through these initiatives, we were working to address the root issues of these triggers beyond increasing accessibility.