

Procedures for Providing Reasonable Accommodation for Individuals with Disabilities**CHAPTER 11. INFORMATION TRACKING AND REPORTING****11-1. PROTECTION OF RECORDS**

The Privacy Act protects all records obtained or created during the processing of a request for reasonable accommodation. The Disability Program Manager shall retain custody of these records and will respond to all requests for disclosure based on the criteria established under Chapter 5 – Confidentiality.

11-2. RESPONSIBILITIES**A. Disability Program Manager (DPM)**

The Disability Program Manager shall complete Form HUD-11601, "Reasonable Accommodation Information Reporting" (see Appendix 4) for each reasonable accommodation request, assign a control number to each accommodation request form and attach supporting documents, if any. The Disability Program Manager will maintain records related to a particular individual who has requested a reasonable accommodation for the duration of that individual's employment. The Disability Program Manager will also maintain, for at least three (3) years, any cumulative reports and records to be used in assessing the Department's performance with regard to reasonable accommodation. Upon request, the EEOC may review these documents in their assessment of HUD's reasonable accommodation procedures.

B. Information Technology Accessibility Coordinator (ITAC)

The Information Technology Accessibility Coordinator shall complete Form HUD-11601, Reasonable Accommodation Information Reporting Form (see Appendix 4), for all electronic technology accommodation requests. The completed form shall be forwarded to the Disability Program Manager for consolidated Department-wide reasonable accommodation tracking and reporting.

On an annual basis (fiscal year), the Disability Program Manager shall prepare a report containing the following information, presented in the aggregate:

- the number of reasonable accommodations, by type, that have been requested in the application process and whether those requests have been granted or denied;

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- the jobs (occupational series, grade level, and agency component) for which reasonable accommodations have been requested;
- the types of reasonable accommodations that have been requested for each of those jobs;
- the number of reasonable accommodations, by type, for each job that have been approved, and the number of accommodations, by type, that have been denied;
- the number of requests for reasonable accommodations, by type, that relate to the benefits or privileges of employment, and whether those requests have been granted or denied; and
- the reasons for denial of requests for reasonable accommodation; the amount of time taken to process each request for reasonable accommodation; and the sources of technical assistance that have been consulted in trying to identify possible reasonable accommodations.

C. Submission of Reports to Office of Departmental Equal Employment Opportunity (ODEEO)

By December 1st of each year, the Disability Program Manager shall forward the report information to the ODEEO, ***ATTENTION: Director, Affirmative Employment Division***. The results will be forwarded to the EEOC as a part of the Department's annual Affirmative Employment Program Report covering the Hiring, Placement, and Advancement of Persons with Disabilities. This information that is maintained both annually and cumulatively, will also provide a qualitative assessment of the Department's reasonable accommodation program, including any recommendations for improvement of reasonable accommodation policies and procedures. The EEOC, in its evaluation of the efficiency of HUD's reasonable accommodation procedures, has a right to review all relevant records. Copies of such statistical reports will be made available to the Advisory Committee for Persons with Disabilities, Equal Employment Opportunity Advisory Committee, and to employees, upon request.