

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

CIA OEEO received the 2020 Intelligence Community Equal Employment Opportunity and Diversity (EEOD) Outstanding Program Achievement award serving as the model for the Intelligence Community.

*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 1.54%, and 1.52% in the GS-11 to SES cluster in FY20; 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	0	0	0.00	0	0.00
Grades GS-11 to SES	0	0	0.00	0	0.00

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. Additionally, TAO has a dedicated outreach recruiter focused on recruiting PwD. The Ability Talent Broker (ATB) also works collaboratively with the recruiters to reinforce these goals, provide training for recruiters, and ensure enterprise action on applicant requests for reasonable accommodations. The ATB serves as the primary point of contact (POC) for applicants who require reasonable accommodations during the application, interview, hiring, and onboarding processes.

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

- 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	0	0	0	Talent Acquisition Office
Architectural Barriers Act Compliance	0	0	0	Diversity and Inclusion Office and Office of Facilities and Mission Delivery
Section 508 Compliance	0	0	0	Diversity and Inclusion and Information Technology Enterprise
Processing reasonable accommodation requests from applicants and employees	0	0	0	Diversity and Inclusion Office
Answering questions from the public about hiring authorities that take disability into account	0	0	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) provides ongoing training and support to both DIO management and the Reasonable Accommodations staff on the rules and procedures governing the provision of reasonable accommodations. Managers within DIO responsible for reasonable accommodations also have pursued outside training through the National Employment Law Institute to deepen their understanding of the Americans with Disabilities Act. In addition, RA team members— including sign language interpreters, readers, and assistive technology specialists—regularly take training on job specific duties to ensure the highest level of

service delivery. There is a specialized reader training program that all readers take once they come onboard.

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.

The Talent Center’s Diversity Solutions Division in FY 2020 maintained and established external partnerships with professional organizations and universities. The Agency also conducted outreach, primarily through virtual platforms, 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 the National Federation of the Blind, Hearing Loss Association of America, American Foundation of the Blind, Disability IN (formerly U.S. Business Leadership Network), and California State University Assistive Technology Conference. 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 PWTD 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

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 Talent Center’s Diversity Solutions Division 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. DIO, in partnership with TAO, has an Ability Talent Broker who serves 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 established a dedicated Disability Outreach Program Manager, who works in DSD and continues to work within TAO.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If “yes”, please describe the triggers below.

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

Among the new hires in the permanent workforce, triggers exist for PWD (9.40%) and for PWTD (0.68%) because the percentages fall below benchmarks of 12% for PWD and 2% for PWTD.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	0				
% of Qualified Applicants	0				
% of New Hires	0				

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 the purpose of this annual exercise. The Agency noted triggers for PWD in 8 of the 12 occupations; specifically in the following occupational series: 0080, 0132, 0340, 0346, 0560, 0802, 0905, and 1102. The Agency noted triggers for PWTD in 10 of the 12 occupations; specifically in the following occupations series: 0080, 0132, 0201, 0340, 0346, 0560, 0802, 0905, 1102, and 2210. There were no new hires in occupation series 0505.

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 does not review applicants to internal vacancies to assess if they are qualified or not. Therefore, the Agency does not have data for qualified internal applicants and cannot calculate a trigger for this metric.

- 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 does not review applicants to internal vacancies to assess if they are qualified or not. The Agency uses a rank in-person system, and promotions are not occupation-dependent. Therefore, the Agency does not have data for qualified internal applicants and cannot calculate a trigger for this metric.

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 Strategy was kicked off in September 2019; the Accessibility Governance Board, which is chaired by the Agency’s Chief Strategy Officer, oversees Implementation of the strategy. Since the kickoff of the strategy, the project teams have made the following strides: • Added 20 ADA parking spots, to include vans, to buildings where training is taking place. • Incorporated information on PwD into the equity assurance training and reference aids for career panels, will launch in 2021. • Developed a Priority Applications List that determines which applications across the agency need remediation and the priority for tackling them. • Developing videos to increase recruitment of PwD by showcasing agency PwD and short videos to showcase diversity and increase retention and understanding of working with PwD. • Transcription capability will be available for PwD to allow for participation in meetings and conversations when an SLI is unavailable. • Communication Access Real-Time Translation will be available in Spring 2021.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The Talent Center offers a variety of learning opportunities at the Agency 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 to include, 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. Talent Center developed an instructor guide with tips for ensuring class is accessible

to all students and has other resources related to accessibility posted on the internal website. The Agency does not track the disability status of officers seeking training or requests for reasonable accommodations 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 (%)
Other Career Development Programs	n/a	n/a	5.78%	4.67%	1.52%	1.37%
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

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

For PWD, the applicants and selections rates were within two-percentage point difference from the benchmark, so no trigger exists.

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

For PWTD, the applicants and selections rates were within two-percentage point difference from the benchmark, so no trigger exists.

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

The Agency noted triggers for PWD in regards to cash awards of \$1000 - \$1999, \$2000 - \$2999, and \$5000 or more. The Agency noted triggers for PWTD with time-off awards of 31-40 hours as well as cash awards of \$2000-\$2999 and \$5000 or more.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 1 - 10 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 1 - 10 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$501 - \$999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$501 - \$999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$1000 - \$1999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$1000 - \$1999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$1000 - \$1999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$2000 - \$2999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$2000 - \$2999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$2000 - \$2999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$3000 - \$3999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$3000 - \$3999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$3000 - \$3999: Average Amount	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$4000 - \$4999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Average Amount	0	0.00	0.00	0.00	0.00

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

For both PWD and PWTD, the inclusion rate was within two-percentage point difference from the benchmark, so no trigger exists.

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

N/A

D. PROMOTIONS

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

- a. SES
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer No
- b. Grade GS-15
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer No

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

The Agency has a trigger for PWD at the GS-13 level because the promotion selection rate (3.85%) is more than 2 percentage points below the internal application rate (6.64%). The Agency does not denote applicants for promotion as qualified or non-qualified. Therefore, the Agency does not have data for qualified internal applicants and cannot calculate a trigger for this metric.

2. Does your agency have a trigger involving PWT D 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 (PWT D) Answer N/A
 - ii. Internal Selections (PWT D) Answer No
- b. Grade GS-15
 - i. Qualified Internal Applicants (PWT D) Answer N/A
 - ii. Internal Selections (PWT D) Answer No
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWT D) Answer N/A
 - ii. Internal Selections (PWT D) Answer No
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWT D) Answer N/A
 - ii. Internal Selections (PWT D) Answer No

There were no rates that were more than two percentage point difference from their respective benchmarks, so no triggers exist. The Agency does not denote applicants for promotion as qualified or non-qualified. Therefore, the Agency does not have data for qualified internal applicants and cannot calculate a trigger for this metric.

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 Yes

- c. New Hires to GS-14 (PWD) Answer Yes
- d. New Hires to GS-13 (PWD) Answer Yes

The Agency does not typically hire external candidates into senior positions. There were triggers for PWD at the GS-15, GS-14, and GS-13 levels. Disability information is not collected until late in the hiring process, so the benchmark for external selections is interview applicants.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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 (PWTB) Answer No
- b. New Hires to GS-15 (PWTB) Answer Yes
- c. New Hires to GS-14 (PWTB) Answer No
- d. New Hires to GS-13 (PWTB) Answer Yes

The Agency does not typically hire at the senior grades. There were triggers for PWTB at the GS-15 and GS-13 levels. Disability information is not collected until late in the hiring process, so the benchmark for external selections is interview applicants.

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

- a. Executives
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
- b. Managers
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A
- c. Supervisors
 - i. Qualified Internal Applicants (PWD) Answer N/A
 - ii. Internal Selections (PWD) Answer N/A

The process for promotion and the process for becoming a supervisor are separate applications within the Agency. Therefore, the Agency does not promote officers to supervisory positions and does not have data for these fields.

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

- a. Executives

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

The process for promotion and the process for becoming a supervisor are separate applications within the Agency. Therefore, the Agency does not promote officers to supervisory positions and does not have data for these fields.

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 typically 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 typically 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 5.3% for PWD and the involuntary separation rate was 0.3%, compared to a voluntary separation rate of 4.7% and an involuntary separation rate of 0.14% for persons without disabilities.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	0	0.00	0.00
Permanent Workforce: Resignation	0	0.00	0.00
Permanent Workforce: Retirement	0	0.00	0.00
Permanent Workforce: Other Separations	0	0.00	0.00
Permanent Workforce: Total Separations	0	0.00	0.00

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 7.72% for PwTD and the involuntary separation rate was 0.59%, compared to a voluntary separation rate of 4.7% and an involuntary separation rate of 0.14% for persons without targeted disabilities.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	0	0.00	0.00
Permanent Workforce: Resignation	0	0.00	0.00
Permanent Workforce: Retirement	0	0.00	0.00
Permanent Workforce: Other Separations	0	0.00	0.00
Permanent Workforce: Total Separations	0	0.00	0.00

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 explore detailed reasons 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. Additionally, information about how to file an EEO complaint is posted here: 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 has developed an Accessibility Strategy that created 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 other common areas including gyms, cafeterias, and flexible work centers. The Agency developed a standardized approach to bolster facility accessibility, including establishing regulations, conducting accessibility surveys, and funding. Further, accessibility planning is now included during the new domestic facility design process.

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 Agency's Disability Program Team responds expeditiously to requests for reasonable accommodations. From the time the request is first made, confirmation to the requestor that the request has been received by the Reasonable Accommodation Program Manager must be completed within a 5-10 day window. A written decision on a case, whether medical documentation is required or not, is required within a 15 day window. After a written decision has been provided, delivery of the requested accommodation should be complete within a 30-day window. If there is a delay in providing the approved accommodation, a written explanation must be sent every 10 business days until completed. These timelines are the maximum number of days for a response. The team consistently processes requests within the established timeframes.

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.

The EEOC approved the Agency's revisions to the reasonable accommodation procedures, which were posted on the internal website dedicated to accessibility. The effectiveness of the approval of the RA procedures was essential to initiating and scoping any future RA projects and implementing objectives outlined in the Agency's Accessibility Strategy. Shortly after this approval, a reasonable accommodations policy and procedures frequently asked questions for managers was created to give front-line leaders a baseline of understanding. The effectiveness of this document has not been determined, as it was published outside of this reporting year. A specialized web-based training for managers and supervisors was initiated and developed by the Office of General Counsel (OGC) at the conclusion of FY 2018. This training is estimated to launch in January 2021. This training will reinforce the approved policies and procedures and provide leadership with a better understanding of reasonable accommodations as a whole. The RA staff meets weekly to proactively address issues and review all pending reasonable accommodation requests to quickly identify any delays, special actions, and discuss RA trends. These meetings have proved to improve the timeliness of completing RA requests

and trend analysis. The Agency’s Accessibility Strategy was launched in FY 2018. The strategy is now in the process of being implemented by specific project leads and senior champions, who are scoping the strategy objectives, obtaining funding (by priority), and collaborating across the Agency to execute the approved initiatives. The effectiveness of the strategy on new RA procedures and specialized RA training will be reported in future reports.

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 EEOC approved the Agency’s revisions to the reasonable accommodation procedures, which indicates a personal care assistant as an RA offering to qualified employees. The effectiveness of the approval of the RA procedures was essential to initiating and scoping any future RA projects. As noted in previous sections the Agency has the Easy Reasonable Accommodations (EZRA), a web-based application for reasonable accommodations request. The Agency has a specialized webpage within EZRA for personal care assistance requests. The Agency has dedicated personal care assistants and on-call assistants available to respond to requests from staff. The EZRA application procedure streamlines the request to instantly populate in a personal care assistant’s queue for immediate coordination with the requester. Additionally, the on-call assistants can address surge requirements and staffing flexibility.

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

Answer No
3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

N/A

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 N/A
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 No

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.

N/A, No findings of discrimination involving a failure to provide a reasonable accommodation in FY19.

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

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 and PwTD are underrepresented in the Agency Workforce, particularly at senior ranks.				
STATEMENT OF BARRIER GROUPS:		<i>Barrier Group</i> People with Disabilities People with Targeted Disabilities				
Barrier Analysis Process Completed?:		Y				
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			
		Unable to effectively attract and process to completion sufficient numbers of PWD and PwTD.	Unable to effectively attract and process to completion sufficient numbers of PWD and PwTD.			
Objective(s) and Dates for EEO Plan						
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description	
09/07/2019	09/30/2019	Yes	10/30/2020		Enhance recruitment processing and on-boarding to achieve federal diversity goals, ensure career development opportunities throughout one's career.	
Responsible Official(s)						
Title		Name		Standards Address The Plan?		
Chief, Ability Solutions Group, DIO		n/a		Yes		
Chief, Diversity and Inclusion Office		n/a		Yes		
Planned Activities Toward Completion of Objective						
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2019	Incorporated PwD into the Agency's equity assurance training and into reference aids provided for career panels.			Yes		09/30/2020
09/30/2019	Provided an interactive rating tool to streamline the accessibility compliance process for applications			Yes		08/31/2020

Planned Activities Toward Completion of Objective				
Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
12/31/2019	Establish web-based training for all managers and employees to increase awareness of accommodation requirements, resources, and responsibilities.	Yes		01/31/2021
09/30/2019	Enhance Agency's voice-to-text capabilities to facilitate greater accessibility of and interaction with agency systems.	Yes	10/31/2020	
Report of Accomplishments				
Fiscal Year	Accomplishment			
2020	Re-energized Accessibility Strategy teams to drive strategy objectives.			
2020	Implemented Information Technology Accessibility consultations for enterprise application development teams; finalized a contract for real-time captioning services			
2020	Established the Accessibility Governance Board			
2020	ADA parking spaces for cars and vans at training facilities; Carpals to provide ride-sharing for officers to carpool to work from home			
2020	Developed standard procedures and an accessibility questionnaire for onboarding			
2020	Completed RA video briefing and developed a reader training program			

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

Limitations on staffing over the last several months due to COVID-19 slowed the work of the Accessibility Strategy project teams. The teams are now fully operational and making gains against the priorities detailed in the Strategy.

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

The Accessibility Governance Board and Accessibility project teams have led directly to an improvement in coordination across the enterprise on accessibility issues and corporate decisions to invest in new applications and programs to help PwD. The new training efforts have improved customer service and performance within DIO.

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

N/A