

AFFIRMATIVE ACTION PLAN

Recruitment, Hiring, Advancement, And Retention of Persons with Disabilities



Fiscal Year 2019

PART J

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

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

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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 C.F.R. § 1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with reportable and 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) Yes **No**
- b. Cluster GS-11 to SES (PWD) **Yes** No

Response: HUD's permanent PWD employees in clusters GS-01 to GS-10 is currently 19% or 80 employees and GS-11 to SES is currently 10.76% or 685 employees.

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.

- c. Cluster GS-1 to GS-10 (PWTD) Yes **No**
- d. Cluster GS-11 to SES (PWTD) Yes **No**

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

Response: In FY19, HUD communicated its numerical goals with hiring managers and recruiters through Department-wide dissemination of its annual MD-715 Report and by conducting an annual State of EEO Brief for the Secretary, Deputy Secretary and senior leadership. In addition, HUD regularly briefs Program Offices, conducts site visits, and performs ad-hoc training sessions on workforce diversity, including hiring goals and attrition rates for PWDs and PWTDs.

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 DISABILITY PROGRAM

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

Yes No

2. Identify all staff responsible for implementing the agency’s disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	# of FTE Staff by Employment Status			Responsible Official (Name, Title, Office, Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTD	1	0	0	Lisa E. Swinney, Selective Placement Coordinator, OCHCO lisa.e.swinney@hud.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Lisa E. Swinney, Selective Placement Coordinator, OCHCO lisa.e.swinney@hud.gov
Processing reasonable accommodation requests from applicants and employees	4	0	0	Erica M. Jones, Reasonable Accommodation Branch Chief, OCHCO erica.m.jones@hud.gov
Section 508 Compliance	0	1	40	Jeffrey Salit, Section 508 Coordinator, OCIO jeffrey.l.salit@hud.gov
Architectural Barriers Act Compliance	0	0	9	Jeanine M. Worden, ABA Coordinator, OGC jeanine.m.worden@hud.gov

Special Emphasis Program for PWD and PWTD	1	0	0	Eric M. Gima, Diversity Program Manager, Affirmative Employment Division, ODEEO eric.m.gima@hud.gov
Processing computer accommodation (Assistive Technology Program) requests from applicants and employees	4	0	0	Jeffrey Salit, Assistive Technology Program Coordinator, OCIO jeffrey.l.salit@hud.gov

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

Response: HUD provided the Reasonable Accommodation Branch (RAB) with a variety of training to enhance their knowledge and understanding on disability related matters and concerns. Specifically, RAB team members participated in onsite and webinar technical trainings provided by the Federal Employee Law Training Group (FELTG).

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. **Yes** No

Response: HUD continues to provide sufficient support and resources to its Disability Employment Program.

Section III: Program Deficiencies in the Disability Program

FedSEP will provide the program deficiencies from the current Part G. We highlighted the Part G questions in green. In the chart below, please list the highlighted Part G questions with “No” answers and provide the agencies’ comments, if any. If there are no program deficiencies, please state “The agency has not reported any program deficiencies involving the disability program.”)

Program Deficiencies:

- Does HUD review disability accommodation decisions/actions to ensure compliance with its written procedures and analyze the information tracked for trends, problems, etc.?
- Are 90% of accommodation requests processed within the time frame set forth in HUD’s procedures for reasonable accommodation?

Objectives:

- Establish a comprehensive Reasonable Accommodation Program (i.e., policies and procedures) and system to track, analyze, and evaluate reasonable accommodation requests of HUD employees, and ensure full compliance with EEOC guidance titled *Procedures for Providing Reasonable Accommodation for Individuals With Disabilities*, Executive Order 13164 titled *Requiring Federal Agencies To Establish Procedures To Facilitate the Provision of Reasonable Accommodation*, Section 501 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act Amendments Act of 2008 (ADAAA).

Accomplishments:

- HUD received EEOC approval of its Reasonable Accommodation Program policies and procedures, which are currently pending union negotiations. Upon completion and CBA execution, they will be disseminated to HUD employees and posted on the HUD.gov website.
- HUD completed user acceptance testing of its new Reasonable Accommodation Portal to monitor, track, facilitate and report on administrative functions and case management of reasonable accommodations requests. HUD’s Reasonable Accommodation Portal is an automated record-keeping system with functions that include secure storage of reasonable accommodation request information, supporting documentation, disposition of requests, decisions and justifications for decisions, appeals, and implementation. It will also track information to hold HUD accountable for timely and appropriate responses to reasonable accommodations requests. Finally, it will facilitate the development and maintenance of a system of records for reasonable accommodation requests and generate procedural notices and summary reports. The target for implementation of the Reasonable Accommodation Portal is FY 20.

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 APPLICANTS WITH DISABILITIES

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

Response: HUD utilizes a variety of activities to increase the participation rates of PWDs and PWTDs, including OPM's contract vendor (Bender Consulting) and State Vocational Rehabilitation Centers to recruit, hire, and retain qualified PWD's and PWTD's. In addition, HUD uses the U.S. Department of Labor's (DOL) Workforce Recruitment Program (WRP), which connects Federal employers with college students and recent graduates with disabilities eager to enter the workplace.

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.

Response: HUD reviews its Program Office's Position Organizational Listing (POL) for potential vacancies and future positions. Qualified Schedule A applicants are referred to the Program Offices' Administrative Officers for immediate review and consideration prior to the announcement of a vacancy.

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.

Response: First, HUD verifies the appropriate proof of disability supporting documentation issued by licensed medical professionals, vocational rehabilitation specialist or any Federal or state agency to determine eligibility. Eligible applicants are then forwarded either by review of the POL for anticipated positions or at the request of a Program Office for consideration. All eligible applicants are referred on a separate certificate following review. Selecting officials receive quarterly training on how Schedule A hiring authority can be used and an additional overview when reviewing an applicant for consideration using the Schedule A authority.

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. **Yes** **No**

Response: HUD provides ad-hoc training to all Program Office hiring managers and Administrative Officers on hiring authorities and practices to increase HUD's use of the Schedule A hiring authority and Veterans recruitment programs. This training is provided in person and virtually for field managers.

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.

Response: HUD utilizes OPM’s contract vendor (Bender Consulting), DOL’s Workforce Recruitment Program (WRP), and other resources to recruit and hire PWDs and PWTDs. In addition, HUD continues to partner with the Division of Vocational Rehabilitative Services and Virginia Department for the Blind and Vision Impaired to promote future hiring opportunities for PWDs and PWTDs.

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.

New Hires for Permanent Workforce (PWD)	Yes	No
New Hires for Permanent Workforce (PWTd)	Yes	No

Response: Of HUD’s 518 new hires in the permanent workforce, PWDs accounted for 104 or 20.08% which is above the 12% goal and PWTds accounted for 23 or 4.44% which is above the 2% goal.

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.

New Hires for MCO (PWD)	Yes	No
New Hires for MCO (PWTd)	Yes	No

Response: In FY 2019, HUD’s MCO triggers existed for job series 360 EO Specialist (PWTd) and 1101 Housing Specialist (PWD and PWTd).

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.

Qualified Applicants for MCO (PWD)	Yes	No
Qualified Applicants for MCO (PWTd)	Yes	No

Response: In FY 2019, HUD’s MCO triggers existed for job series 0301 CPD Specialist (PWD and PWTd), 0360 EO Specialist (PWTd) and 1101 Housing Specialist (PWTd).

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.

Promotions for MCO (PWD)	Yes	No
Promotions for MCO (PWTd)	Yes	No

Response: In FY 2019, HUD’s MCO triggers existed for job series 1101 Housing Specialist (PWD and PWTd).

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 persons 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 persons with disabilities.

A. ADVANCEMENT PROGRAM PLAN

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

Response: HUD currently utilizes its annual MD 715 Report and Inclusive Diversity Strategic Plan as the Department's plan to ensure PWDs have opportunities for advancement. Specifically, HUD uses the trigger and deficiencies identified to develop and implement initiatives to ensure PWDs have sufficient opportunities for advancement.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

Response: HUD offered a wide variety of career development opportunities to its employees in FY 19. Specifically, HUD offered 199 training opportunities and events to its employees to advance learning and close competency gaps in the workforce. A few highlights of HUD's career development opportunities are the LEARN/Franklin Covey Leadership Journey Program; President's Management Interagency Rotation Program (PMC); Rotational Assignment Program (RAP); and the Employee Growth and Career Development Series.

2. 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 applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.
 - a. Applicants (PWD) **Yes** No
 - b. Selections (PWD) **Yes** No

Response: Triggers exist for PWDs for applicants and selectees for HUD's career development programs. Specifically, at the GS 5-12 levels only 3.9% of applicants and selectees were PWDs; at the GS 13-14 levels only 4.1% of applicants and selectees were PWDs; and at the GS-15 and SES levels there were no PWD applicants or selectees.

3. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs identified? (The appropriate benchmarks are the relevant applicant pool for applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.
 - a. Applicants (PWTD) **Yes** No

b. Selections (PWTD) **Yes No**

Response: Triggers exist for PWTDs for applicants and selectees for HUD’s career development programs. Specifically, at the GS 5-12 levels only .9% of applicants and selectees were PWTDs; at the GS 13-14 levels only .4% of applicants and selectees were PWTDs; and at the GS-15 and SES levels only 1.9% of applicants and selectees were PWTDs.

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) **Yes No**

b. Awards, Bonuses, & Incentives (PWTD) **Yes No**

Response: In FY 2019, HUD identified triggers for awards, bonuses and incentives based on the inclusion rate for PWD (1.56%) as compared to all others (1.84%) and PWTD (1.67%) as compared to all others (1.82%).

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) **Yes No**

b. Pay Increases (PWTD) **Yes No**

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) **Yes No**

b. Other Types of Recognition (PWTD) **Yes No**

D. PROMOTIONS

1. Does your agency have a trigger involving PWD’s 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.

a. SES

- i. Qualified Internal Applicants (PWD) Yes **No**
- ii. Internal Selections (PWD) Yes **No**

b. Grade GS-15

- i. Qualified Internal Applicants (PWD) **Yes** No
- ii. Internal Selections (PWD) **Yes** No

Response: In FY19, when compared to the appropriate benchmarks, triggers were identified for both qualified internal applicants and internal selections.

c. Grade GS-14

- i. Qualified Internal Applicants (PWD) Yes **No**
- ii. Internal Selections (PWD) **Yes** No

Response: In FY 19, HUD’s internal promotion rate at the GS-14 level for PWDs was 12.41%. When compared to the appropriate benchmarks, triggers were identified for internal selections.

d. Grade GS-13

- i. Qualified Internal Applicants (PWD) **Yes** No
- ii. Internal Selections (PWD) **Yes** No

Response: In FY 19, HUD’s internal promotion rate at the GS-13 level for PWD was 11.8%. When compared to the appropriate benchmarks, triggers were identified for both qualified internal applicants and internal selections.

2. Does your agency have a trigger involving PWTD’s 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.

a. SES

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

b. Grade GS-15

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

Response: In FY 19, HUD’s internal promotion rate at the GS-15 level for PWTDS was 1.3%. When compared to the appropriate benchmarks, triggers were identified for qualified internal applicants.

c. Grade GS-14

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

Response: In FY 19, HUD’s internal promotion rate at the GS-14 level for PWTDS was 3.65%. When compared to the appropriate benchmarks, triggers were identified for internal selections.

d. Grade GS-13

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

Response: In FY 19, HUD’s internal promotion rate at the GS-13 level for PWTDS was 4.35%. When compared to the appropriate benchmarks, triggers were identified for both qualified internal applicants and internal selections.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD’s 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.

- a. New Hires to SES (PWT) **Yes** No
- b. New Hires to GS-15 (PWT) **Yes** No
- c. New Hires to GS-14 (PWT) **Yes** No
- d. New Hires to GS-13 (PWT) **Yes** No

Response: In FY19, when compared to the appropriate benchmark, triggers were identified for new hires from grade levels GS-13 through SES.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD's 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.

a.	New Hires to SES (PWTD)	Yes	No
b.	New Hires to GS-15 (PWTD)	Yes	No
c.	New Hires to GS-14 (PWTD)	Yes	No
d.	New Hires to GS-13 (PWTD)	Yes	No

Response: In FY19, when compared to the appropriate benchmark, triggers were identified for new hires from grade levels GS-13, GS-15 and SES.

5. Does your agency have a trigger involving PWD's 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.

a. Executives

i.	Qualified Internal Applicants (PWD)	Yes	No
ii.	Internal Selections (PWD)	Yes	No

b. Managers

i.	Qualified Internal Applicants (PWD)	Yes	No
ii.	Internal Selections (PWD)	Yes	No

c. Supervisors

i.	Qualified Internal Applicants (PWD)	Yes	No
ii.	Internal Selections (PWD)	Yes	No

ii. **Response:** In FY19, when compared to the appropriate benchmarks, triggers were identified for promotions to supervisory positions for executives (qualified internal applicants and internal selections) and managers (internal selections). Additionally, HUD did not capture this data on supervisors.

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.

a. Executives

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

b. Managers

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

c. Supervisors

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

Response: In FY19, when compared to the appropriate benchmarks, triggers were identified for promotions to supervisory positions for executives (qualified internal applicants and internal selections) and managers (qualified internal applicants and internal selections). Additionally, HUD did not capture this data on supervisors.

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.

- a. New Hires for Executives (PWD) **Yes** No
- b. New Hires for Managers (PWD) Yes **No**
- c. New Hires for Supervisors (PWD) Yes **No**

Response: In FY19, when compared to the benchmark, a trigger was identified for new hires to supervisory positions for executives. Additionally, HUD did not capture this data on supervisors.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD's among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box.

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

Response: In FY19, when compared to the benchmark, a trigger was identified for new hires to supervisory positions for executives. Additionally, HUD did not capture this data on supervisors.

Section VI: Plan to Improve Retention of Persons with Disabilities

To be a 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 personal 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. **Yes** **No**

Response: HUD does not have an automated system to monitor the status of Schedule A employees with disabilities. Instead, these statuses are monitored manually by the Shared Service Provider and reminder notifications are sent to the managers to take appropriate action.

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) **Yes** **No**
- b. Involuntary Separations (PWD) **Yes** **No**

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) **Yes** **No**
- b. Involuntary Separations (PWTD) **Yes** **No**

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

Response: HUD does not currently track exit interview results or other data sources regarding separations.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 C.F.R. § 1614.203(d)(4), federal agencies are required to inform job 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.

Response: HUD has an agency-wide policy on Section 508 of the Rehabilitation Act and Accessible Technology. The policy sets forth HUD’s framework for the implementation and integration of Section 508 requirements, including identifying employee and applicant rights under Section 508, describing how to file a complaint, and explaining which HUD offices are responsible for receiving, recording, timely reviewing, and coordinating efforts regarding a Section 508 complaint. The Policy is publicly available at <https://www.hud.gov/sites/dfiles/OCIO/documents/s508022217.pdf>. In addition, HUD provides information on its public-facing website regarding where complaints can be filed by linking to other agency websites, such as the Access Board and General Services Administration: https://www.hud.gov/program_offices/cio/Section_508_At_HUD.

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.

Response: HUD provides a link to the Access Board’s website, which provides information on how to file an Architectural Barriers Act complaint: https://www.hud.gov/program_offices/fair_housing_equal_opportunity/physical_accessibility#_Architectural_Barriers_Act.

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.

Response: HUD continues to engage in several education and outreach endeavors aimed at improving accessibility of its facilities and technology, pursuant to Section 508 and other Federal accessibility requirements, such as: (1) publication of an agency-wide Section 508 Policy, including an identification of office responsibilities; (2) continuation of a variety of training opportunities; (3) review of various programs and applications regarding electronic and information technology in departmental clearance to increase compliance with Section 508; (4) establishment of an agency wide Section 508 compliance and investment committee; (5) creation of a 508 certification process for documents placed into Departmental Clearance process; and (6) increased engagement with vendors (software and equipment) to increase compliance.

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.)

Response: HUD's average time frame for processing Department-wide initial requests for reasonable accommodations during this reporting period was approximately 35 days.

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

Response: HUD provided virtual and/or in-person management training on reasonable accommodation, along with providing a video on the agency's internal website titled *Overview of Reasonable Accommodation for Managers*, led by an Assistant General Counsel representative from the EEOC. In addition, FAQs and supplemental trainings and videos are provided to the workforce through HUD Learn.

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

Pursuant to 29 C.F.R. § 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, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS request for trends.

Response: HUD updated its Reasonable Accommodation Program policy to include the implementation of EEOC's Personal Assistance Services (PAS) requirement. Requests for PAS follow the same process as outlined in HUD Handbook 7855.1, *Accommodation Request for Persons with Disabilities*. The policy outlines the process for requesting PAS, determining whether such services are required, and the agency's right to deny such requests when provision of the services would pose an undue hardship, which are the same as for reasonable accommodation. The updated Reasonable Accommodation Program policy completed HUD's internal clearance process, was submitted to the EEOC for review, and received EEOC concurrence. HUD has not yet received any requests for PAS but has a contractor in place to ensure that PAS will be made available when needed. HUD will utilize this report to measure its progress on PAS and all other matters impacting PWTD's.

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 government-wide average?

Yes No

Response: The total number of formal EEO complaints for FY 19 was 86. Of the 86 formal EEO complaints, 25 complaints were filed by PWDs alleging harassment (29%), which exceeded the government wide average of 21%.

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?

Yes **No**

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

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Yes No

Response: Of the 86 formal EEO complaints filed in FY 19, 18 alleged a failure to provide a reasonable accommodation (21%), which exceeded the government wide average of 13%.

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodations result in a finding of discrimination or a settlement agreement?

Yes **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.

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?

Yes **No**

Response: To date, HUD has not identified any barriers that affect employment opportunities for PWD and/or PWTD. However, in FY 20 HUD is undertaking a thorough review of data and creating a plan to conduct barrier analysis for identified triggers.

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

Yes **No**

Response: To date, HUD has not identified any barriers that affect employment opportunities for PWD and/or PWTD. However, in FY 20 HUD is undertaking a thorough review of data and creating a plan to conduct barrier analysis for identified triggers. Upon the identification of barriers, HUD will create a plan to correct the barriers.

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.

Trigger 1: HUD's non-compliance in establishing and maintaining an effective Reasonable Accommodation Program that complies with the governing laws and principles that require Federal agencies to establish procedures to facilitate the provisions of reasonable accommodations.

Further, HUD received a notice of deficiency in this area from EEOC in a technical assistance letter dated July 6, 2017.

Barrier(s): HUD has not trained employees their responsibilities under the Department's reasonable accommodation process and procedures. In addition, HUD lacked a web-based tracking system that manages the reasonable accommodation process.

Objective(s): Finalize HUD's Reasonable Accommodation Policies and Procedures, incorporating feedback from EEOC and formalizing communications outlining responsibilities.

Comply with the EEOC's updated regulations concerning implementation of Section 501 of the Rehabilitation Act of 1973.

Train employees and supervisor on the reasonable accommodation process and disseminate such procedures during new employee orientations and periodic employee and supervisor training sessions and make reasonable accommodation procedures available via HUD’s HUD@Work (Intranet Website) and www.hud.gov (External Website).

Responsible Official(s):

Chief Human Capital Officer, Office of the Assistant Secretary for Administration (OASA); Director, Office of Departmental Equal Employment Opportunity (ODEEO); and the Office of General Counsel (OGC)

Performance Standards Address the Plan? (Yes or No): Yes

Target Date (mm/dd/yyyy): September 30, 2020

Planned Activities:

Disseminate the recently approved Reasonable Accommodation Program policy and procedures, upon execution of a CBA currently being negotiated.	September 30, 2020
Assess all reasonable accommodation request to determine what trends, commonalities, and/or barriers exist for immediate process improvements.	September 30, 2020

Sufficient Staffing & Funding? (Yes or No): Yes

Modified Date (mm/dd/yyyy): 09/30/2019

Completion Date (mm/dd/yyyy): TBD

Fiscal Year: 2019

Accomplishments:

- HUD received final EEOC approval of its Reasonable Accommodation Program policies and procedures, which include responses to previously received EEOC guidance.
- HUD invited Anne Hirsh, Co-Director of JAN to present an overview of the reasonable accommodations process, educating managers and employees on the successful means of communicating accommodation needs and services. HUD promotes JAN as a resource in providing expert advice and consultation on reasonable accommodation matters for HUD employees and applicants.

- HUD completed user acceptance testing on its new Reasonable Accommodation Portal to monitor, track, facilitate and report on reasonable accommodation case management. HUD's Reasonable Accommodation Portal is an automated record-keeping system that securely stores information on reasonable accommodation requests, supporting documentation, dispositions, decisions, appeals, and implementation. It also facilitates initial reasonable accommodation requests or requests for modifications and will provide information to enhance accountability for timely and appropriate responses to reasonable accommodations requests. The new Reasonable Accommodation Portal is targeted for FY 20 implementation.
- HUD is collaborating with the EEOC to develop a new training module for supervisors and managers regarding reasonable accommodation. The module agenda was developed, and delivery is targeted for FY 2020.

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

Response: Two factors prevented HUD from timely completing its planned activities. First, HUD experienced personnel changes in key positions that delayed advancement of activities. In addition, HUD's dissemination of its Reasonable Accommodation policy was delayed because it is currently negotiating a new CBA with one union, including a Reasonable Accommodation article, and wants to ensure consistency between the documents prior to dissemination.

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

Response: The actual impact of the completion of planned activities are extensive. In FY 2019, HUD again exceeded the participation goal for PWTD (2.92%) and, although it did not reach the participation goal of PWDs, increased the participation rate of PWDs from 10.78% in FY 18 to 11.25% in FY 19. The EEOC's approval of HUD's Reasonable Accommodation Procedures, and anticipated dissemination, will raise awareness and enhance transparency for HUD employees of the reasonable accommodation process.

Trigger 2: In FY 19, HUD’s participation rate of PWTB was 2.92% (203) of the total permanent workforce (6,950), exceeding the federal government-wide goal of 2% of the workforce. In addition, HUD’s representation of PWD was 11.25% (782). Although this does not meet the federal government-wide goal of 12% of the workforce, it is an increase from FY 2018 (10.15% or 759).

Barrier(s): There appears to be a lack of awareness on the part of hiring managers of the special hiring authorities that could be used to non-competitively hire individuals with targeted disabilities and of established organizations whose mission is to assist Federal agencies in finding qualified candidates with disabilities.

Objective(s): Continue to improve recruitment, outreach, and retention efforts of PWD’s and PWTB’s.

Responsible Official(s):

Chief Human Capital Officer, Office of the Assistant Secretary for Administration (OASA); Director, Office of Departmental Equal Employment Opportunity (ODEEO); and the Office of General Counsel (OGC)

Performance Standards Address the Plan? (Yes or No): Yes

Target Date (mm/dd/yyyy): 09/30/2021

Planned Activities:

Establish HUD’s five-year goals/plans to increase the participation rates of PWD and PWTB to reach the government-wide goal.	September 30, 2020
Provide training to managers/supervisors on Schedule A Hiring Authorities.	September 30, 2020
Promote participation in HUD-wide related activities aimed at increasing the participation of PWD and PWTB.	September 30, 2020
Utilize OPM’s contract vendor and other resources to recruit and hire qualified PWD and PWTB.	September 30, 2020
Resurvey the HUD workforce every two years to update the disability (as well as race, ethnicity, gender, and veteran) codes in workforce data. This survey will be a voluntary self-identification and result in the creation of initiatives to address and eliminate potential barriers to recruitment/outreach, hiring, professional development, promotion, and retention of PWDs.	September 30, 2020

Sufficient Staffing & Funding? (Yes or No): Yes

Modified Date (mm/dd/yyyy): 10/01/19

Completion Date (mm/dd/yyyy): On-going

Fiscal Year: 2019

Accomplishments:

- HUD initiated efforts to conduct a Department wide self-identification campaign for employees by drafting a message for issuance to all HUD employees in FY 20. The self-identification campaign is designed to raise awareness of the importance of accurate self-identification, the uses of the data regarding HUD's PWD and PWTDS participation rates, and the ability of HUD employees to review and, if appropriate, change their self-identification.
- HUD's conducted a Focus Group on Evacuation Procedures for PWD's to understand experiences, address concerns and ensure the effectiveness of evacuation procedures for PWDs. HUD is committed to ensure that PWDs and PWTDS who require evacuation assistance are aware of the procedures and provided with assistance in the event of an emergency.
- HUD continues to offer a variety of training programs and courses to HUD supervisors and employees regarding disability laws and requirements, including *Harmony and Respect at HUD: Civility Matters*.
- HUD continues to provide easy access in requesting assistive technology through its Assistive Technology Program for accommodating HUD employees with visual, hearing, mobility, cognitive, or other impairments. HUD also continued its Interpreter Services program to provide sign language/oral interpreting services to HUD employees who are deaf or hard of hearing.

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

Response: HUD experienced personnel changes in key positions that delayed advancement of activities.

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

Response: The actual impacts of the completion of planned activities are wide ranging and will allow HUD to become an employer of choice for PWDs and PWTDS. HUD is proud that it exceeds the Federal government-wide participation goal for PWTDS and continues to make positive progress to meeting the participation goal for PWDs. Upon completion of the planned activities, HUD hopes to exceed the participation goals and firmly establish itself as a leader in the employment of PWDs and PWTDS.