



FY 2019

ANNUAL EEOC MANAGEMENT DIRECTIVE (MD) 715 REPORT



The Equal Employment Opportunity Commission MD 715 provides policy guidance and standards for establishing and maintaining effective affirmative programs of equal opportunity under section 717 of the Title VII of the Civil Rights Act of 1964 and Section 501 of the Rehabilitation Act of 1973. This directive requires Housing and Urban Development Departmental Offices to take appropriate steps to prevent discrimination in employment decisions.

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As the Director of the Office of Departmental Equal Employment Opportunity (ODEEO) for the U.S. Department of Housing and Urban Development (HUD or Department), it is my honor to present ***HUD's Annual EEOC MD 715 Report for Fiscal Year 2019***. This report summarizes the Department's efforts in maintaining an effective affirmative program of equal employment opportunity (EEO) and addresses its goals in developing and implementing a more comprehensive, integrated, and strategic focus on EEO, diversity, and inclusion.

As outlined in this report, HUD has strengthened its EEO program through improved timeliness and updated policies and continues to resolve deficiencies previously identified by the EEOC. In the future, this report will serve as a reminder of our goals and reinforce the standards for complying with Federal EEO laws, regulations, and directives.

ODEEO and the Office of the Chief Human Capital Officer (OCHCO), part of the Office of the Assistant Secretary for Administration (OASA), work collaboratively to support inclusive diversity and engagement through increasingly innovative policies, programs, and initiatives.

I am grateful and appreciative to our colleagues and partners for recognizing that HUD's strength comes from the dedication, experience, talents, and perspectives of every employee. Through our on-going efforts to promote EEO and diversity within HUD, we will maintain an effective and inclusive work environment and enhance mission readiness.

John P. Benison, Director
Office of Departmental Equal Employment Opportunity
U.S. Department of Housing and Urban Development

SECTION I
THE MODEL EEO PROGRAM
PARTS A – D

PART A - Department or Agency Identifying Information

Agency	2 nd level reporting component	Address City, State Zip Code	CPDF Code (xxxx)	FIPS Code
HUD		451 7 th Street, SW Washington, DC 20410	HU83	11001

PART B - Total Employment

Total Employment	Permanent Workforce	Temporary Workforce	Non-Appropriated Workforce	Total Workforce
Number of Employees	6,798	152	N/A	6,950

PART C - Agency Official(s) Responsible for Oversight of EEO Program(s)

Agency Leadership	Name	Title
Head of Agency Official Title	Dr. Benjamin S. Carson	Secretary, U.S. Department of Housing and Urban Development
Agency Head Designee	Brian Montgomery (A)	Deputy Secretary, U.S. Department of Housing and Urban Development
Principal EEO Director/Official Title/Series/Grade	John P. Benison john.p.benison@hud.gov	Director, Office of Departmental Equal Employment Opportunity, ES-0260-00, (202) 708-3362
Title VII Affirmative EEO Program Official	Stephen D. Smith stephen.d.smith@hud.gov	Director, Affirmative Employment Division, Office of Departmental Equal Employment Opportunity, GS-0260-15, (202) 402-2734
Section 501 Affirmative Action Program Official	P. Victoria Williams p.victoria.williams@hud.gov	Director, EAP, Health and Wellness Division, Office of Chief Human Capital Officer, Office of the Assistant Secretary for Administration, GS-0201-15, (202) 402-3495
Complaint Processing Program Manager	Tami L. Wright tami.l.wright@hud.gov	Director, Equal Employment Opportunity Division, Office of Departmental Equal Employment Opportunity, GS-0260-15, (202) 402-6818
ADR Program Manager	Tami L. Wright tami.l.wright@hud.gov	Director, Equal Employment Opportunity Division, Office of Departmental Equal Employment Opportunity, GS-0260-15, (202) 402-6818
Principle MD-715 Preparer	Patrice L. Wilson patrice.l.wilson@hud.gov	Diversity Program Manager (HEPM), Affirmative Employment Division, Office of Departmental Equal Employment Opportunity, GS-0260-13, (202) 402-6502

Agency Leadership	Name	Title
Other Responsible EEO Staff	Tonya P. Watson tonya.p.watson@hud.gov	Diversity Program Manager (FWPM), Affirmative Employment Division, Office of Departmental Equal Employment Opportunity, GS-0260-13, (202) 402-3595
	Eric M. Gima eric.m.gima@hud.gov	Diversity Program Manager (DEPM), Affirmative Employment Division, Office of Departmental Equal Employment Opportunity, GS-0260-13, (678) 732-2490

PART D - List of Subordinate Components Covered in This Report

Subordinate Component	City	State	CPDF Code (xxxx)	FIPS Code
None.				

EEOC Forms and Documents Included with this Report

Have the following forms and/or documents been uploaded?	(Please respond "Yes" or "No")	Comments
*Executive Summary (Part E)	Yes	
*Statement of Establishment of Continuing Equal Employment Opportunity Programs (Part F)	Yes	
*Optional Annual Self-Assessment Checklist Against Essential Elements (Part G)	Yes	
*EEO Plan to Attain the Essential Elements of a Model EEO Program (Part H)	Yes	
*EEO Plan to Eliminate Identified Barriers (Part I)	Yes	
*Section 501 Affirmative Action Plan - Special Program Plan for the Recruitment, Hiring, and Advancement of Individuals with Targeted Disabilities (Part J)	Yes	
Appendices		
*Organizational Charts	Yes	
*Delegation of Authority	Yes	
*Copies of relevant EEO/D&I Policy Statement(s)		
EEO Policy Statement	Yes	
Alternative Dispute Resolution (ADR) Policy Statement	Yes	

Have the following forms and/or documents been uploaded?	(Please respond "Yes" or "No")	Comments
Anti-Harassment Policy Statement	Yes	
Diversity and Inclusion Policy Statement	Yes	
Social Media and HUD Connect Policies and Procedures Handbook	Yes	
*Analysis of EEOC 462 Report	Yes	
*Agency's Strategic Plan 2018-2022	Yes	
*Agency's Human Capital Operating Plan 2018-2022	Yes	
*Agency's Strategic Workforce Plan 2018-2022	Yes	
*Agency's Human Capital Succession Plan 2018-2022	Yes	
*Agency's Departmental Corporate Learning Plan 2018	Yes	
*Agency's Employee Engagement Strategy and Action Plan 2018	Yes	
*Agency's Inclusive Diversity Strategic Plan 2017-2021	Yes	
*FEORP Report	Yes	
*Federal Employee Viewpoint Survey (FEVS)	Yes	
*Glossary of Terms & Acronyms	Yes	
*Copies of Workforce Data Tables	Yes	

PART E

EXECUTIVE SUMMARY

MISSION

The U.S. Department of Housing and Urban Development (HUD or Department) is a cabinet-level Department that employs approximately 7,000 employees in its Headquarters (HQ) and 10 Regional Offices. HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes. HUD's vision is to continually seek to improve the delivery of its programs and remain true to its mission to expand opportunities for those it is charged to serve.

HUD encourages American communities to thrive and prosper by improving affordable housing programs, promoting economic opportunity, working to end homelessness, and eliminating lead and other home health and safety hazards. HUD is focused on strengthening public/private partnerships, positioning those who receive housing assistance to achieve self-sufficiency, and using taxpayer dollars more effectively by operating more efficiently. Through these efforts HUD will give the American people and their communities the opportunity to thrive.

Summary of HUD's Self-Assessment (Essential Element A-F)

In fiscal year (FY) 2019, HUD made progress toward implementing a *Model EEO Program* in accordance with the U.S. Equal Employment Opportunity Commission (EEOC) six Essential Elements. Part G of this report is the Department's Self-Assessment Checklist, which consists of a list of Yes/No (Met/Unmet) questions grouped under each Essential Element. Deficiencies identified in Part G are addressed in Part H, referred to as the Equal Employment Opportunity (EEO) plan to attain compliance with the EEOC's Essential Elements. Below please find HUD's major activities and challenges with regards to each of the Essential Elements.

Essential Element A: Demonstrated Commitment from Agency Leadership – Requires the Agency Head to communicate a commitment to EEO and a discrimination-free workplace.

- Secretary Carson advanced his top priority of ensuring HUD employees are valued and work in a professional and courteous environment by announcing the *Harmony and Respect at HUD: Civility Matters Initiative*. The Initiative began with a mandatory training for all HUD employees, during which Secretary Carson and the Deputy Secretary provided opening and closing remarks, that fostered inclusion throughout the Department by discussing HUD's culture, identifying inappropriate behaviors, and raising awareness of techniques to promote positive interactions and resources to resolve conflict.
- The EEO Director reports directly to Secretary Carson, providing an unobstructed reporting structure, conducted a State of EEO Briefing to Secretary Carson following the execution of MD 715, and regularly participates in senior level meetings.

Essential Element B: Integration of EEO into the Agency's Strategic Mission – Requires the Agency's EEO program to be organized and structured to maintain a workplace that is free from

discrimination in its management policies, practices, or procedures and supports the agency's mission, as reflected in the strategic plan.

- HUD continued to successfully implement dynamic and informative Department-wide Special Emphasis Program (SEP) observances and events by actively collaborating with Employee Resource Groups (ERGs) and Affinity Groups. Specifically, HUD worked with and supported the HUD's Widening Opportunities for Women (W.O.W.) Chapter in facilitating the HUD Agency Forum at the Federally Employed Women (FEW) National Training Program (NTP); HUD's Veterans Affinity Group (VAG) in conducting Memorial and Veterans Day events and numerous supply collections drives; and HUD's Advocates for HUD Employees with Disabilities (AHED) in creating and implementing SEP observance programming.
- HUD offered an extensive variety of training programs and courses to HUD employees and supervisors regarding EEO and career development. Additionally, HUD conducted ad hoc trainings to address knowledge gaps or reinforce concepts, when required.

Essential Element C: Management and Program Accountability –Requires the Agency Head to hold all managers, supervisors, and EEO officials responsible for the effective implementation of the agency's EEO Program and Plan.

- HUD received final EEOC approval of its Reasonable Accommodation Program policies and procedures, which include responses to previously received EEOC guidance.
- HUD conducted a Focus Group on Evacuation Procedures for Persons with Disabilities (PWDs) to hear experiences, understand concerns, and ensure that effective evacuation procedures for PWDs comply with the Architectural and Transportation Barriers Compliance Board's Uniform Federal Accessibility Standards.
- HUD initiated efforts to conduct a Department-wide disability self-identification campaign that will be deployed in FY 20 advising employees of the importance of accurate self-identification and their ability to review and change, if appropriate, their identified status. HUD's participation rate of PWDs is less than 1% below the EEOC's goal of 12% of its workforce being comprised of PWDs.
- HUD's SES performance plans require demonstrated commitment and results with regard to EEO, Diversity and Inclusion. In addition, the EEO Director has served on the Performance Review Board to advise of what constitutes Outstanding performance in these areas.

Essential Element D: Proactive Prevention of Unlawful Discrimination – Requires the Agency to conduct a self-assessment on at least an annual basis. The self-assessment must identify areas where barriers may operate to exclude certain groups, and strategic plans must be developed to eliminate identified barriers.

- HUD regularly reviews workforce, EEO complaint, and grievance data to identify triggers. The reviews have led to targeted training and development of action plans to address the issues revealed during the investigation/analysis.
- HUD facilitated several sessions of its *Harmony and Respect at HUD: Civility Matters* training, including a mandatory introductory session for all HUD employees and additional sessions in Kansas City, Missouri, Atlanta, Georgia and Santa Ana, California.
- HUD conducted numerous Special Emphasis Program Observances to create an inclusive workplace with enhanced engagement that featured guest speakers who provided a wealth of experiences and insights into how we can be more intentionally inclusive and engaging of special emphasis populations.

Essential Element E: Efficiency – Requires that the Agency Head ensure that there are effective systems in place for evaluating the impact and effectiveness of the agency’s EEO Programs as well as an efficient and fair dispute resolution process.

- HUD’s EEO investigation processing time decreased for the third year in a row to 200.85 days, from 217 days in FY 18 and 421 days in FY 17. In addition, Final Agency Decision (FAD) issuance was 58 days, remaining below the statutory timeline for the second year.
- HUD processed 85 new formal EEO complaint in FY 19, a 7.52% decrease from FY 18 (94). The top three bases in formal EEO complaints were Race (49), Reprisal (45), and Disability (44); and the top three issues were Non-Sexual Harassment (55), Reasonable Accommodation Disability (19), and Performance Evaluation/Appraisal (19).
- Due to contracting challenges outside the control of HUD’s EEO Office, HUD did not have an EEO complaint tracking system during FY 19. As a result, HUD was unable to efficiently and effectively manage EEO complaint activity and timely complete quarterly and annual reports, including the No FEAR Act and 462 Reports. However, HUD created and implemented an intermediate tracking system, awarded a new contract in September 2019 and is actively working to migrate historical EEO complaint data and train its staff on the new EEO complaint tracking system.
- HUD requires managers and supervisors, as opposed to individuals delegated with settlement authority, to participate in Alternative Dispute Resolution (ADR) to effectively resolve workplace disputes in an expeditious, cost effective, and mutually agreeable manner.

Essential Element F: Responsiveness and Legal Compliance – Requires that federal agencies are in full compliance with EEO statutes and EEOC regulations, policy guidance, and other written instructions.

- HUD continues to widely disseminate its MD 715 report to the Secretary, Deputy Secretary, and all HUD senior leaders, and conducted a State of EEO Briefing with Secretary Carson, Acting Deputy Secretary, and HUD senior leaders.
- HUD launched a mandatory diversity and inclusion (D&I) training module titled *The New Inclusion Quotient (IQ)*. This in-person training is aimed at cultivating an environment throughout HUD that fosters innovation and inspires creative solutions to D&I challenges.
- HUD timely complied with EEOC decisions and orders and timely completed compliance activities regarding EEO complaints.

WORKFORCE ANALYSIS

In FY 19, HUD had a total permanent workforce of 6,798 employees, which represents a decrease of 575 employees (7,373) or 7.8% from FY 18. HUD's total permanent workforce consisted of 40.19% males and 59.81% females; the female participation rate was significantly above the Civilian Labor Force (CLF) benchmark of 48.14%. HUD again exceeded the participation goal of 2% for Persons with Targeted Disabilities (PWTD) (2.92%) and, although it did not reach the participation goal of 12% for PWDs, increased the participation rate of PWDs from 10.78% in FY 18 to 11.25% in FY 19.

In FY 2019, the majority of HUD's total permanent workforce held positions at the GS-13 (36.94%) level, of which females accounted for 58.44%. In addition, permanent employees holding positions at the GS-13 level and higher accounted for 71.57% of the HUD workforce. Females accounted for 55.88% of the employees at the GS-13 level and higher; however, their participation rate steadily declined as the grade level increased. The participation rates of the females at GS-13 level was 58.44%, GS-14 level was 56.72%, GS-15 level was 48.58%, and Senior Executive Service (SES) level was 37.90%. SES level positions, excluding political appointees, accounted for 1.40% of the HUD workforce, slightly down from 1.48% in FY 18. Males held 62.10% and females held 37.90% of the SES level positions, and white males (45.26%) accounted for the majority of the SES workforce. HUD's SES level positions include 3 PWTDs.

Mission Critical Occupations (MCOs)

Four of HUD's top six mission critical occupations (MCO) are represented under OPM's General Business and Industry category (GS-1101) (Single Family Housing Specialists (SFHS); Public Housing Revitalization Specialists/Portfolio Management Specialists (PHRS/PMS); Underwriters; and Account Executives). Women represent the majority (60.74%) of GS-1101 positions and Black or African American females (26.06%) comprise the largest portion thereof. HUD's two other MCOs are Community Planning and Development Representatives (CPDR), which are identified under the category of Miscellaneous Administration and Program (GS-0301), and Equal Opportunity Specialists (EOS), which are identified under the category of Equal Opportunity Compliance (GS-0360). Females account for 60.76% of the GS-301

positions and Black or African American females comprise the largest portion thereof. (30.02%). Similarly, females account for 65.15% of the GS-0360 series and Black or African American females comprise the largest portion thereof (33.88%).

New Hires

In FY 19, HUD hired 518 permanent employees. Of the 518 new employees, 104 or 20.08% were PWD and 23 were PWTD or 4.44% of total new hires; both percentages well above the federal government participation goals. While White Males represented the majority (28.57%) of the new permanent employees hired, it did not meet the 38.33% CLF participation rate. Conversely, Native Hawaiian/Pacific Islander Females represented the lowest participation rate (0.00%) of the permanent employees hired.

Employee Separations

In FY 19, HUD experienced 537 separations of permanent employees. Of those, 511 were voluntary (95.16%) and 26 were involuntary (4.84%). Of the 511 voluntary separations, White males represented the highest portion thereof (134 or 26.22%). Of the involuntary separations, Black or African American females represented the highest portion thereof (10 or 38.46%). In addition, 75 PWDs separated in FY 19, of which 70 or 13.7% were voluntary and 5 or 19.23% were involuntary. Finally, 27 PWTDs separated in FY 19, of which 25 or 4.89% were voluntary and 2 or 7.69% were involuntary.

ACCOMPLISHMENTS

Reasonable Accommodations

- HUD received final EEOC approval of its Reasonable Accommodation Program policies and procedures, which include responses to previously received EEOC guidance.
- HUD completed user acceptance testing of the Reasonable Accommodation Portal to monitor, track, and report on the reasonable accommodation process. HUD's Reasonable Accommodation Portal is an automated record-keeping system that provides secure storage of reasonable accommodation request information, supporting documentation, decisions and justifications for decisions, appeals, and implementation. Implementation of the new Portal is targeted for FY 2020.

Recruitment and Outreach

- In FY 2019, HUD exceeded the Federal government-wide participation goal for PWTD (2.92%). In addition, HUD made additional gains to meet the federal government-wide participation goal for PWD and currently has a participation rate of 11.25%.

- HUD leadership, including the EEO Director, participated in Federally Employed Women's (FEW's) National Training Program as guest speakers. Their presentations encouraged and empowered the participants to reach new levels in their career journey. In addition, HUD leadership submitted a letter congratulating FEW on the 50th anniversary of its NTP, which was included in the program provided to all participants.

Workforce Development

- **Leadership Development.** As part of its FY 19 leadership development strategy, HUD executed a blended learning solution to assist department leaders fulfill the regulatory requirements (5 C.F.R. §412.401, Continuing Executive Development) and comply with HUD policy guidance. HUD implemented an on-demand portal that provides Franklin Covey's award-winning training solutions and purchased 1200 licenses of the All Access Pass Plus for its leaders. To date, 612 learners have completed 233 training courses. In addition, 271 HUD employees completed the Franklin Covey Leadership Journey Program, which offered three structured series of learning opportunities tailored to varying levels of leadership experience and responsibility.
- **Employee Development.** In FY 19, HUD conducted 162 training events for over 3,131 employees, in addition to the mandatory Harmony and Respect at HUD: Civility Matters mandatory training for all HUD employees. In addition, HUD conducted training in six Regional Offices and Organization Development training to seven Headquarters Program Offices and two Field Offices.

Inclusive and Engaging Work Environment

- HUD launched the *Harmony and Respect at HUD: Civility Matters* initiative. The Initiative began with a mandatory training for HUD employees that fostered inclusion by discussing HUD's culture, identifying inappropriate behaviors and raising awareness of techniques to promote positive interactions and resolve conflict.
- HUD conducted three EEO site visits to the Regional and Field Offices. The purpose of the visits was not only to assess the workplace and its compliance to EEO principles, but also to give employees an overview of the Secretary's *Harmony and Respect at HUD: Civility Matters* initiative. Employees were also given the opportunity to raise concerns in-person with HQ EEO personnel.
- HUD launched a mandatory diversity and inclusion (D&I) training model titled *The New Inclusion Quotient (IQ)*. This in-person training is aimed at cultivating an environment throughout HUD that fosters innovation and inspires creative solutions to D&I challenges. Upon completion of the New IQ training, HUD will draft and implement a D&I performance element for all employees and senior executives.

- HUD continues to support its Diversity Council, which serves as an independent executive level think-tank providing advice and recommendations to the Secretary on D&I related areas. The Council is comprised of SES representatives, ERG and affinity group leaders, and representatives from both HUD Unions.
- HUD reviewed and analyzed the results of the Federal Employee Viewpoint Survey (FEVS), as indicated by the Employee Engagement Index (EEI) and the New IQ responses, to update its employee engagement action plans. Each quarter, HUD monitors progress against its action plans and holds an annual Secretary’s Award Ceremony to recognize the outstanding contributions of its employees.
- Employee Resource Groups. HUD has seven established ERGs that offer employees an opportunity to network, address common issues and concerns, and receive support from those who share similar backgrounds, experiences, or interests. Some highlights of the important work done by HUD’s ERGs in FY 19 include:
 - HUD’s Widening Opportunities for Women (W.O.W.) Chapter developed a Federally Employed Women (FEW) National Training Program (NTP) scholarship and paid for the registration of a chapter member to attend NTP and facilitated the HUD Agency Forum at the FEW NTP, providing an opportunity for HUD employees from across the nation to meet, network and encourage cross-program collaboration;
 - HUD’s Veterans Affinity Group (VAG) engaged HUD’s veterans to conduct and support numerous opportunities, including VAG STEM Innovation Networks, Memorial and Veterans Day events, Breast Cancer Awareness, internal leadership opportunities, and boots and shoes, food, and school supply collections; and
 - HUD’s Advocates for HUD Employees with Disabilities (AHED) reestablished their charter, created an Interim Steering Committee aimed on improving information sharing with the HUD workforce and disability community, and redesigned their internal website page and ListServ.

PLANNED ACTIVITIES

HUD has identified strategic activities it will take to address the hiring, professional development and advancement, and retention of groups with low participation rates. The goals, objectives, and strategic activities are aligned to HUD’s MD-715, Inclusive Diversity Strategic Plan (IDSP), other Federal Equal Employment Reports and Plans, and Federal Workforce EOs. Some of HUD’s planned activities are listed below:

- HUD will publish the new Reasonable Accommodation Program policies and procedures to provide increased transparency in the process and clearly articulate roles and responsibilities, upon execution of the Collective Bargaining Agreement currently being bargained with one HUD union.

- HUD will implement a Reasonable Accommodation Portal to monitor, track, and report on the reasonable accommodations process. HUD's Reasonable Accommodation Portal is an automated record-keeping system that provides secure storage of reasonable accommodation request information, supporting documentation, decisions and justifications for decisions, appeals, and implementation. It will allow for increased accountability across the Department for timely and appropriate responses to reasonable accommodations requests.
- HUD is redrafting its Anti-Harassment Program policies and procedures, which includes guidance contained in EEOC's July 6, 2017 Technical Assistance letter and negotiate appropriate terms and conditions with HUD unions.
- HUD is redrafting its Anti-Harassment Program policies and procedures, which includes guidance contained in EEOC's July 6, 2017, Technical Assistance letter.

PART F

CERTIFICATION of ESTABLISHMENT of CONTINUING EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS

**CERTIFICATION of ESTABLISHMENT of CONTINUING
EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS**

I, **John P. Benison, Director** am the
Office of Departmental Equal Employment Opportunity, ES-0260-00

(Insert name above) (Insert official title/series/grade above)

Principal EEO Director/Official for **U.S. Department of Housing and Urban Development (HUD)**

(Insert Agency/Component Name above)

The agency has conducted an annual self-assessment of Section 717 and Section 501 programs against the essential elements as prescribed by EEO MD-715. If an essential element was not fully compliant with the standards of EEO MD-715, a further evaluation was conducted and, as appropriate, EEO Plans for Attaining the Essential Elements of a Model EEO Program, are included with this Federal Agency Annual EEO Program Status Report.

The agency has also analyzed its work force profiles and conducted barrier analyses aimed at detecting whether any management or personnel policy, procedure or practice is operating to disadvantage any group based on race, national origin, Sex or disability. EEO Plans to Eliminate Identified Barriers, as appropriate, are included with this Federal Agency Annual EEO Program Status Report.

I certify that proper documentation of this assessment is in place and is being maintained for EEOC review upon request.

 John P. Benison, Director
Office of Departmental Equal Employment Opportunity
U.S. Department of Housing and Urban Development
for John P. Benison (HUD)

4/28/2020

Signature of Principal EEO Director/Official
Certifies that this Federal Agency Annual EEO Program Status Report is in compliance with EEO MD-715.

Date

 Dr. Benjamin S. Carson Sr., Secretary
U.S. Department of Housing and Urban Development
(HUD)

4/28/2020

Signature of Agency Head or Agency Head Designee

Date

PART G

AGENCY SELF-ASSESSMENT CHECKLIST MEASURING ESSENTIAL ELEMENTS

EEOC FORM 715-01

	Compliance Indicator	Does the agency disseminate the following policies and procedures to all employees:	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
	Measures		Yes	No	
Essential Element A	Demonstrated Commitment From Agency Leadership				This element requires the agency head to communicate a commitment to equal employment opportunity and a discrimination-free workplace.
A.1.a.	Does the agency annually issue a signed and dated EEO policy statement on agency letterhead that clearly communicates the agency's commitment to EEO for all employees and applicants? If "Yes", please provide the annual issuance date in the comment column. [see MD-715, II(A)]			X	The Agency Head was installed on March 2, 2017 and initially issued EEO policy statement in July 2017. Updated EEO policy statement, ADR policy statement, and Anti-Harassment policy statement were issued by the Agency Head on July 19, 2018. However, policy statements were not reissued in FY 19 due to personnel changes in a key role within the EEO Office.
A.1.b.	Does the EEO policy statement address all protected bases (age, color, disability, sex (including pregnancy, sexual orientation and gender identity), genetic information, national origin, race, religion, and reprisal) contained in the laws EEOC enforces? [see 29 CFR § 1614.101(a)] If the EEO policy statement covers any additional bases (e.g., marital status, veteran status and political affiliation), please list them in the comments column.	X			
A.2.a	Does the agency prominently post the following information throughout the workplace and on its public website?				
A.2.a.1	Anti-harassment policy?			X	An Anti-Harassment Program policy is being revised.
A.2.a.2.	Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)]	X			
A.2.b	Does the agency prominently post the following information throughout the workplace and on its public website?	X			
A.2.b.1	The business contact information for its EEO Counselors, EEO Officers, Special Emphasis Program Managers, and EEO Director? [see 29 C.F.R § 1614.102(b)(7)]	X			
A.2.b.2	Written materials concerning the EEO program, laws, policy statements, and the operation of the EEO complaint	X			

	process? [see 29 CFR §1614.102(b)(5)]			
A.2.b.3	Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)(i)] If so, please provide the internet address in the comments column.	X		
A.2.c.	Does the agency inform its employees about the following topics?			
A.2.c.1	EEO complaint process? [see 29 CFR §§ 1614.102(a)(12) and 1614.102(b)(5)] If “yes”, please provide how often and the means by which such training is delivered.	X		HUD informs its employees about the EEO process during bi-weekly new employee orientation, annual training requirements, and ad hoc requested trainings.
A.2.c.2.	ADR process? [see MD-110, Ch. 3(II)(C)] If “yes”, please provide how often	X		HUD informs its employees about the ADR process during bi-weekly new employee orientation, annual training requirements, and ad hoc requested trainings.
A.2.c.3	Reasonable accommodation program? [see 29 CFR § 1614.203(d)(7)(ii)(C)] If “yes”, please provide how often.	X		HUD informs its employees about the Reasonable Accommodation Program during bi-weekly new employee orientation and ad hoc requested trainings.
A.2.c.4	Anti-harassment program? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1] If “yes”, please provide how often.		X	HUD has not yet implemented an Anti-Harassment Program. Upon implementation, HUD will inform its employees about the Anti-Harassment Program.
A.2.c.5.	Behaviors that are inappropriate in the workplace and could result in disciplinary action? [5 CFR §2635.101(b)] If “yes”, please provide how often.	X		HUD informs its employees about behaviors that are inappropriate in the workplace and could result in disciplinary action during bi-weekly new employee orientation, annual training requirements, and ad hoc requested trainings.
A.3.a	Does the agency provide recognition to employees, supervisors, managers and units demonstrating superior accomplishment in equal employment opportunity? [see 29 CFR § 1614.102(a)(9)] If “yes”, provide one or two examples in the comments section.	X		HUD recognizes employees, supervisors, managers and units demonstrating superior accomplishment in EEO through the Secretary’s annual award program.
A.3.b.	Does the agency utilize the Federal Employee Viewpoint Survey or other climate assessment tools to monitor the perception of EEO principles within the workforce? [see 5 CFR Part 250]	X		

Essential Element B:	MANAGEMENT AND PROGRAM ACCOUNTABILITY			This element requires the Agency Head to hold all managers, supervisors, and EEO Officials responsible for the effective implementation of the agency's EEO program and plan.
B.1.a.	Is the agency head the immediate supervisor of the person ("EEO Director") who has day-to-day control over the EEO office? [see 29 CFR §1614.102(b)(4)]	X		
B.1.a.1	If the EEO Director does not report to the agency head, does the EEO Director report to the same agency head designee as the mission-related programmatic offices? If "yes," please provide the title of the agency head designee in the comments.			N/A.
B.1.a.2	Does the agency's organizational chart clearly define the reporting structure for the EEO office? [see 29 CFR §1614.102(b)(4)]	X		-
B.1.b	Does the EEO Director have a regular and effective means of advising the agency head and other senior management officials of the effectiveness, efficiency and legal compliance of the agency's EEO program? [see 29 CFR §1614.102(c)(1); MD-715 Instructions, Sec. I]	X		
B.1.c	During this reporting period, did the EEO Director present to the head of the agency, and other senior management officials, the "State of the agency" briefing covering the six essential elements of the model EEO program and the status of the barrier analysis process? [see MD-715 Instructions, Sec. I] If "yes", please provide the date of the briefing in the comments column.	X		HUD's EEO Director conducted a State of the Agency Brief with the Secretary on September 9, 2019.
B.1.d.	Does the EEO Director regularly participate in senior-level staff meetings concerning personnel, budget, technology, and other workforce issues? [see MD-715, II(B)]	X		
B.2.a	Is the EEO Director responsible for the implementation of a continuing affirmative employment program to promote EEO and to identify and eliminate discriminatory policies,	X	-	-

	procedures, and practices? [see MD-110, Ch. 1(III)(A); 29 CFR §1614.102(c)] If not, identify the office with this authority in the comments column.			
B.2.b	Is the EEO Director responsible for overseeing the completion of EEO counseling? [see 29 CFR §1614.102(c)(4)]	X	-	-
B.2.c	Is the EEO Director responsible for overseeing the fair and thorough investigation of EEO complaints? [see 29 CFR §1614.102(c)(5)] [This question may not be applicable for certain subordinate level components.]	X		
B.2.d.	Is the EEO Director responsible for overseeing the timely issuance of final agency decisions? [see 29 CFR §1614.102(c)(5)] [This question may not be applicable for certain subordinate level components.]	X		-
B.2.e	Is the EEO Director responsible for ensuring compliance with EEOC orders? [see 29 CFR §§ 1614.102(e); 1614.502]	X		
B.2.f	Is the EEO Director responsible for periodically evaluating the entire EEO program and providing recommendations for improvement to the agency head? [see 29 CFR §1614.102(c)(2)]	X		
B.2.f.	If the agency has subordinate level components, does the EEO Director provide effective guidance and coordination for the components? [see 29 CFR §§ 1614.102(c)(2); (c)(3)]			N/A.
B.3.a	Do EEO program officials participate in agency meetings regarding workforce changes that might impact EEO issues, including strategic planning, recruitment strategies, vacancy projections, succession planning, and selections for training/career development opportunities? [see MD-715, II(B)]	X		
B.3.b	Does the agency's current strategic plan reference EEO / diversity and inclusion principles? [see MD-715, II(B)] If "yes", please identify the	X		HUD's Strategic Plan requires the development of a "diverse, skilled, and accountable workforce that supports the Department's current and future business needs. Managers will be held accountable for providing employee feedback, timely addressing

	EEO principles in the strategic plan in the comments column.			performance and conduct deficiencies, fulfilling their EEO responsibilities as managers and employees of HUD, and ensuring meaningful differentiation in employee ratings based on relative performance.”
B.4.a	Pursuant to 29 CFR §1614.102(a)(1), has the agency allocated sufficient funding and qualified staffing to successfully implement the EEO program, for the following areas:		-	
B.4.a.1.	to conduct a self-assessment of the agency for possible program deficiencies? [see MD-715, II(D)]	X		
B.4.a.2	to enable the agency to conduct a thorough barrier analysis of its workforce? [see MD-715, II(B)]	X		
B.4.a.3	to timely, thoroughly, and fairly process EEO complaints, including EEO counseling, investigations, final agency decisions, and legal sufficiency reviews? [see 29 CFR §§ 1614.102(c)(5); 1614.105(b) – (f); MD-110, Ch. 1(IV)(D) & 5(IV); MD-715, II(E)]	X		
B.4.a.4	to provide all supervisors and employees with training on the EEO program, including but not limited to retaliation, harassment, religious accommodations, disability accommodations, the EEO complaint process, and ADR? [see MD-715, II(B) and III(C)] If not, please identify the type(s) of training with insufficient funding in the comment column.	X		
B.4.a.5.	to conduct thorough, accurate, and effective field audits of the EEO programs in components and the field offices, if applicable? [see 29 CFR §1614.102(c)(2)]	X		
B.4.a.6	to publish and distribute EEO materials (e.g. harassment policies, EEO posters, reasonable accommodations procedures)? [see MD-715, II(B)]	X		
B.4.a.7	to maintain accurate data collection and tracking systems for the following types of data: complaint tracking, workforce demographics, and applicant flow data? [see MD-715, II(E)] If not, please identify the	X		

	systems with insufficient funding in the comments section.			
B.4.a.8	to effectively administer its special emphasis programs (such as, Federal Women’s Program, Hispanic Employment Program, and People with Disabilities Program Manager)? [5 USC § 7201; 38 USC § 4214; 5 CFR § 720.204; 5 CFR § 213.3102(t) and (u); 5 CFR § 315.709]	X		
B.4.a.9	to effectively manage its anti-harassment program? [see MD-715 Instructions, Sec. I; EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1]		X	An Anti-Harassment Program policy is being revised. Upon implementation of the Anti-Harassment Program policy, HUD will provide sufficient resources.
B.4.a.10	to effectively manage its reasonable accommodation program? [see 29 CFR § 1614.203(d)(4)(ii)]	X		
B.4.a.11	to ensure timely and complete compliance with EEOC orders? [see MD-715, II(E)]	X		
B.4.b	Does the EEO office have a budget that is separate from other offices within the agency? [see 29 CFR § 1614.102(a)(1)]	X		
B.4.c	Are the duties and responsibilities of EEO officials clearly defined? [see MD-110, Ch. 1(III)(A), 2(III), & 6(III)]	X		
B.4.d	Does the agency ensure that all new counselors and investigators, including contractors and collateral duty employees, receive the required 32 hours of training, pursuant to Ch. 2(II) (A) of MD-110?	X		
B.4.e	Does the agency ensure that all new counselors and investigators, including contractors and collateral duty employees, receive the required 32 hours of training, pursuant to Ch. 2(II) (A) of MD-110?	X		
B.5.a.	Pursuant to 29 CFR §1614.102(a)(5), have all managers and supervisors received orientation, training, and advice on their responsibilities under the following areas under the agency EEO program:			

B.5.a.1.	EEO complaint process? [see MD-715(II)(B)]	X		
B.5.a.2.	Reasonable Accommodation Procedures? [see 29 CFR § 1614.102(d)(3)]	X		Handbook and FAQ are on HUD@work, and employees will receive training following implementation.
B.5.a.3.	Anti-harassment policy? [see MD-715(II)(B)]		X	An Anti-Harassment Program policy is being revised. Upon implementation of the Anti-Harassment Program policy, HUD will train managers and supervisors on their responsibilities.
B.5.a.4.	Supervisory, managerial, communication and interpersonal skills in order to supervise most effectively in a workplace with diverse employees and avoid disputes arising from ineffective communications? [see MD-715, II(B)]	X		
B.5.a.5.	ADR, with emphasis on the federal government's interest in encouraging mutual resolution of disputes and the benefits associated with utilizing ADR? [see MD-715(II)(E)]	X		
B.6.a.	Are senior managers involved in the implementation of Special Emphasis Programs? [see MD-715 Instructions, Sec. I]	X		
B.6.b.	Do senior managers participate in the barrier analysis process? [see MD-715 Instructions, Sec. I]	X		
B.6.c.	When barriers are identified, do senior managers assist in developing agency EEO action plans (Part I, Part J, or the Executive Summary)? [see MD-715 Instructions, Sec. I]	X		
B.6.d.	Do senior managers successfully implement EEO Action Plans and incorporate the EEO Action Plan Objectives into agency strategic plans? [29 CFR § 1614.102(a)(5)]	X		
Essential Element C:	MANAGEMENT AND PROGRAM ACCOUNTABILITY			This element requires the Agency Head to hold all managers, supervisors, and EEO Officials responsible for the effective implementation of the agency's EEO program and plan.
C.1.a	Does the agency regularly assess its component and field offices for possible EEO program deficiencies?	X		HUD reestablished the Field Quality Management Review process and reviewed 4 regional and field

	[see 29 CFR §1614.102(c)(2)] If "yes", please provide the schedule for conducting audits in the comments section.			offices. In addition, the EEO Director conducted 3 regional and field office site visits.
C.1.b	Does the agency regularly assess its component and field offices on their efforts to remove barriers from the workplace? [see 29 CFR §1614.102(c)(2)] If "yes", please provide the schedule for conducting audits in the comments section.	X		HUD reestablished the Field Quality Management Review process and reviewed 4 regional and field offices. In addition, the EEO Director conducted 3 regional and field office site visits.
C.1.c.	Do the component and field offices make reasonable efforts to comply with the recommendations of the field audit? [see MD-715, II(C)]	X		
C.2.a	Has the agency established comprehensive anti-harassment policy and procedures that comply with EEOC's enforcement guidance? [see MD-715, II(C); Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (Enforcement Guidance), EEOC No. 915.002, § V.C.1 (June 18, 1999)]		X	An Anti-Harassment Program policy is being revised and is pending implementation.
C.2.a.1	Does the anti-harassment policy require corrective action to prevent or eliminate conduct before it rises to the level of unlawful harassment? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1]		X	An Anti-Harassment Program policy is being revised and is pending implementation. Upon implementation of the Anti-Harassment Program policy, it will require corrective action to prevent or eliminate conduct before it rises to the level of unlawful harassment.
C.2.a.2	Has the agency established a firewall between the Anti-Harassment Coordinator and the EEO Director? [see EEOC Report, Model EEO Program Must Have an Effective Anti-Harassment Program (2006)]		X	An Anti-Harassment Program policy is being revised. Upon implementation of the Anti-Harassment Program policy, it will establish the required firewall.
C.2.a.3	Does the agency have a separate procedure (outside the EEO complaint process) to address harassment allegations? [see Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (Enforcement Guidance), EEOC No. 915.002, § V.C.1 (June 18, 1999)]	X		An Anti-Harassment Program policy is being revised. Upon implementation of the Anti-Harassment Program policy, HUD will have a separate procedure to address harassment allegations.
C.2.a.4.	Does the agency ensure that the EEO office informs the anti-harassment program of all EEO counseling		X	An Anti-Harassment Program policy Is being revised and is pending implementation. Upon implementation of the Anti-Harassment Program policy, HUD will ensure that the EEO office informs the Anti-

	activity alleging harassment? [See Enforcement Guidance, V.C.]			Harassment Program of all EEO counseling alleging harassment.
C.2.a.5.	Does the agency conduct a prompt inquiry (beginning within 10 days of notification) of all harassment allegations, including those initially raised in the EEO complaint process? [see Complainant v. Dep't of Veterans Affairs, EEOC Appeal No. 0120123232 (May 21, 2015); Complainant v. Dep't of Defense (Defense Commissary Agency), EEOC Appeal No. 0120130331 (May 29, 2015)] If "no", please provide the percentage of timely-processed inquiries in the comments column.	X		HUD conducts a prompt inquiry of harassment allegations raised in the EEO process. An Anti-Harassment Program policy is being revised and is pending implementation. Upon implementation of the Anti-Harassment Program policy, HUD will conduct prompt inquiries of all harassment allegations.
C.2.a.6.	Do the agency's training materials on its anti-harassment policy include examples of disability-based harassment? [see 29 CFR §1614.203(d)(2)]		X	An Anti-Harassment Program policy is being revised and is pending implementation. Upon implementation of the Anti-Harassment Program policy, HUD will ensure its training materials include examples of disability-based harassment.
C.2.b.	Has the agency established disability reasonable accommodation procedures that comply with EEOC's regulations and guidance? [see 29 CFR §1614.203(d)(3)]		X	HUD received final approval of its Reasonable Accommodation Program policy. Upon finalization of negotiations with one HUD union and execution of a new Collective Bargaining Agreement, HUD will establish the Reasonable Accommodation Program that complies with EEOC regulations and guidance.
C.2.b.1.	Is there a designated agency official or other mechanism in place to coordinate or assist with processing requests for disability accommodations throughout the agency? [see 29 CFR §1614.203(d)(3)(D)]	X		
C.2.b.2.	Has the agency established a firewall between the Reasonable Accommodation Program Manager and the EEO Director? [see MD-110, Ch. 1(IV)(A)]	X		
C.2.b.3.	Does the agency ensure that job applicants can request and receive reasonable accommodations during the application and placement processes? [see 29 CFR §1614.203(d)(1)(ii)(B)]	X		
C.2.b.4.	Do the reasonable accommodation procedures clearly state that the agency should process the request within a maximum amount of time (e.g., 20 business days), as established by the agency in its	X		HUD received final approval of its Reasonable Accommodation Program policy. Upon finalization of negotiations with one HUD union and execution of a new Collective Bargaining Agreement, HUD will establish the Reasonable Accommodation Program policy that clearly states the maximum amount of time for processing requests for reasonable accommodation.

	affirmative action plan? [see 29 CFR §1614.203(d)(3)(i)(M)]			
C.2.b.5.	Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If “no”, please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.		X	HUD’s average time frame for processing requests for reasonable accommodations in FY 19 was approximately 35 days.
C.2.c	Has the agency established procedures for processing requests for personal assistance services that comply with EEOC’s regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]		X	HUD received final approval of its Reasonable Accommodation Program policy. Upon finalization of negotiations with one HUD union and execution of a new Collective Bargaining Agreement, will establish the Reasonable Accommodation Program that includes procedures for processing request for personal assistance services.
C.2.c.1.	Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If “yes”, please provide the internet address in the comments column.		X	HUD received final approval of its Reasonable Accommodation Program policy. Upon finalization of negotiations with one HUD union and execution of a new Collective Bargaining Agreement, HUD will post its Reasonable Accommodation Program procedures on its public website.
C.3.a	Pursuant to 29 CFR §1614.102(a)(5), do all managers and supervisors have an element in their performance appraisal that evaluates their commitment to agency EEO policies and principles and their participation in the EEO program?	X		
C.3.b	Does the agency require rating officials to evaluate the performance of managers and supervisors based on the following activities:			
C.3.b.1.	Resolve EEO problems/disagreements/conflicts, including the participation in ADR proceedings? [see MD-110, Ch. 3.I]	X		
C.3.b.2.	Ensure full cooperation of employees under his/her supervision with EEO officials, such as counselors and investigators? [see 29 CFR §1614.102(b)(6)]	X		
C.3.b.3.	Ensure a workplace that is free from all forms of discrimination, including	X		

	harassment and retaliation? [see MD-715, II(C)]			
C.3.b.4.	Ensure that subordinate supervisors have effective managerial, communication, and interpersonal skills to supervise in a workplace with diverse employees? [see MD-715 Instructions, Sec. I]	X		
C.3.b.5.	Provide religious accommodations when such accommodations do not cause an undue hardship? [see 29 CFR §1614.102(a)(7)]	X		
C.3.b.6.	Provide disability accommodations when such accommodations do not cause an undue hardship? [see 29 CFR §1614.102(a)(8)]	X		
C.3.b.7.	Support the EEO program in identifying and removing barriers to equal opportunity?. [see MD-715, II(C)]	X		
C.3.b.8.	Support the anti-harassment program in investigating and correcting harassing conduct? [see Enforcement Guidance, V.C.2]		X	An Anti-Harassment Program policy is being revised. Upon implementation of the Anti-Harassment Program policy, HUD will ensure rating officials evaluation the performance of managers and supervisors in supporting the program.
C.3.b.9.	Comply with settlement agreements and orders issued by the agency, EEOC, and EEO-related cases from the Merit Systems Protection Board, labor arbitrators, and the Federal Labor Relations Authority? [see MD-715, II(C)]	X		
C.3.c.	Does the EEO Director recommend to the agency head improvements or corrections, including remedial or disciplinary actions, for managers and supervisors who have failed in their EEO responsibilities? [see 29 CFR §1614.102(c)(2)]	X		
C.3.d.	When the EEO Director recommends remedial or disciplinary actions, are the recommendations regularly implemented by the agency? [see 29 CFR §1614.102(c)(2)]	X		
C.4.a.	Do the HR Director and the EEO Director meet regularly to assess whether personnel programs, policies, and procedures conform to EEOC laws, instructions, and management		X	

	directives? [see 29 CFR §1614.102(a)(2)]			
C.4.b.	Has the agency established timetables/schedules to review at regular intervals its merit promotion program, employee recognition awards program, employee development/training programs, and management/personnel policies, procedures, and practices for systemic barriers that may be impeding full participation in the program by all EEO groups? [see MD-715 Instructions, Sec. I]	X		
C.4.c.	Does the EEO office have timely access to accurate and complete data (e.g., demographic data for the workforce, applicants, training programs, etc.) required to prepare the MD-715 workforce data tables? [see 29 CFR §1614.601(a)]	X		
C.4.d.	Does the HR office timely provide the EEO office with access to other data (e.g., exit interview data, climate assessment surveys, and grievance data), upon request? [see MD-715, II(C)]	X		
C.4.e.	Pursuant to Section II(C) of MD-715, does the EEO office collaborate with the HR office to:			
C.4.e.1.	Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]	X		
C.4.e.2.	Develop and/or conduct outreach and recruiting initiatives? [see MD-715, II(C)]	X		
C.4.e.3.	Develop and/or provide training for managers and employees? [see MD-715, II(C)]	X		
C.4.e.4.	Identify and remove barriers to equal opportunity in the workplace? [see MD-715, II(C)]	X		
C.4.e.5.	Assist in preparing the MD-715 report? [see MD-715, II(C)]	X		
C.5.a.	Does the agency have a disciplinary policy and/or table of penalties that covers discriminatory conduct? [see	X		

	29 CFR §1614.102(a)(6); see also Douglas v. Veterans Administration, 5 MSPR 280 (1981)]				
C.5.b.	When appropriate, does the agency discipline or sanction managers and employees for discriminatory conduct? [see 29 CFR §1614.102(a)(6)] If “yes”, please state the number of disciplined/sanctioned individuals during this reporting period in the comments.		X		No individuals were disciplined or sanctioned in FY 19.
C.5.c.	If the agency has a finding of discrimination (or settles cases in which a finding was likely), does the agency inform managers and supervisors about the discriminatory conduct (e.g., post-mortem to discuss lessons learned)? [see MD-715, II(C)]		X		
C.6.a.	Does the EEO office provide management/supervisory officials with regular EEO updates on at least an annual basis, including EEO complaints, workforce demographics and data summaries, legal updates, barrier analysis plans, and special emphasis updates? [see MD-715 Instructions, Sec. I] If “yes”, please identify the frequency of the EEO updates in the comments column.		X		HUD’s provides managers and supervisor with EEO updates during the annual State of EEO brief, as well as ad hoc trainings and consultations with supervisors and employees on the EEO process.
C.6.b.	Are EEO officials readily available to answer managers’ and supervisors’ questions or concerns? [see MD-715 Instructions, Sec. I]		X		
Essential Element D	PROACTIVE PREVENTION				Requires that the agency head makes early efforts to prevent discriminatory actions and eliminate barriers to equal employment opportunity in the workplace.
D.1	Compliance Indicator	Analyses to identify and remove unnecessary barriers to employment are conducted throughout the year.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
	Measures		Yes	No	
D.1.a	Does the agency have a process for identifying triggers in the workplace? [see MD-715 Instructions, Sec. I]		X		
D.1.b	Does the agency regularly use the following sources of information for trigger identification: workforce data; complaint/grievance data; exit		X		

	surveys; employee climate surveys; focus groups; affinity groups; union; program evaluations; special emphasis programs; and/or external special interest groups? [see MD-715 Instructions, Sec. I]			
D.1.c	Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]		X	HUD does not currently conduct exit interview that include questions on how it can improve the recruitment, hiring, inclusion and advancement of individuals with disabilities.
D.2.a.	Does the agency have a process for analyzing the identified triggers to find possible barriers? [see MD-715, (II)(B)]	X		
D.2.b.	Does the agency regularly examine the impact of management/personnel policies, procedures, and practices by race, national origin, sex, and disability? [see 29 CFR §1614.102(a)(3)]	X		
D.2.c.	Does the agency consider whether any group of employees or applicants might be negatively impacted prior to making human resource decisions, such as re-organizations and realignments? [see 29 CFR §1614.102(a)(3)]	X		
D.2.d.	Does the agency regularly review the following sources of information to find barriers: complaint/grievance data, exit surveys, employee climate surveys, focus groups, affinity groups, union, program evaluations, anti-harassment program, special emphasis programs, and/or external special interest groups? [see MD-715 Instructions, Sec. I]] If “yes”, please identify the data sources in the comments column.	X		HUD regularly reviews workplace climate assessments, focus groups, affinity groups, program evaluations and workforce data.
D.3.a.	Does the agency effectively tailor action plans to address the identified barriers, in particular policies, procedures, or practices? [see 29 CFR §1614.102(a)(3)]	X		
D.3.b.	If the agency identified one or more barriers during the reporting period, did the agency implement a plan in Part I, including meeting the target	X		

	dates for the planned activities? [see MD-715, II(D)]				
D.3.c.	Does the agency periodically review the effectiveness of the plans? [see MD-715, II(D)]		X		
D.4.a	Does the agency post its affirmative action plan on its public website? [see 29 CFR §1614.203(d)(4)] If yes, please provide the internet address in the comments.		X		www.hud.gov/sites/documents/ODEEO.PDF
D.4.b	Does the agency take specific steps to ensure qualified people with disabilities are aware of and encouraged to apply for job vacancies? [see 29 CFR §1614.203(d)(1)(i)]		X		
D.4.c.	Does the agency ensure that disability-related questions from members of the public are answered promptly and correctly? [see 29 CFR §1614.203(d)(1)(ii)(A)]		X		
D.4.d.	Has the agency taken specific steps that are reasonably designed to increase the number of persons with disabilities or targeted disabilities employed at the agency until it meets the goals? [see 29 CFR §1614.203(d)(7)(ii)]		X		
Essential Element E	EFFICIENCY				Requires that the agency head ensure that there are effective systems in place for evaluating the impact and effectiveness of the agency's EEO programs as well as an efficient and fair dispute resolution process.
E.1	Compliance Indicator	The agency has sufficient staffing, funding, and authority to achieve the elimination of identified barriers.	Measure has been met		For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
	Measures		Yes	No	
E.1.a	Does the agency timely provide EEO counseling, pursuant to 29 CFR §1614.105?		X		
E.1.b	Does the agency provide written notification of rights and responsibilities in the EEO process during the initial counseling session, pursuant to 29 CFR §1614.105(b)(1)?		X		

E.1.c	Does the agency issue acknowledgment letters immediately upon receipt of a formal complaint, pursuant to MD-110, Ch. 5(I)?	X		
E.1.d	Does the agency issue acceptance letters/dismissal decisions within a reasonable time (e.g., 60 days) after receipt of the written EEO Counselor report, pursuant to MD-110, Ch. 5(I)? If so, please provide the average processing time in the comments.	X		
E.1.e	Does the agency ensure that all employees fully cooperate with EEO counselors and EEO personnel in the EEO process, including granting routine access to personnel records related to an investigation, pursuant to 29 CFR §1614.102(b)(6)?	X		
E.1.f	Does the agency timely complete investigations, pursuant to 29 CFR §1614.108?		X	HUD's FY 19 average EEO investigation timeframe was 200.8 days. Although this is beyond the statutory timeframe of 180 days, it represents the third consecutive year of decreased processing time.
E.1.g	If the agency does not timely complete investigations, does the agency notify complainants of the date by which the investigation will be completed and of their right to request a hearing or file a lawsuit, pursuant to 29 CFR §1614.108(g)?	X		
E.1.h	When the complainant did not request a hearing, does the agency timely issue the final agency decision, pursuant to 29 CFR §1614.110(b)?	X		
E.1.i	Does the agency timely issue final actions following receipt of the hearing file and the administrative judge's decision, pursuant to 29 CFR §1614.110(a)?	X		
E.1.j	If the agency uses contractors to implement any stage of the EEO complaint process, does the agency hold them accountable for poor work product and/or delays? [See MD-110, Ch. 5(V)(A)] If "yes", please describe how in the comments column.	X		HUD reviews and returns submitted work product to the contractor revisions. In addition, HUD retains the right to discontinue contractor services annually.
E.1.k	If the agency uses employees to implement any stage of the EEO complaint process, does the agency hold them accountable for poor work product and/or delays during	X		

	performance review? [See MD-110, Ch. 5(V)(A)]			
E.1.1.	Does the agency submit complaint files and other documents in the proper format to EEOC through the Federal Sector EEO Portal (FedSEP)? [See 29 CFR § 1614.403(g)]	X		
E.2.a	Has the agency established a clear separation between its EEO complaint program and its defensive function? [see MD-110, Ch. 1(IV)(D)] If “yes”, please explain.	X		ODEEO hired staff with the sufficient professional background to review FADs, settlement agreements, and other documents and reports for compliance with relevant laws, regulations, and precedents. Consultation with OGC occurs on an as needed basis and ensures the attorney reviewing the matter does not serve in a defense function for the Department.
E.2.b	When seeking legal sufficiency reviews, does the EEO office have access to sufficient legal resources separate from the agency representative? [see MD-110, Ch. 1(IV)(D)] If “yes”, please identify the source/location of the attorney who conducts the legal sufficiency review in the comments column.	X		HUD’s EEO Office contacts OGC senior leadership, who requests a field office attorney, not acting in a defensive role, conducts the required legal sufficiency review.
E.2.c	If the EEO office relies on the agency’s defensive function to conduct the legal sufficiency review, is there a firewall between the reviewing attorney and the agency representative? [see MD-110, Ch. 1(IV)(D)]			N/A
E.2.d	Does the agency ensure that its agency representative does not intrude upon EEO counseling, investigations, and final agency decisions? [see MD-110, Ch. 1(IV)(D)]	X		
E.2.e	If applicable, are processing time frames incorporated for the legal counsel’s sufficiency review for timely processing of complaints? [see EEOC Report, Attaining a Model Agency Program: Efficiency (Dec. 1, 2004)]	X		
E.3.a	Has the agency established an ADR program for use during both the pre-complaint and formal complaint stages of the EEO process? [see 29 CFR §1614.102(b)(2)]	X		
E.3.b.	Does the agency require managers and supervisors to participate in	X		

	ADR once it has been offered? [see MD-715, II(A)(1)]			
E.3.c	Does the Agency encourage all employees to use ADR, where ADR is appropriate? [See MD-110, Ch. 3(IV)(C)]	X		
E.3.d	Does the agency ensure a management official with settlement authority is accessible during the dispute resolution process? [see MD-110, Ch. 3(III)(A)(9)]	X		
E.3.e	Does the agency prohibit the responsible management official named in the dispute from having settlement authority? [see MD-110, Ch. 3(I)]	X		
E.3.f	Does the agency annually evaluate the effectiveness of its ADR program? [see MD-110, Ch. 3(II)(D)]	X		
E.4.a.	Does the agency have systems in place to accurately collect, monitor, and analyze the following data:			
E.4.a.1.	Complaint activity, including the issues and bases of the complaints, the aggrieved individuals/complainants, and the involved management official? [see MD-715, II(E)]		X	HUD lost access to its EEO complaint tracking system in 2019 based upon contractual challenges. However, HUD's EEO office immediately created and deployed an alternative tracking mechanism and awarded a new tracking system contract on September 30, 2019.
E.4.a.2.	The race, national origin, sex, and disability status of agency employees? [see 29 CFR §1614.601(a)]	X		
E.4.a.3.	Recruitment activities? [see MD-715, II(E)]	X		
E.4.a.4.	External and internal applicant flow data concerning the applicants' race, national origin, sex, and disability status? [see MD-715, II(E)]	X		

E.4.a.5	The processing of requests for reasonable accommodation? [29 CFR §1614.203(d)(4)]	X		
E.4.a.6.	The processing of complaints for the anti-harassment program? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.2]		X	An Anti-Harassment Program policy is being revised. Upon implementation of the Anti-Harassment Program policy, HUD will ensure it has a system in place to track the processing of such complaints.
E.4.b.	Does the agency have a system in place to re-survey the workforce on a regular basis? [MD-715 Instructions, Sec. I]	X		.
E.5.a	Does the agency monitor trends in its EEO program to determine whether the agency is meeting its obligations under the statutes EEOC enforces? [see MD-715, II(E)] If “yes”, provide an example in the comments.	X		
E.5.b	Does the agency review other agencies’ best practices and adopt them, where appropriate, to improve the effectiveness of its EEO program? [see MD-715, II(E)] If “yes”, provide an example in the comments.	X		HUD participates in the EEO Directors Forum and Quarterly EEOC Directors Meetings. In addition, EEO personnel regularly attend trainings and participate in workgroups to identify best practices.
E.5.c	Does the agency compare its performance in the EEO process to other federal agencies of similar size? [see MD-715, II(E)]	X		
Essential Element F	RESPONSIVENESS AND LEGAL COMPLIANCE			This element requires that Federal agencies are in full compliance with EEO statutes and EEOC regulations, policy guidance, and other written instructions.
F.1.a	Does the agency have a system of management controls to ensure that its officials timely comply with EEOC orders/directives and final agency actions? [see 29 CFR §1614.102(e); MD-715, II(F)]	X		
F.1.b	Does the agency have a system of management controls to ensure the timely, accurate, and complete compliance with resolutions/settlement agreements? [see MD-715, II(F)]	X		
F.1.c	Are there procedures in place to ensure the timely and predictable	X		

	processing of ordered monetary relief? [see MD-715, II(F)]			
F.1.d	Are procedures in place to process other forms of ordered relief promptly? [see MD-715, II(F)]	X		
F.1.e	When EEOC issues an order requiring compliance by the agency, does the agency hold its compliance officer(s) accountable for poor work product and/or delays during performance review? [see MD-110, Ch. 9(IX)(H)]	X		
F.2.a	Does the agency timely respond and fully comply with EEOC orders? [see 29 CFR §1614.502; MD-715, II(E)]	X		
F.2.a.1	When a complainant requests a hearing, does the agency timely forward the investigative file to the appropriate EEOC hearing office? [see 29 CFR §1614.108(g)]	X		
F.2.a.2	When there is a finding of discrimination that is not the subject of an appeal by the agency, does the agency ensure timely compliance with the orders of relief? [see 29 CFR §1614.501]	X		
F.2.a.3	When a complainant files an appeal, does the agency timely forward the investigative file to EEOC's Office of Federal Operations? [see 29 CFR §1614.403(e)]	X		
F.2.a.4	Pursuant to 29 CFR §1614.502, does the agency promptly provide EEOC with the required documentation for completing compliance?	X		
F.3.a.	Does the agency timely submit to EEOC an accurate and complete No FEAR Act report? [Public Law 107-174 (May 15, 2002), §203(a)]	X		
F.3.b.	Does the agency timely post on its public webpage its quarterly No FEAR Act data? [see 29 CFR §1614.703(d)]		X	HUD was unable to timely post quarterly No FEAR Act data to its public webpage due to losing access its EEO complaint tracking system in FY 19 based on contractual challenges. However, HUD awarded a new tracking contract on September 30, 2019 and does not anticipate any challenges in FY 20.

PART H

EEO PLAN TO ATTAIN THE ESSENTIAL ELEMENTS OF A MODEL EEO PROGRAM

EEOC FORM 715-01

**U.S. Department of Housing and Urban Development
Fiscal Year (FY) 2019**

**U.S. Equal Employment Opportunity Commission
FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT
EEO Plan to Attain the Essential Elements of a Model EEO Program
EEOC FORM 715-01 PART H**

FY 2019 – Part H, Plan #1 (Updated)

Essential Element A: Demonstrated Commitment from Agency Leadership

Requires the agency head to issue written policy statements ensuring a workplace free of discriminatory harassment and a commitment to equal employment opportunity.

STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	Managers and supervisors should be evaluated on their commitment to agency EEO policies and principles, including their efforts to ensure a workplace that is free from all forms of discrimination, harassment and retaliation.
OBJECTIVE:	In accordance with EEOC MD-715, Federal agencies must have in place an effective anti-harassment program policy and procedures to address non-sexual harassment and establish a separate independent investigatory process and procedures and failing to provide clear investigation procedures.
RESPONSIBLE OFFICIAL:	Office of the Assistant Secretary for Administration (OASA), Office of the Chief Human Capital Officer (OCHCO)
DATE OBJECTIVE INITIATED:	September 30, 2010
TARGET DATE FOR COMPLETION OF OBJECTIVE:	December 30, 2020
PLANNED ACTIVITIES TOWARD COMPLETION OF THE OBJECTIVE:	TARGET DATE (Must be specific)
Submit a final policy document to internal HUD stakeholders for final review and concurrence that includes EEOC guidance contained in the July 6, 2017 Technical Assistance letter.	July 30, 2020
Disseminate EEOC Approved Anti-Harassment Program policy and procedures to all HUD employees (e.g., new employees at orientation, newly appointed managers and supervisors into the managerial/supervisory ranks, and employees attending related trainings) via the HUD@Work website.	December 30, 2020

REPORT OF MODIFICATIONS TO THE OBJECTIVE:	TARGET DATE (Must be specific)
Modification of the target date since this objective's initiation on September 30, 2010. An Anti-Harassment Program policy was previously drafted and submitted to the HUD Unions for review and negotiation; however, negotiations stalled. As a result, a new Anti-Harassment Program policy is being drafted. In addition, numerous personnel changes occurred in FY 19 within the responsible offices affecting progress.	September 30, , 2020
REPORT OF ACCOMPLISHMENTS TO THE OBJECTIVE:	TARGET DATE (Must be specific)
HUD introduced a new initiative titled <i>Harmony and Respect at HUD: Civility Matters</i> by conducting a mandatory training for all HUD employees, designed to raise awareness of inappropriate workplace behaviors, including harassment, and resources and tools to resolve conflict.	May 15, 2019
HUD finalized its Anti-Harassment Program policy and procedures and submitted them into HUD's internal clearance process, which includes a review by HUD Unions. In addition, the Secretary's Anti-Harassment Policy Statement was reissued on July 19, 2018, addressing deficiencies identified in the EEOC's July 6, 2017 Technical Assistance letter.	September 30, 2018
HUD ensures EEO and Diversity related training, which includes sexual harassment, is presented annually to employees. The training teaches participants the types of sexual harassment, elements of prohibited workplace conduct, rights of the Federal employee, and responsibilities of the Federal employer.	September 30, 2018
In response to the EEOC recommendation for a more effective approach to preventing harassment in the workplace, HUD introduced <i>Civil Treatment</i> training. This training emphasized the process for reporting nonsexual harassment and separate investigatory process and procedures.	September 30, 2017

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EEOC FORM 715-01 PART H**

FY 2019 - Part H, Plan #2 (Updated)

Essential Element A: Demonstrated Commitment from Agency Leadership

Requires the agency head to issue written policy statements ensuring a workplace free of discriminatory harassment and a commitment to equal employment opportunity.

Essential Element C: Management and Program Accountability

Requires the Agency Head to hold all managers, supervisors, and EEO Officials responsible for the effective implementation of the agency's EEO Program and Plan.

Essential Element E: Efficiency

Requires that the agency head ensure that there are effective systems in place for evaluating the impact and effectiveness of the agency's EEO Programs as well as an efficient and fair dispute resolution process.

**STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:**

HUD lacks a web-based tracking system to manage reasonable accommodation requests that are currently not processed within the required time frame and analyze data to identify trends.

HUD received an EEOC notice of deficiency regarding its reasonable accommodation program on July 6, 2017.

All HUD employees are not trained on their responsibilities under the reasonable accommodation procedures.

HUD has not established procedures to facilitate the provision of reasonable accommodations.

OBJECTIVE:

Establish a comprehensive Reasonable Accommodation Program and system to track, analyze, and evaluate reasonable accommodation requests, and ensure compliance with EEOC's Procedures for Providing Reasonable Accommodation for Individuals With Disabilities, EO 13164 Requiring Federal Agencies To Establish Procedures To Facilitate the Provision of Reasonable Accommodation, Section 501 of the Rehabilitation Act of 1973, and the ADA Amendments Act of 2008 (ADAAA).

RESPONSIBLE OFFICIAL:	Office of the Assistant Secretary for Administration (OASA), Chief Human Capital Officer; Director, Office of Departmental Equal Employment Opportunity (ODEEO); and the Office of General Counsel (OGC)	
DATE OBJECTIVE INITIATED:	September 30, 2010	
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 30, 2020	
PLANNED ACTIVITIES TOWARD COMPLETION OF THE OBJECTIVE:	TARGET DATE (Must be specific)	
Implement its new Reasonable Accommodation Portal to monitor, track, and report on the reasonable accommodations process. HUD's Reasonable Accommodation Portal is an automated record-keeping system that provides secure storage of reasonable accommodation request information, supporting documentation, decisions and justifications for decisions, appeals, and implementation.	September 30, 2020	
Publish the Reasonable Accommodation Program policy and procedures and identify substantive changes for increased transparency in the process and clearly articulate roles and responsibilities, following the execution of the new CBA with a HUD union.	September 30, 2020	
Upon implementation of the Reasonable Accommodation Portal (eCase), assess reasonable accommodation decisions to determine trends, commonalities, and barriers for process improvements.	September 30, 2020	
REPORT OF MODIFICATIONS TO THE OBJECTIVE:	TARGET DATE (Must be specific)	
Modification of the target date since the initiation of this objective on September 30, 2010.	September 30, 2020	
Modification of the objective to comply with updated regulations contained in Section 501 of the Rehabilitation Act and guidance provided in the EEOC's July 6, 2017 Technical Assistance letter, and to reflect the appropriate Essential Element deficiencies.	September 30, 2019 (completed)	
REPORT OF ACCOMPLISHMENTS TO THE OBJECTIVE:	TARGET DATE (Must be specific)	

HUD received EEOC approval of its Reasonable Accommodation Program policies and procedures.	June 30, 2019
HUD's Diversity Council collaborated with Advocates for HUD Employees with Disabilities (AHeD), to create and implement programming for National Disability Employment Awareness Month (NDEAM).	September 30, 2019
HUD's Reasonable Accommodation Handbook is readily available to employees on its internal website.	September 30, 2019
HUD rerouted the updated Reasonable Accommodation Program policies and procedures internally for review and concurrence.	April 30, 2019
HUD completed user acceptance testing of the Reasonable Accommodation Portal to monitor, track, and report on the reasonable accommodations process.	September 30, 2019
HUD updated its Reasonable Accommodation Program's policies and procedures, which underwent internal clearance before submitting to EEOC for approval.	September 30, 2017
During the FY 17 HUD EEO and Inclusion in the Workplace Conference, HUD welcomed EEOC guest speaker, Dexter Brook, Associate Director of Federal Sector Programs, who provided an update on Section 501 requirements.	September 30, 2017
Reasonable Accommodation FAQ's are disseminated annually to HUD employees on its internal website.	September 30, 2017
HUD's Headquarters and field offices established a formal relationship with the Computer/Electronic Accommodations Program (CAP) to provide technical assistance.	September 30, 2017

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EEOC FORM 715-01 PART H**

FY 2019 – Part H, Plan #3 (Updated)

Essential Element E: EFFICIENCY

Requires that the agency head ensure that there are effective systems in place for evaluating the impact and effectiveness of the agency's EEO programs as well as an efficient and fair dispute resolution process

STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	Does the agency complete the investigations within the applicable prescribed time frame? When a complainant requests a final agency decision, does the agency issue the decision within 60 days of the request?
OBJECTIVE:	Establish an effective EEO complaint processing program that timely completes EEO investigations within 180 days and FADs within 60 days of the request.
RESPONSIBLE OFFICIAL:	Director, Office of Departmental Equal Employment Opportunity
DATE OBJECTIVE INITIATED:	September 30, 2017
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 30, 2020
PLANNED ACTIVITIES TOWARD COMPLETION OF THE OBJECTIVE:	TARGET DATE (Must be specific)
Award a new EEO investigations contract to enhance timeliness through improved quality assurance and accountability provisions.	September 30, 2020
Continuously review EEO investigation processing to improve efficiency and thoroughness. In FY 19, HUD again decreased the timeframe for conducting EEO investigations to 200.8 days (from 246 days in FY 18) and maintained timely issuance of FADs.	September 30, 2020

REPORT OF MODIFICATIONS TO THE OBJECTIVE:	TARGET DATE (Must be specific)
<p>HUD modified the timeframe for completion of its objectives because it experienced two major impediments in FY 19. First, HUD experienced an abrupt personnel change in a key role. HUD's EEO Team Lead did not complete an orderly transition or return following the government shutdown in January 2019 as she began a new position with a Federal agency unaffected by the shutdown. The Team Lead was HUD's sole Systems Administrator for its EEO tracking system and HUD was unable to reassign the role due to contractual challenges. Second, HUD lost access to its EEO tracking system in June 2019 based on contractual challenges. Consequently, HUD was unable to timely produce the required No FEAR Act and 462 Reports and efficiently and effectively manage EEO complaint processing.</p>	<p>September 30, 2020</p>
REPORT OF ACCOMPLISHMENTS TO THE OBJECTIVE	TARGET DATE (MUST BE SPECIFIC)
<p>HUD hired two key EEO personnel in FY 19 instrumental to ensuring timely and efficient EEO complaint processing. First, HUD hired a new Team Lead to assist with the implementation of an effective EEO complaint management system that consistently ensures quality and efficient EEO complaint processing. In addition, HUD hired an EEO Program Analyst to advise on the effectiveness and efficiency of HUD's EEO complaint tracking system, identify deficiencies and recommend solutions.</p>	<p>September 30, 2019</p>
<p>FAD issuance remained within the statutory timeframe for the second year in a row. HUD's FY 19 average FAD issuance rate was 59 days.</p>	<p>September 30, 2018</p>
<p>A new EEO Division Director was hired in February 2017 and a new Team Leader was assigned.</p>	<p>February 2017</p>
<p>Increased staff accountability by inserting new elements on performance plans.</p>	<p>February 29, 2017</p>

**U.S. Department of Housing and Urban Development
Fiscal Year (FY) 2019**

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EEOC FORM 715-01 PART H**

FY 2019 – Part H, Plan #4 (Update)

Essential Element E: EFFICIENCY

Requires that the agency head ensure that there are effective systems in place for evaluating the impact and effectiveness of the agency's EEO programs as well as an efficient and fair dispute resolution process

**STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:**

Low resolution rate in ADR process. There is a perception that management is unwilling to settle complaints.

OBJECTIVE:

To obtain more ADR resolution and settlements

**RESPONSIBLE
OFFICIAL:**

Director, Office of Departmental Equal Employment Opportunity (ODEEO)

**DATE OBJECTIVE
INITIATED:**

September 30, 2017

**TARGET DATE FOR
COMPLETION OF
OBJECTIVE:**

September 30, 2020

PLANNED ACTIVITIES TOWARD COMPLETION OF THE OBJECTIVE:

**TARGET DATE
(Must be specific)**

Implement a five-calendar day settlement agreement concurrence review period.

September 30, 2020

Provide ADR training to HUD employees to increase awareness and understanding of ADR process and purpose.

September 30, 2020

Promote ADR to employees, supervisors, and senior leadership.

September 30, 2020
2017–2022

Develop strategies to implement the following recommendations identified in the FY 18 ADR review: (1) Publishing ADR procedures to outline roles and responsibilities of offering ADR;

September 30, 2019

<p>(2) Training EEO counselors and ADR specialists in the process of offering and recording offers of ADR, and implementing quarterly ADR review of cases; (3) Creating training materials, to provide responsible officials with information regarding resources and process to resolve informal EEO complaints; and (4) Updating pre-ADR consultations materials to ensure aggrieved persons are properly advised of process and expectations during ADR.</p>	
<p>REPORT OF MODIFICATIONS TO THE OBJECTIVE:</p> <p>HUD modified the target completion date for planned activities. HUD experienced no change in the ADR resolution rate during FY 19. HUD identified two major challenges: significant delays in the internal concurrence process for settlement agreements; and parties potentially not participating in good faith.</p>	<p>TARGET DATE (Must be specific)</p> <p>September 30, 2020</p>
<p>REPORT OF ACCOMPLISHMENTS TO THE OBJECTIVE:</p>	<p>TARGET DATE (Must be specific)</p>
<p>In September 2017, HUD produced two videos on the benefits of the ADR program and promotes ADR during its annual EEO and diversity conference.</p>	<p>September 30, 2017</p>
<p>HUD established ADR standard operating procedures to enhance the efficiency and effectiveness of the program in FY 2018. This tool is also being used to develop effective training for employees, supervisors, and managers during FY 2019.</p>	<p>September 30, 2018</p>
<p>HUD conducted a review of the ADR program to analyze data and provide recommendation for program enhancement.</p>	<p>September 30, 2018</p>

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**U.S. Equal Employment Opportunity Commission
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EEOC FORM 715-01 PART H**

FY 2019– Part H, Plan #5 (New)	
Essential Element E: Efficiency	
Requires the agency to have an effective and accurate data collection systems in place to evaluate its EEO program.	
STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	Does the agency have systems in place to accurately collect, monitor, and analyze the following data: Complaint activity, including the issues and bases of the complaints, the aggrieved individuals/complainants, and the involved management official?
OBJECTIVE:	Establish a comprehensive system to accurately collect, monitor and analyze EEO complaint data, transfer all historical EEO data into the new system, and train EEO specialists to effectively use the new system.
RESPONSIBLE OFFICIAL:	Office of the Assistant Secretary for Administration (OASA), Office of Chief Procurement Officer (CPO); Office of Chief Information Officer (OCIO); and Office of Departmental Equal Employment Opportunity (ODEEO);
DATE OBJECTIVE INITIATED:	June 4, 2019
TARGET DATE FOR COMPLETION OF OBJECTIVE:	February 7, 2020
PLANNED ACTIVITIES TOWARD COMPLETION OF THE OBJECTIVE:	TARGET DATE (Must be specific)
Migrate HUD’s historical EEO data to newly acquired EEO tracking system.	January 31, 2020
Train all EEO specialists and personnel to use the new EEO tracking system.	February 7, 2020

REPORT OF MODIFICATIONS TO THE OBJECTIVE:	TARGET DATE (Must be specific)
REPORT OF ACCOMPLISHMENTS TO THE OBJECTIVE:	TARGET DATE (Must be specific)
HUD awarded a new contract for an EEO complaint tracking system. In 2019, HUD lost access to its EEO complaint tracking system due to contractual challenges. Immediately, HUD's EEO office created and implemented a stopgap measure to track EEO data and ensure the continuation of accurate and timely processing of EEO complaints.	September 30, 2019

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 EEO Plan to Attain the Essential Elements of a Model EEO Program
 EEOC FORM 715-01 PART H**

FY 2019 – Part H, Plan #7 (New)

Essential Element A: Demonstrated Commitment from Agency Leadership

Requires the agency to issue EEO policy statements annually.

STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	During current Agency Head's tenure, has EEO policy statement been re-issued annually.
OBJECTIVE:	Annual issuance of Agency EEO policy statement by the Agency Head.
RESPONSIBLE OFFICIAL:	Office of Departmental Equal Employment Opportunity (ODEEO);
DATE OBJECTIVE INITIATED:	October 1, 2019
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 30, 2020
PLANNED ACTIVITIES TOWARD COMPLETION OF THE OBJECTIVE:	TARGET DATE (Must be specific)
Submit for review and, upon clearance, issue FY 20 HUD EEO policy statement.	December 31, 2019
Create a protocol for annual timely drafting, clearance and issuance of updated HUD EEO policies statement.	September 30, 2020
REPORT OF MODIFICATIONS TO THE OBJECTIVE:	TARGET DATE (Must be specific)
REPORT OF ACCOMPLISHMENTS TO THE OBJECTIVE:	TARGET DATE (Must be specific)
HUD drafted and submitted for clearance the Secretary's FY 20 EEO policy statement to ensure timely issuance.	December 5, 2019

PART I

**FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS
REPORT - EEO PLAN TO ELIMINATE IDENTIFIED
BARRIER(S)**

EEOC FORM 715-01 PART I	U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT	
U.S. Department of Housing and Urban Development	FY 2019	
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?	In FY 19, HUD's representation of PWD was 11.27% (765) of the total permanent workforce (6,786), slightly below the Federal government-wide goal of 12%. Additionally, HUD's FY 19 participation rate of PTWDs was 2.93% (199) of the total permanent workforce, exceeding the Federal government-wide goal of 2%.	
BARRIER ANALYSIS: Provide a description of the steps taken and data analyzed to determine cause of the condition.	HUD analyzed this potential barrier by examining HUD's workforce data tables to compare the participation level of PWTDS against the EEOC's goal of 12%.	
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.	HUD has made significant progress towards meeting the overall goal of 12% PWD and again exceeded the PTWD goal of 2%. As such, systemic barriers are minimal, and HUD is shifting to continuous expansion of education of managers regarding hiring authorities, recruitment, retention and reasonable accommodation programs to further its goals.	
OBJECTIVE: State the alternative or revised agency policy, procedure or practice to be implemented to correct the undesired condition.	Continue to improve recruitment, outreach, and retention efforts of PWD and PWTD.	
RESPONSIBLE OFFICIAL:	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)	
DATE OBJECTIVE INITIATED:	October 1, 2016	
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 20, 2020	
Planned Activities	TARGET DATE (must be specific)	
Train HUD managers and supervisors on Schedule A Hiring Authorities.	September 30, 2020	
Utilize OPM's contract vendor and other resources to recruit and hire qualified PWD and PWTD.	September 30, 2020	

Promote participation in HUD-wide related activities aimed at increasing the participation of PWD and PWTD.	September 30, 2020
Resurvey the HUD workforce to update the disability codes in workforce statistical information.	September 30, 2020

REPORT OF ACCOMPLISHMENTS and MODIFICATIONS TO OBJECTIVE

- HUD received EEOC approval of its Reasonable Accommodation Program policies and procedures, which are currently being negotiated with a HUD union. Upon execution of the CBA, the policies and procedures will be disseminated to the HUD workforce.
- In celebration of HUD’s FY 19 National Disability Employment Awareness Month (NDEAM) Program, HUD invited Anne Hirsh, Co-Director, JAN, to present an overview of the reasonable accommodations process and promote JAN as a resource for expert advice and consultation on reasonable accommodation matters.
- HUD began efforts to conduct a Department-wide self-identification campaign by drafting a message to all HUD employees in FY20 to encourage employees to review and update their disability status to ensure the accuracy of workforce data.
- HUD conducted a Focus Group on Evacuation Procedures for PWDs and employees who require assistance during an evacuation. The Focus Group was designed to understand current concerns and ensure the effectiveness of HUD’s evacuation procedures for PWDs.
- HUD continues to provide assistive technology through its Assistive Technology Program (ATP) for accommodating HUD employees who have 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.
- HUD continues to offer a variety of training programs and courses to HUD employees and supervisors regarding disability laws and requirements.
- HUD continued to support and collaborate with AHeD, including planning and promoting NDEAM programs. AHeD reestablished their charter, created an Interim Steering Committee aimed on improving information sharing with the HUD workforce and disability community, and redesigned their internal website page and ListServ.
- In recognition of HUD’s FY 20 NDEAM Celebration, HUD planned four dynamic training programs: (1) Service Animal Panel Discussion; (2) Section 508: Digital Accessibility for Persons with Disabilities and How to Make 508 Compliance; (3) Section 508: Drafting Alternative Text to Enhance Accessibility of Images, Graphics, and Other Content; and (4) Q & A Panel Discussion on Reasonable Accommodations.

EEOC FORM 715-01 PART I	U.S. Equal Employment Opportunity Commission FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT	
U.S. Department of Housing and Urban Development	FY 2019	
<p>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>There continues to be a low participation rate of Hispanics-Latinos in MCOs: (Economist Series (0110); Human Resources Management Series (0201); Miscellaneous Administration and Program Series (0301); Auditing Series (0511); Contracting Series (1102); and Information Technology Management Series (2210).</p>	
<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>	<p>A review of workforce data reveals HUD experienced low Hispanics-Latinos participation rates in several MCOs. HUD employed 446 (6.55%) permanent Hispanic-Latino employees in FY 19, compared to 515 (7.53%) in FY 18, which is slightly below the Government-wide participation rate of 8.5% and significantly below the CLF of 9.96%. In addition, the participation rate for the permanent Hispanic-Latino workforce decreased by 69 employees in FY 19, compared to 47 employees in FY 18.</p>	
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>HUD has not fully formalized organizational recruitment and succession planning strategies to increase targeted recruitment and outreach efforts specifically for Hispanics-Latinos in mission critical related occupations.</p>	
<p>OBJECTIVE:</p> <p>State the alternative or revised agency policy, procedure or practice to be implemented to correct the undesired condition.</p>	<p>Formalize organizational recruitment and succession planning strategies to increase targeted recruitment and outreach efforts for Hispanics-Latinos in MCOs. In addition, identify specific goals to achieve HUD's diversity vision, conduct an organizational assessment to provide a baseline to assist HUD in understanding the organizational climate and further strategic diversity management goals, and provide policy recommendations and an annual report documenting the progress of any established strategic planning efforts to the Secretary.</p>	
<p>RESPONSIBLE OFFICIAL:</p>	<p>Office of the Assistant Secretary for Administration (OASA), Chief Human Capital</p>	

	Officer; Director, Office of Departmental Equal Employment Opportunity (ODEEO); and the Office of General Counsel (OGC)
DATE OBJECTIVE INITIATED:	October 1, 2016 (newly modified from FY 2015)
TARGET DATE FOR COMPLETION OF OBJECTIVE:	Ongoing
PLANNED ACTIVITIES TOWARD COMPLETION OF OBJECTIVE:	TARGET DATE (Must be specific)
HUD will identify Minority Serving Institutions or other organizations with which to partner to establish a pipeline for the employment of Hispanics-Latinos.	September 30, 2020
HUD will invite Hispanic-Latino college students and interns to attend a career fair and learn about HUD careers. In addition, participants will be presented an overview of the application process for Federal government jobs on USAjobs.com. Finally, participants will participate in Executive Speed Mentoring session, during which HUD SES members will share valuable career guidance.	October 15, 2020
HUD will spotlight Hispanic-Latino employees on its internal social media platform during its annual celebration of National Hispanic Heritage Month.	October 15, 2020
HUD will review its Hispanic Employment Program policy, roles, and responsibilities at national, regional, and field office levels, to ensure alignment with strategic efforts and enhance effectiveness.	June 30, 2021
HUD will conduct an extensive multi-phase Hispanic-Latino workforce barrier analysis, utilizing the established Hispanic Employment working group, to identify and determine the cause of low participation rates and create strategies to increase participation from data collected by pay grades, MCOs, separations,	December 31, 2021

<p>promotions, hiring actions, and career and leadership development.</p>	
<p>HUD will create an easy to navigate informative resource website to increase access to workforce data, which includes Info Graphics (to present information quickly and clearly using visual representations of information), demographical information, useful resources, and an employee suggestion component.</p>	<p>December 31, 2021</p>
<p>REPORT OF ACCOMPLISHMENTS and MODIFICATIONS TO OBJECTIVE</p>	
<ul style="list-style-type: none"> • HUD celebrated National Hispanic Heritage Month (NHHM) with both a kickoff event and spotlight. First, HUD hosted a NHHM kickoff program, during which HUD’s Deputy Assistant Secretary of Operations for Fair Housing and Equal Opportunity served as the Keynote Speaker. In addition, HUD produced an Employee Spotlight to proudly highlight some of HUD’s brightest and most committed Hispanic-Latino employees on its internal social media platform. The spotlight including the response team that volunteered to provide disaster relief in Puerto Rico following Hurricane Maria. The NHHM committee was comprised of the HEPM, ODEEO staff and Hispanic-Latino employees. • HUD established a Hispanic Employment working group to plan and implement NHHM programming, identify triggers, and make recommendations to address the low participation rate of Hispanics-Latinos. The Hispanic Employment committee recommended expanding their engagement beyond annual planning of NHHM events and conducting year-round efforts. • HUD conducted three EEO site visits in FY 19, two of which have high participation rates of Hispanic-Latino employees. The purpose of the visits was not only to assess the workplace’s compliance to EEO principles, but also to give employees an overview of the Secretary’s <i>Harmony and Respect at HUD: Civility Matters</i> initiative. Employees were informed of management’s expectations of a diverse workplace, their responsibilities, and the various resources available to them. Employees were also given the opportunity to raise issues and concerns to in-person with HQ EEO personnel. • The HEPM attended diversity related meetings and training throughout the year to expand the professional network, learn best practices from other HEPMs and gain access to information to bring back to the position at HUD. In 2019, these activities included: 2019 LULAC Federal Training Institute; The Baltimore Federal Executive Boards’ (FEB) 7th Annual Diversity & Inclusion Professional Development Program; Office of Personnel Management monthly ERGs Community of Practice (ERG CoP) Meetings; Federal Exchange on Employment and Disability (FEED) meetings; and Transportation Security 	

Administration's (TSA's) Office of Civil Rights & Liberties, Ombudsman & Traveler Engagement (CRL/OTE) "Diversity & Inclusion Change Agents" course.

EEOC FORM 715-01 PART I	<i>U.S. Equal Employment Opportunity Commission</i> FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT	
U.S. Department of Housing and Urban Development	FY 2019	
<p>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p>	<p>HUD’s noncompliance 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.</p> <p>Further, HUD received an EEOC notice of deficiency in this area in a Technical Assistance letter dated July 6, 2017.</p>	
<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</p>	<p>HUD has not yet implemented procedures for reasonable accommodation for PWD and PWTB that are readily available to all employees and applicants for employment.</p>	
<p>STATEMENT OF IDENTIFIED BARRIER:</p> <p>Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.</p>	<p>HUD has not trained employees on their responsibilities under the Department’s reasonable accommodation process and procedures.</p> <p>In addition, HUD lacked a web-based tracking system that manages the reasonable accommodation process.</p>	
<p>OBJECTIVE:</p> <p>State the alternative or revised agency policy, procedure or practice to be implemented to correct the undesired condition.</p>	<p>Finalize HUD’s Reasonable Accommodation Policies and Procedures, incorporating feedback from EEOC and formalizing communications outlining responsibilities.</p> <p>Comply with the EEOC’s updated regulations concerning implementation of section 501 of the Rehabilitation Act of 1973.</p> <p>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</p>	

	via HUD's HUD@Work (intranet website) and www.hud.gov (external website).
RESPONSIBLE OFFICIAL:	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)
DATE OBJECTIVE INITIATED:	October 1, 2016 (newly modified from FY 2015)
TARGET DATE FOR COMPLETION OF OBJECTIVE:	September 30, 2020
PLANNED ACTIVITIES TOWARD COMPLETION OF OBJECTIVE:	TARGET DATE (Must be specific)
Publish the new Reasonable Accommodation program policy and procedures and identify substantive changes to provide increased transparency in the process and clearly articulate roles and responsibilities.	September 30, 2020
Assess reasonable accommodation request decisions to determine trends, commonalities, and barriers to create process improvements.	September 30, 2020

REPORT OF ACCOMPLISHMENTS and MODIFICATIONS TO OBJECTIVE

- HUD received EEOC approval of draft Reasonable Accommodation Program policies and procedures, which includes the implementation of EEOC's Personal Assistance Services (PAS) requirement. HUD's Reasonable Accommodation Program policies and procedures will be disseminated upon the completion of union negotiations and CBA execution.
- In celebration of HUD's FY 19 National Disability Employment Awareness Month (NDEAM) Program, HUD invited Anne Hirsh, Co-Director, JAN, to present an overview of the reasonable accommodations process and promote JAN as a resource for expert advice and consultation on reasonable accommodation matters.
- HUD completed user acceptance testing of 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 implementation of the new Portal is targeted for FY 20.

- HUD continues to provide easy access in requesting assistive technology through its Assistive Technology Program (ATP) for accommodating HUD employees who have visual, hearing, mobility, cognitive, or other impairments. In addition, HUD continued its Interpreter Services program to provide sign language/oral interpreting services to HUD employees who are deaf or hard of hearing.
- HUD provided in-person reasonable accommodation training to managers and HUD's intranet website continues to contain current and relevant information, including a video titled *Overview of Reasonable Accommodation for Managers*, led by an Assistant General Counsel representative from the EEO, FAQs. In addition, supplemental reasonable accommodation trainings and videos are provided to the workforce through HUD Learn.
- HUD continued to support and collaborate with AHeD, including planning and promoting NDEAM programs. AHeD reestablished their charter, created an Interim Steering Committee aimed on improving information sharing with the HUD workforce and disability community, and redesigned their internal website page and ListServ.

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_opp/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.