

Department of State

For period covering October 1, 2018 to September 30, 2019

PART A
Department
or Agency
Identifying
Information

1. Agency	1. Department of State
1.a 2nd level reporting component	
2. Address	2. 2201 C Street NW
3. City, State, Zip Code	3. Washington, DC 20520
4. Agency Code 5. FIPS code(s)	4. ST00 5. 11

PART B
Total
Employment

1. Enter total number of permanent full-time and part-time employees	1. 23020
2. Enter total number of temporary employees	2. 15
3. TOTAL EMPLOYMENT [add lines B 1 through 2]	4. 23035

PART C

Agency Official(s) Responsible
For Oversight of EEO
Program(s)

Title Type	Name	Title
Head of Agency	Michael R. Pompeo	Secretary of State
Head of Agency Designee	William E. Todd	Deputy Under Secretary for Management
Principal EEO Director/Official	Gregory B. Smith	EEO Director
Affirmative Employment Program Manager	Andrea Cilliers	EEO Specialist
Complaint Processing Program Manager	Erica Hall	EEO Specialist
Diversity & Inclusion Officer	Gregory B. Smith	Chief Diversity Officer
Hispanic Program Manager (SEPM)	Kip Hurwitz	Hispanic Employment Program Manager
Women's Program Manager (SEPM)	Sara Sorensen	Federal Women's Program Manager
Disability Program Manager (SEPM)	Andrea Cilliers	Disability Program Manager
Special Placement Program Coordinator (Individuals with Disabilities)	Jae Chung	Selective Placement Program Coordinator
Reasonable Accommodation Program Manager	Julia Mankata-Tamakloe	Division Chief
Anti-Harassment Program Manager	Heather Olowski	Senior Attorney-Adviser
ADR Program Manager	Arlene Brandon	EEO ADR Team Lead/Mediator
Compliance Manager	Wendy Herring	EEO Specialist
Principal MD-715 Preparer	Kip Hurwitz	EEO Specialist
Other EEO Staff	Sharon Johnson	Team Lead, EEO Counseling Program Manager

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PART D List of Subordinate Components Covered in This Report	Subordinate Component and Location (City/State)	Country	Agency Code
EEOC FORMS and Documents	Required	Uploaded	
Agency Strategic Plan	Y	Y	
EEO Policy Statement	Y	Y	
Personal Assistance Services Procedures	Y	Y	
Anti-Harassment Policy and Procedures	Y	Y	
Organization Chart	Y	Y	
Alternative Dispute Resolution Procedures	Y	Y	
Reasonable Accommodation Procedure	Y	Y	
Results from most recent Federal Employee Viewpoint Survey or Annual Employee Survey	N	Y	
Diversity Policy Statement	N	Y	
Human Capital Strategic Plan	N	Y	
Federal Equal Opportunity Recruitment Program (FEORP) Report	N	Y	
Disabled Veterans Affirmative Action Program (DVAAP) Report	N	Y	
EEO Strategic Plan	N	Y	

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EXECUTIVE SUMMARY: MISSION

Mission Statement for the U.S. Department of State: On behalf of the American people, we promote and demonstrate democratic values and advance a free, peaceful, and prosperous world.

The Department of State is the lead U.S. foreign affairs agency within the Executive Branch and the lead institution to conduct American diplomacy. Established by Congress in 1789 and headquartered in Washington, D.C., the Department is the oldest and most senior executive agency of the U.S. Government. The head of the Department, the Secretary of State, is the President's principal foreign policy advisor. The Secretary implements the President's foreign policies worldwide through the Department and its employees. The Department of State protects and advances the interests of American citizens and America's sovereignty by:

- Leading and uniting the free world around American values to uphold liberty;
- Strengthening our allies and alliances;
- Deepening our security relationships and partnerships around the world;
- Countering threats and adversaries;
- Creating enduring advantages at home by opening markets abroad;
- Helping developing nations establish investment and export opportunities for American businesses; and
- Preserving peace through international cooperation on global security challenges such as nuclear proliferation, terrorism, human trafficking, and the spread of pandemics (including HIV), humanitarian crises, and narcotics trafficking.

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EXECUTIVE SUMMARY: ESSENTIAL ELEMENT A-F

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.

The Department was in 100% compliance for Element A.

Essential Element B: Integration of EEO into the Agency's Strategic Mission

This element requires that the agency's EEO programs are structured to maintain a workplace that is free from discrimination and support the agency's strategic mission.

The Department answered "yes" on 91.9% of questions for Element B. The main contributor of "no"s is due to the Department's worldwide presence, for example, on its ability to conduct "thorough" barrier analyses; instead the Department can conduct enterprise barrier analyses.

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.

The Department answered "yes" on 97.7% of questions for Element C. The main contributor of "no"s is due to the Department's worldwide presence.

Essential Element D: Proactive Prevention

This element requires that the agency head make early efforts to prevent discrimination and to identify and eliminate barriers to equal employment opportunity.

The Department was in 100% compliance for Element D.

Essential Element E: Efficiency

This element requires the agency head to ensure that there are effective systems for evaluating the impact and effectiveness of the agency's EEO programs and an efficient and fair dispute resolution process.

The Department was in 96.8% compliance for Element E. The main contributor of "no"s is that the Department did not implement any particular best practice following its consultations with other agencies' EEO program staff.

Essential Element F: Responsiveness and Legal Compliance

This element requires federal agencies to comply with EEO statutes and EEOC regulations, policy guidance, and other written instructions.

The Department was in 100% compliance for Element F.

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Hires (Table A1):

Men: 47.2%

Women: 52.8%

Attrition (A1):

Men: 43.5%

Women: 56.5%

Representation (A1):

Men: 46.2%

Women: 53.8%

Mission Critical Occupations (A6):

Passport and Visa Examining (0967)

Men: 44.4%

Women: 55.6%

Foreign Affairs Officer (0130)

Men: 46.6%

Women: 53.4%

Management Analyst (0343)

Men: 36.4%

Women: 63.6%

Information Technology Specialist (2210)

Men: 68.9%

Women: 31.1%

Human Resources Management (0201)

Men: 14.3%

Women: 85.7%

Hires (A1):

Non-Hispanic White: 57.0%

Hispanic or non-White: 43.0%

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Attrition (A1):

Non-Hispanic White: 61.3%

Hispanic or non-White: 37.7%

Representation (A1):

Non-Hispanic White: 57.4%

Hispanic or non-White: 42.6%

Mission Critical Occupations (A6):

Passport and Visa Examining (0967)

Non-Hispanic White: 55.0%

Hispanic or non-White: 45.0%

Foreign Affairs Officer (0130)

Non-Hispanic White: 80.6%

Hispanic or non-White: 19.4%

Management Analyst (0343)

Non-Hispanic White: 57.3%

Hispanic or non-White: 42.7%

Information Technology Specialist (2210)

Non-Hispanic White: 43.7%

Hispanic or non-White: 56.3%

Human Resources Management (0201)

Non-Hispanic White: 32.1%

Hispanic or non-White: 67.9%

Hires:

Men: 62.1%

Women: 37.9%

Attrition:

Men: 66.6%

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Women: 33.4%

Representation:

Men: 64.2%

Women: 35.8%

Mission Critical Occupations (A6):

Political (Generalist)

Men: 64.4%

Women: 35.6%

Economics (Generalist)

Men: 65.3%

Women: 34.7%

Consular (Generalist)

Men: 54.2%

Women: 45.8%

Management (Generalist)

Men: 64.2%

Women: 35.8%

Public Diplomacy (Generalist)

Men: 44.5%

Women: 55.5%

Special Agent (Specialist)

Men: 89.7%

Women: 10.3%

Information Management (Specialist)

Men: 86.9%

Women: 13.1%

Hires:

Non-Hispanic White: 71.6%

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Hispanic or non-White: 28.4%

Attrition:

Non-Hispanic White: 79.1%

Hispanic or non-White: 20.9%

Representation:

Non-Hispanic White: 75.2%

Hispanic or non-White: 24.8%

Mission Critical Occupations (A6):

Political (Generalist)

Non-Hispanic White: 77.0%

Hispanic or non-White: 23.0%

Economics (Generalist)

Non-Hispanic White: 78.1%

Hispanic or non-White: 21.9%

Consular (Generalist)

Non-Hispanic White: 83.8%

Hispanic or non-White: 15.8%

Management (Generalist)

Non-Hispanic White: 81.1%

Hispanic or non-White: 18.9%

Public Diplomacy (Generalist)

Non-Hispanic White: 73.2%

Hispanic or non-White: 26.8%

Special Agent (Specialist)

Non-Hispanic White: 75.4%

Hispanic or non-White: 24.6%

Information Management (Specialist)

Non-Hispanic White: 61.1%

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Hispanic or non-White: 38.9%

Hires (CS Table B1):

Disability: 33.7%

Targeted Disability: 6.7%

Schedule A(u): 8.6%

Attrition (B1):

Disability: 15.4%

Targeted Disability: 2.3%

Representation (B1):

Disability: 19.8%

Targeted Disability: 2.6%

Mission Critical Occupations (B6):

Passport and Visa Examining (0967)

Disability: 21.6%

Targeted Disability: 3.7%

Foreign Affairs Officer (0130)

Disability: 8.2%

Targeted Disability: 1.7%

Management Analyst (0343)

Disability: 16.7%

Targeted Disability: 1.5%

Information Technology Specialist (2210)

Disability: 21.4%

Targeted Disability: 3.0%

Human Resources Management (0201)

Disability: 22.8%

Targeted Disability: 3.0%

Hires (FS Table B1):

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Disability: 7.5%

Targeted Disability: 0.32%

Schedule A(u): N/A

Attrition (B1):

Disability: 12.2%

Targeted Disability: 2.6%

Representation (B1):

Disability: 8.0%

Targeted Disability: 0.8%

Mission Critical Occupations (B6):

Political (Generalist)

Disability: 8.1%

Targeted Disability: 1.2%

Economics (Generalist)

Disability: 6.9%

Targeted Disability: 1.0%

Consular (Generalist)

Disability: 7.0%

Targeted Disability: 0.6%

Management (Generalist)

Disability: 8.8%

Targeted Disability: 1.3%

Public Diplomacy (Generalist)

Disability: 5.5%

Targeted Disability: 1.0%

Special Agent (Specialist)

Disability: 9.8%

Targeted Disability: 0.3%

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Information Management (Specialist)

Disability: 10.4%

Targeted Disability: 1.0%

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EXECUTIVE SUMMARY: ACCOMPLISHMENTS

The Department's current Diversity and Inclusion Strategic Plan (DISP) expires at the end of this year, and drafting of the 2020 DISP will soon begin. In early FY20, the Under Secretary for Management will request that each bureau designate a representative to join a DISP taskforce, led by the Bureau of Human Resources (HR) and the Office of Civil Rights (S/OCR), to lead coordination of their respective bureau's input into an enterprise-wide framework for future diversity and inclusion efforts. This taskforce will seek to institutionalize diversity and inclusion initiatives and capture a comprehensive picture of the great work happening across the Department.

Accomplishments over FY19 have included:

- Developing a classroom training on mitigating unconscious bias and launching a distance learning version of the course to make it available to Department employees worldwide.
- Made it mandatory for those serving on Foreign Service selection boards to receive unconscious bias training.
- Updated the Civil Service performance appraisal form to include diversity and inclusion language as part of a critical performance element.
- Launched the first-ever Foreign Service Meritorious Service Increase (MSI) pilot program without gendered pronouns or names.
- Partnered with the Una Chapman Cox Foundation for an independent, third-party contractor to lead a study on diversity and inclusion in the senior ranks of the Department's Foreign Service, in which 442 Foreign Service employees participated. Although the report covers a small period of time and only expresses the views of those who volunteered to participate, it provides valuable insight that we are reviewing for actionable opportunities.
- Further expanded our recruitment efforts among under-represented groups and locations, engaging support from the Department's Employee Affinity Groups and others, to deliver a recruiting message that is inclusive.
- Created an Extended LWOP Pilot Program, allowing employees to take unpaid leave for up to three years at a time, to address family needs, learn new skills, or recuperate from illness without the need to resign.
- Promoted workplace flexibilities such as flexible lunch schedules, intermittent LWOP, and taking leave upon arrival at Post from a permanent change of station.
- Improved the Department's support to nursing mothers by updating 14 FAM 562 to authorize the reimbursement of costs related to shipping or transporting breastmilk while on TDY travel and creating new lactation rooms.
- Communicated the Department's family care resources in a new way by issuing a special Family Care Edition of the Director General (DG) Digest.
- Launched Open Conversations, a platform for facilitated and constructive conversations, hosted by a variety of bureaus, offices, or employee groups, on a variety of topics within the context of diversity and inclusion.
- Finalized a presentation, accessible to all employees, on mitigating unconscious bias in recruitment and hiring; performance evaluations; and promotions and awards processes as a tool for office trainings and brown-bag seminars and released a webinar during performance evaluation (EER) season about mitigating unconscious bias in FS performance evaluations.
- Coordinated meetings between DGHR and each Employee Affinity Group (EAG) and Employee Organization to determine how we can best work together to advance our shared diversity and inclusion objectives.
- S/OCR revamped its EEO Counselor Program to improve quality control. This ranges from changes to the nomination process to the creation of removal procedures.

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EXECUTIVE SUMMARY: ACCOMPLISHMENTS

- The Department achieved its goal of at least 75% timely EEO counselings, reaching 88%. We intend to continue improving this number.

- In an effort to ensure that employees know that discrimination is not tolerated and that individuals who engage in it are held accountable, S/OCR initiated a cable series to provide reports (drafted and organized to protect privacy) of EEO cases in regard to Civil and Foreign Service employees during the last six years.

- The Una Chapman Cox Foundation hosted students from HBCUs to introduce them to the Department's work and especially to connect them with FS professionals who can share personal experiences of the work and the DOS life. We want to highlight the Department's diversity and help students begin to see joining State as a viable career option. Participants had a morning introduction to diplomacy/State and practice these ideas with a U.S. Diplomacy Center simulation. After the morning introduction, participants learned the specifics about State and its functions in a more personalized and engaging setting – one shadow group leader for 4-5 participants.

- The Bureau of Educational and Cultural Affairs (ECA) provided information and guidance regarding ECA program opportunities to the ECA-focused campus representatives at HBCUs regarding the constellation of Fulbright Programs, the Gilman scholarship program, the Critical Language Scholarship program and others. Information and guidance is shared, as well, through extensive recruitment and outreach by program staff and program alumni ambassadors through trainings and workshops, conference presentations, campus visits, traditional and social media, and engagement with organizations and associations having a shared interest in serving HBCUs.

- The Bureau of Global Public Affairs (GPA) connected the Department to HBCUs to explain the Department's policies and priorities at home and abroad. GPA engages HBCUs through briefings, conferences, and other events in Washington, D.C. and around the country. GPA organizes the Department's annual Historically Black Colleges and Universities Foreign Policy Conference. The goal of this conference will be to provide students from HBCUs and other Predominantly Black Institutions (PBIs) with information on U.S. foreign policy priorities and Department careers.

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EXECUTIVE SUMMARY: PLANNED ACTIVITIES

We have several initiatives in the works that we hope to launch in the coming year, including:

- Developing the Department's 2020-2024 Diversity and Inclusion Strategic Plan (DISP) with broad bureau and employee representation and collective action.
- Opening an Accessibility Center, a 2400 square foot space that will offer centralized disability services and expertise and is intended to serve as a model operation for the federal government and diplomatic community. The Center will support Office of Accessibility and Accommodations programs including reasonable accommodation, Section 508, and video captioning while promoting universal design principles and serving as a showcase for disability best practices.
- Establishing a central Diversity and Inclusion internal site called Community@State, where we can collect and share best practices and provide resources to support bureau-led Diversity and Inclusion Councils and Employee Affinity Groups and facilitate important conversations.
- Standing up a Manager Support Unit in the Office of Employee Relations to provide real-time conduct and performance management services to supervisors, including support for fostering an inclusive work environment.
- Revamping the Department's exit survey to better capture data on attrition in order to understand issues related to retention. This survey will be able to identify issues for specific EEO groups if participants choose to self-identify.
- The Department intends to launch a Diversity Dashboard where members of our Diversity Data Working Group and our Diversity and Inclusion Councils will be able to access diversity data for themselves, including the ability to compare data across bureaus. The Department aims to analyze gaps in diversity data collection and explore strategies for mitigating or eliminating those gaps. Based on feedback from this effort, the Department intends to determine how to share the Dashboard more broadly across the Department.
- Encouraging the expansion of Diversity and Inclusion councils at overseas posts and domestic bureaus.
- Utilizing the an internal, yet accessible, portal to survey new ideas on diversity and inclusion initiatives the Department can undertake.
- The Department is undertaking an initiative to develop a sole document Department of State employees can refer to if they have some affiliation to Schedule A (either employee, supervisor, HR specialist, etc.). This will streamline conversion and hiring for employees appointed via Schedule A.

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

[Redacted] am the
(Insert Name Above) (Insert official title/series/grade above)

Principal EEO Director/Official for [Redacted]
(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, gender 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.

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

Date

Signature of Agency Head or Agency Head Designee

Date

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Agency Self-Assessment Checklist

Essential Element: A Demonstrated Commitment From agency Leadership

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	A.1. The agency issues an effective, up-to-date EEO policy statement.				
	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 comments column. [see MD-715, II(A)]	X			05/01/2019 5/1/2019
	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			

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Agency Self-Assessment Checklist

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	A.2. The agency has communicated EEO policies and procedures to all employees.				
	A.2.a. Does the agency disseminate the following policies and procedures to all employees:				
	A.2.a.1. Anti-harassment policy? [see MD 715, II(A)]	X			
	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:				
	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 process? [see 29 CFR §1614.102(b)(5)]	X			
	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			https://fam.state.gov/fam/03fam/03fam3670.html and https://fam.state.gov/fam/03fah01/03fah013t
	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			Employees are required to take training on EEO, including the complaint process, every five years, and supervisors are required every three.
	A.2.c.2. ADR process? [see MD-110, Ch. 3(II)(C)] If "yes", please provide how often.	X			Employees are required to take training on EEO, which includes ADR, every five years, and supervisors are required every three.

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Agency Self-Assessment Checklist

<p>A.2.c.3. Reasonable accommodation program? [see 29 CFR § 1614.203(d)(7)(ii)(C)] If “yes”, please provide how often.</p>	<p>X</p>		<p>Employees are required to take training on EEO, which includes reasonable accommodation, every five years, and supervisors are required every three. There is also a distance learning course on RA.</p>
<p>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.</p>	<p>X</p>		<p>Effective February 2018 and biannually thereafter, employees are required to take the Department’s distance learning course on harassment.</p>
<p>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.</p>	<p>X</p>		<p>Employees are required to take training on EEO, which includes listing inappropriate behavior and case studies, every five years, and supervisors are required every three.</p>

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Agency Self-Assessment Checklist

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	A.3. The agency assesses and ensures EEO principles are part of its culture.				
	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			The EEO Award recognizes the outstanding accomplishments by a Foreign or Civil Service employee in furthering the goals of the Department's EEO program through exceptionally effective leadership, skill, imagination, and innovation in extending and promoting equal opportunity for all employees. The EEO Award also honors significant actions to promote diversity, or for actions to ensure a workplace
	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			

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Agency Self-Assessment Checklist

Essential Element: B Integration of EEO into the agency's Strategic Mission

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	B.1. The reporting structure for the EEO program provides the principal EEO official with appropriate authority and resources to effectively carry out a successful EEO program.				
	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.			X	EEO Director does report to the agency head.
	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		The EEO Director has a scheduled meeting with the Deputy Secretary on December 23, 2019 to conduct the State of the Agency briefing.
	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			

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Agency Self-Assessment Checklist

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	B.2. The EEO Director controls all aspects of the EEO program.				
	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, 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.	X			
	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.g. 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)]			X	The agency does not have subordinate level components.
 Compliance Indicator	B.3. The EEO Director and other EEO professional staff are involved in, and consulted on, management/personnel actions.	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	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 EEO principles in the strategic plan in the comments column.	X			4.3: Enhance workforce performance, leadership, engagement, and accountability to execute our mission efficiently and effectively

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	B.4. The agency has sufficient budget and staffing to support the success of its EEO program.				
	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.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.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 comments 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		The Department has the capabilities to conduct enterprise-wide barrier analyses, for example, of the Department's Foreign Service recruitment process, since this is a centralized function. Civil Service recruitment is much more disparate, making "thorough" analysis impossible. However, when requested, S/OCR can conduct a barrier analysis on an as-needed basis.
	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 systems with insufficient funding in the comments section.	X			

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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			
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 experienced counselors and investigators, including contractors and collateral duty employees, receive the required 8 hours of annual refresher training, pursuant to Ch. 2(II)(C) of MD-110?		X		Due to a large number of collateral-duty EEO counselors located around the world, it is very difficult to get all of them to come to DC to receive the training in person for eight hours only. We are offering refresher trainings more often and allow counselors to participate via DVC and webinar, and are enforcing removal policies to reduce the number of counselors needing to be trained. During FY 2

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	B.5. The agency recruits, hires, develops, and retains supervisors and managers who have effective managerial, communications, and interpersonal skills				
	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			
	B.5.a.3. Anti-harassment policy? [see MD-715(II)(B)]	X			
	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			
 Compliance Indicator		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	N/A	
	B.6. The agency involves managers in the implementation of its EEO program.				
	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			

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Essential Element: C Management and Program Accountability

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	C.1. The agency conducts regular internal audits of its component and field offices.				
	C.1.a. Does the agency regularly assess its component and field offices for possible EEO program deficiencies? [see 29 CFR §1614.102(c)(2)] If "yes", please provide the schedule for conducting audits in the comments section.	X			This function is conducted by the Office of the Inspector General. Their inspection schedule is: Fall 2019 Embassy Ouagadougou, Mission Cameroon Embassy Bern USUN Mission to Geneva Mission United Kingdom Embassy Dhaka Embassy Kathmandu Bureau of European and Eurasian Affairs Bureau of Counterterrorism and Countering Violent Extremism (continued)

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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

The Department has the capabilities to conduct enterprise-wide barrier analyses, for example, of the Department's Foreign Service recruitment process, since this is a centralized function. Civil Service recruitment is much more disparate, making "thorough" analysis impossible. However, when requested, S/OCR can conduct a barrier analysis on an as-needed basis.

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

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	C.2. The agency has established procedures to prevent all forms of EEO discrimination.				
	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			
	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			
	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			
	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			
	C.2.a.4. Does the agency ensure that the EEO office informs the anti-harassment program of all EEO counseling activity alleging harassment? [See Enforcement Guidance, V.C.]	X			
	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			
	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			
	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			
	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 affirmative action plan? [see 29 CFR §1614.203(d)(3)(i)(M)]	X			

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<p>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.</p>		<p>X</p>	<p>During this period, the Office of Accessibility and Accommodations processed the vast majority of its cases within the timeframe (30-business days for domestic cases, 83%; and 45 days for overseas cases, 89%) set forth in its reasonable accommodation policy.</p>
<p>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)]</p>	<p>X</p>		
<p>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.</p>	<p>X</p>		<p>https://www.state.gov/personal-assistance-services-pas-policy/</p>

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	C.3. The agency evaluates managers and supervisors on their efforts to ensure equal employment opportunity.				
	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 harassment and retaliation? [see MD-715, II(C)]	X			
	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			
	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			

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	C.4. The agency ensures effective coordination between its EEO program and Human Resources (HR) program.				
	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 directives? [see 29 CFR §1614.102(a)(2)]	X			
	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			

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	C.5. Following a finding of discrimination, the agency explores whether it should take a disciplinary action.				
	C.5.a. Does the agency have a disciplinary policy and/or table of penalties that covers discriminatory conduct? [see 29 CFR §1614.102(a)(6); see also Douglas v. Veterans Administration, 5 MSPR 280 (1981)]	X			
	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			In FY19, the Department issued 20 discipline decisions (letters of reprimand, suspensions, or removals) or letters of admonishment due to some connection to EEO.
	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			
 Compliance Indicator		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	N/A	
	C.6. The EEO office advises managers/supervisors on EEO matters.				
	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			On 5/28/2019, the Department provided a five year readout on EEO complaint and trends.
	C.6.b. Are EEO officials readily available to answer managers' and supervisors' questions or concerns? [see MD-715 Instructions, Sec. I]	X			

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Essential Element: D Proactive Prevention

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	D.1. The agency conducts a reasonable assessment to monitor progress towards achieving equal employment opportunity throughout the year.	Yes	No	N/A	
	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 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]	X			
	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			
 Compliance Indicator	D.2. The agency identifies areas where barriers may exclude EEO groups (reasonable basis to act.)	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	N/A	
	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	Reorganizations and realignments do not happen at the agency level.
	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			iComplaints, centralized personnel data system, centralized exit survey system, affinity groups, Inspector General/Government Accountability Office

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 Compliance Indicator		Measure Has Been Met			
 Measures		Yes	No	N/A	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
	D.3. The agency establishes appropriate action plans to remove identified barriers.	X			
	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 dates for the planned activities? [see MD-715, II(D)]			X	No barriers with respect to race/ethnicity, or sex were identified during the reporting period.
	D.3.c. Does the agency periodically review the effectiveness of the plans? [see MD-715, II(D)]	X			
 Compliance Indicator		Measure Has Been Met			
 Measures		Yes	No	N/A	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
	D.4. The agency has an affirmative action plan for people with disabilities, including those with targeted disabilities.				
	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			https://www.state.gov/s/ocr/c79645.htm
	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			

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Essential Element: E Efficiency

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 Compliance Indicator		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
		Yes	No	N/A	
 Measures	E.1. The agency maintains an efficient, fair, and impartial complaint resolution process.				
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			In FY19, acceptance letters/dismissal decisions were completed within 60 days, on average.
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			
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			If a specific investigator is not complying with the time frames, we inform the contracting company that it should not assign that investigator to our cases. In addition, the Chief of our Intake and Resolution Section would request an adjustment in billing from the contractor.
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 performance review? [See MD-110, Ch. 5(V)(A)]		X			

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		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
Compliance Indicator		Yes	No	N/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. The agency has a neutral EEO process.			N/A	
	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			The agency's EEO complaint program and its defensive function are separate offices with both reporting to the same individual (the agency head).
	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			S/OCR has a legal section staffed with attorneys.
	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)]			X	The EEO office does not rely on the agency's defensive function to conduct the legal sufficiency review.
	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	Legal counsel does not process sufficiency review .

Department of State

For period covering October 1, 2018 to September 30, 2019

Agency Self-Assessment Checklist

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	E.3. The agency has established and encouraged the widespread use of a fair alternative dispute resolution (ADR) program.				
	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 ADR once it has been offered? [see MD-715, II(A)(1)]	X			
	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			
 Compliance Indicator		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	N/A	
	E.4. The agency has effective and accurate data collection systems in place to evaluate its EEO program.				
	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			
	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			
	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			

Department of State

For period covering October 1, 2018 to September 30, 2019

Agency Self-Assessment Checklist

 Compliance Indicator		Measure Has Been Met			
 Measures		Yes	No	N/A	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
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.	E.5. The agency identifies and disseminates significant trends and best practices in its EEO program.	X			In FY19, S/OCR identified bureaus with high complaints per capita to identify a need to focus on leadership and management principles.
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			The Department met with a number of agencies in FY19 and did not adopt any particular practice as a result of these meetings.
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			

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For period covering October 1, 2018 to September 30, 2019

Agency Self-Assessment Checklist

Essential Element: F Responsiveness and Legal Compliance

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	F.1. The agency has processes in place to ensure timely and full compliance with EEOC orders and settlement agreements.				
	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 processing of ordered monetary relief? [see MD-715, II(F)]	X			
	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			
 Compliance Indicator		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	N/A	
	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			

Department of State

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Agency Self-Assessment Checklist

 Compliance Indicator		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
		Yes	No	N/A	
 Measures	F.3. The agency reports to EEOC its program efforts and accomplishments.			N/A	
	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			

Essential Element: Other

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For period covering October 1, 2018 to September 30, 2019

Plan to Attain Essential Elements

PART H.1

STATEMENT of MODEL PROGRAM ESSENTIAL ELEMENT DEFICIENCY:	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)]	
The Department has the capabilities to conduct enterprise-wide barrier analyses, for example, of the Department's Foreign Service recruitment process, since this is a centralized function. Civil Service recruitment is much more disparate, making "thorough" analysis impossible.		
OBJECTIVE:	<u>Date Objective Initiated:</u> Oct 1, 2019	<u>Target Date For Completion Of Initiative:</u> Sep 30, 2020
Some functions, like Civil Service recruitment, are disparate, making "thorough" analysis impossible.		
Responsible Official	Gregory B. Smith	
Planned Activities	<u>Target Date</u>	<u>Planned Activity</u>
	Sep 30, 2020 12:00 AM	S/OCR can conduct a barrier analysis on an as-needed basis.
Report of Accomplishments and Modifications to Objective		

Department of State

For period covering October 1, 2018 to September 30, 2019

Plan to Attain Essential Elements

PART H.2

STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:

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.

During this reporting period, the EEO Director did not 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?

OBJECTIVE:	<u><i>Date Objective Initiated:</i></u> Oct 1, 2019	<u><i>Target Date For Completion Of Initiative:</i></u> Dec 23, 2019
	The EEO Director will meet with the Deputy Secretary to conduct the State of the Agency briefing.	
Responsible Official	Gregory B. Smith	
Planned Activities	<u><i>Target Date</i></u>	<u><i>Planned Activity</i></u>
	Dec 23, 2019 12:00 AM	Meeting with the Deputy Secretary to conduct the State of the Agency briefing.
Report of Accomplishments and Modifications to Objective	The EEO Director has a scheduled meeting with the Deputy Secretary on December 23, 2019 to conduct the State of the Agency briefing.	

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For period covering October 1, 2018 to September 30, 2019

Plan to Attain Essential Elements

PART H.3

STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:

B.4.e. Does the agency ensure that all experienced counselors and investigators, including contractors and collateral duty employees, receive the required 8 hours of annual refresher training, pursuant to Ch. 2(II)(C) of MD-110?

The agency has not ensured that all experienced counselors and investigators, including contractors and collateral duty employees, have received the required 8 hours of annual refresher training.

OBJECTIVE:	<i>Date Objective Initiated:</i> Oct 1, 2018	<i>Target Date For Completion Of Initiative:</i> Sep 3, 2021
	The Office of Civil Rights (S/OCR) plans to conduct timely EEO counseling and sufficient training for all experienced counselors, including collateral duty employees, to receive the required 8 hours of annual refresher training.	

Responsible Official	Gregory B. Smith
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Planned Activities	<i>Target Date</i>	<i>Planned Activity</i>
		Jun 30, 2019 12:00 AM
	Jun 30, 2019 12:00 AM	Create EEO Counselor removal procedures
	Aug 31, 2019 12:00 AM	Overhaul the thirty-two (32) hour training for new EEO Counselors (PT-171) and eight hour annual refresher training for experienced EEO Counselors (PT-173) to ensure better quality of EEO Counselors. Updates will include a test that students have to pass before receiving certification.
	Sep 30, 2019 12:00 AM	Use technology to to enhance ability of EEO Counselors to receive mandatory training.
	Sep 30, 2019 12:00 AM	Acquire more resources (new staff, upgrade positions to retain top talent, etc.)
	Sep 30, 2019 12:00 AM	Publish revised FAM policy with regard to EEO Counselors

Report of Accomplishments and Modifications to Objective	<p>S/OCR now requires candidates applying to be EEO Counselors must provide a written statement why they believe they will be able to adhere to the 9 EEO Counselor Principles. In addition, supervisors have to provide concrete examples of their abilities to discuss difficult topics and bridge differences. Importantly, candidates' Office Directors or Ambassadors (or senior level equivalent) must affirmatively state that they will allocate sufficient resources, including time, to work on complaints.</p> <p>S/OCR has made meaningful progress on updating its policy manual (the Foreign Affairs Manual) and anticipates final publication in FY20.</p> <p>Overhaul the thirty-two (32) hour training for new EEO Counselors (PT-171) and eight hour annual refresher training for experienced EEO Counselors (PT-173) to be more interactive, provide more opportunities for practicing counseling duties as well as providing template emails for EEO Counselors to send to aggrieved parties to ensure they all receive uniform guidance on filing a formal complaint should they wish to do so. Updates also included a graded quizzes and homework that students have to complete before receiving certification, including the importance of regulatory timeframes.</p> <p>S/OCR devised a set of EEO Counselor Principles that help EEO Counselors understand the priorities of S/OCR when they conduct counseling. In addition, S/OCR created repercussion for violations of standards which flow from the Principles.</p> <p>S/OCR was able to make meaningful progress on acquiring more resources, particularly new staff. S/OCR will be able to post job announcements in FY20 to fill some of its staffing gaps.</p>
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Department of State

For period covering October 1, 2018 to September 30, 2019

Plan to Attain Essential Elements

PART H.4

STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:

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.

The agency does not process all accommodation requests within the time frame set forth in its reasonable accommodation procedures.

OBJECTIVE:

Date Objective Initiated: Oct 1, 2019 Target Date For Completion Of Initiative: Sep 30, 2020

The Office of Accessibility and Accommodations will process its cases within the timeframe (30-business days for domestic cases and 45 days for overseas cases) set forth in its reasonable accommodation policy.

Responsible Official

Jameela Akbari

Planned Activities

Target Date Planned Activity

Sep 30, 2020 12:00 AM

The Office of Accessibility and Accommodations will process its cases within the timeframe (30-business days for domestic cases and 45 days for overseas cases) set forth in its reasonable accommodation policy.

**Report of Accomplishments
and Modifications to
Objective**

During this period, the Office of Accessibility and Accommodations processed the vast majority of its cases within the timeframe (30-business days for domestic cases, 83%; and 45 days for overseas cases, 89%) set forth in its reasonable accommodation policy.

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For period covering October 1, 2018 to September 30, 2019

Plan to Attain Essential Elements

PART H.5

STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:

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.

The agency does not regularly assess its component and field offices on their efforts to remove barriers from the workplace

OBJECTIVE:

<u><i>Date Objective Initiated:</i></u>	<u><i>Target Date For Completion Of Initiative:</i></u>
Oct 1, 2019	Sep 30, 2020

The Department will create plans to conduct two barrier analyses pursuant to GAO-2020-237.

Responsible Official

Gregory B. Smith
Carol Z. Perez

Planned Activities

<u><i>Target Date</i></u>	<u><i>Planned Activity</i></u>
Aug 31, 2020 12:00 AM	Submit plan to GAO regarding barrier analyses.

**Report of Accomplishments
and Modifications to
Objective**

Department of State

For period covering October 1, 2018 to September 30, 2019

Plan to Attain Essential Elements

PART H.6

STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:

OTHER. OTHER

In FY 2019, the Department's ADR participation rate in the pre-complaint stage was 16%, below EEOC's goal of 50%.

OBJECTIVE:

Date Objective Initiated:
Jan 2, 2018

Target Date For Completion Of Initiative:
Jun 29, 2019

To increase employee participation in the EEO ADR program.

Responsible Official

Gregory B. Smith

Planned Activities

<i>Target Date</i>	<i>Planned Activity</i>
Sep 27, 2020 12:00 AM	Develop a handout (cheat sheet) for EEO Counselors on ADR, which highlights the benefits as well as the difference between counseling and ADR.
Sep 27, 2020 12:00 AM	Enhance working relationship with S/OCR's EEO Counseling Program Team to include submitting articles for the newsletter and/or preparing messages that can be shared with the EEO counselors.
Oct 30, 2020 12:00 AM	Produce a video of a mock mediation for inclusion in the mandatory EEO Counselor training and also S/OCR's SharePoint site.
Oct 30, 2020 12:00 AM	Encourage visible support demonstrated by Director and Deputy Directors talking points in the mandatory EEO Counselor training and also on S/OCR's SharePoint site.
Oct 30, 2020 12:00 AM	Collaborate with informal processing team to identify cases that are ripe for mediation. Utilize staff resources to contact complainants and discuss the benefits of ADR.
Oct 30, 2020 12:00 AM	Identify two agencies with high participation rates. Assign a benchmarking team to meet with representatives of the identified agencies and learn their best practices.
Oct 30, 2020 12:00 AM	Conduct Department wide outreach in the form of brownbag sessions on the EEO ADR process.

**Report of Accomplishments
and Modifications to
Objective**

Publish a Department Notice on Conflict Resolution for the workforce
Members of the EEO/ADR team served as Presenters on the EEO/ADR process during EEO Counselors' Trainings and also fielded questions
Conducted a total of 44 (24 informal & 20 formal) EEO/ADR Mediations and Facilitations within the regulatory timelines as prescribed at 29 C.F.R. 1614.
Conducted briefings on the EEO/ADR process to the new and experienced attorneys for the Agency's Office of the Legal Adviser
Conducted Roundtable Discussions with Executive Directors (officials with settlement authority) on an annual basis

Department of State

For period covering October 1, 2018 to September 30, 2019

Plan to Attain Essential Elements

PART H.7

STATEMENT of
MODEL PROGRAM
ESSENTIAL ELEMENT
DEFICIENCY:

OTHER. OTHER

Since the FY 2013 MD-715 report, the Department has acknowledged the lack of a Hispanic Employment Program Manager (HEPM). The Department planned to hire an individual to the Office of Civil Rights' (S/OCR) Diversity Management and Outreach (DMO) section in 2017 but could not do so due to the hiring freeze. This individual would conduct HEPM duties as part of his/her duty description.

OBJECTIVE:	<i>Date Objective Initiated:</i>	<i>Target Date For Completion Of Initiative:</i>
	Oct 1, 2016	Jun 30, 2019
	Fill HEPM position	
Responsible Official	Gregory B. Smith	
Planned Activities	<i>Target Date</i>	<i>Planned Activity</i>
	Mar 1, 2019 12:00 AM	Conduct three interviews for candidates for the DMO vacancy, which includes HEPM duties.
	Apr 1, 2019 12:00 AM	Select an individual for the vacancy.
Report of Accomplishments and Modifications to Objective	The Office of Civil Rights utilized a detailee from inside the Department to work specifically on standing up the program. The detailee created a framework, but we have not hired someone to fill the HEPM position full time.	

Department of State

For period covering October 1, 2018 to September 30, 2019

Plan to Eliminate Identified Barriers

PART I.1

<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>An employee notified S/OCR of an allegation of gender disparity in the awards nomination process for entry level officers in Guangzhou's consular section. The complaint is that male entry-level officers were nominated for awards but not women. After checking the records, Post HR discovered that this is correct. Of the 21 individual award nominations for entry-level Consular officers, only one was for a female.</p>	
<p>STATEMENT OF BARRIER GROUPS:</p>	<p><i>Barrier Group</i></p> <p>All Women</p>	
<p>BARRIER ANALYSIS:</p> <p>Provide a description of the steps taken and data analyzed to determine cause of the condition.</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>N/A</p>	
<p>Objective</p>	<p>N/A</p>	<p>Date Objective Initiated Oct 1, 2018</p> <hr/> <p>Target Date For Completion Of Objective Sep 30, 2019</p>
<p>Responsible Officials</p>	<p>Jim Levy Consul General</p>	
<p>Planned Activities Toward Completion of Objective</p>	<p>Planned Activity</p> <p>N?A</p>	<p>Target Date</p> <p>Sep 30, 2019</p>

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Plan to Eliminate Identified Barriers

Report of Accomplishments and Modifications to Objective

The Office of Civil Rights (S/OCR) worked with Human Resources staff in Consulate General (CG) Guangzhou (hereafter referred to as "Post") to identify possible reasons for the identified trigger. Post has 50 "entry-level officers" (ELOs). The focus of this barrier analysis is first or second tour, tenured or untenured, generalists and specialists as well as Consular Fellows/other limited non-career appointments and Consular Adjudicator-eligible family members employed in the Consular Section of the CG. This pool of employees comprise 35 male employees and 15 female employees. The trigger indicates that 17 out of 35 men (49%) received an award and that 3 out of 15 women (20%) received an award.

S/OCR asked Post whether selection panels are utilized, whether they believe managers know the procedures for nominating employees, whether employees are aware of the awards program, whether panelists receive training, among other questions.

S/OCR also acquired a breakdown of Post by gender and award recipient, grouped by supervisors. The 50 employees were spread across eight supervisors with some sections as large as 12 and some as small as two. The different sections were usually similar in male/female proportion.

S/OCR is pleased to see that Post has a very involved awards program. Not only do awards seem to be encouraged, but Post follows up with information sessions to help guide the process.

- Communication of the Awards Process -

Fall 2018

A Management Notice was sent out by Beijing HR to all consulates in Mission China to call for nominations. It included criteria of award types, completing and submitting award nominations, and tips and a presentation on how to write good awards justifications.

A few days later a Management Notice was sent out by Post with post-specific information regarding deadlines. It included training slides on the Mission China Awards System, criteria these awards types, completing and submitting award nominations, and tips and a presentation on how to write good awards justifications.

Spring 2019

A Management Notice was sent out by Beijing HR to all consulates in Mission China to call for nominations. It included training resources for the new system, completing and submitting award nominations, and tips and a presentation on how to write good awards justifications.

A few days later, a Management Notice was sent out by Post with post-specific information regarding deadlines. It included training resources for the new system, completing and submitting award nominations, and tips and a presentation on how to write good awards justifications.

- Communication of the Value of the Awards -

Fall 2018

Two DVC training sessions were held on the new award system and the award nominations.

Spring 2019

One-hour training DVCs on MCAS and eAwards systems (30 minutes) and writing a strong nomination (30 minutes) were held.

Members of the Post Award Committee, the Management Officer and the Human Resources Assistant were available to answer any questions.

All panel members in Guangzhou were trained by Human Resources and the Management Officer on the different types of awards, reasons for awards, and the voting process. The awards were approved by the Award Committee in Guangzhou, and sent to the Joint

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Plan to Eliminate Identified Barriers

Country Award Committee (JCAC) in Beijing for final approval. The JCAC consisted of panel chairs/members from Mission China.

With all this, it appears that Post has worked hard to ensure the awards process is fair and open. S/OCR has other ideas that Post may wish to employ as good management decisions but does not propose that utilization of these principles will have the direct effect of alleviating the trigger.

Require employees to document their accomplishments on a weekly or biweekly basis and send to supervisors. At the end of the year, employees and supervisors can comb through the documentation made in helping them decide who and what to nominate for awards. This would be useful also for performance reviews. S/OCR suggests this because relying on memory leaves us prone to cognitive (recency bias) and unconscious bias (halo/horns effect).

Training on awards for supervisors and non-supervisors. Assess supervisor knowledge of the awards process – knowledge in management is not always shared by line managers. Clearly articulate and communicate which behaviors and accomplishments warrant awards and which do not. A survey could serve as an assessment.

If Post decides to implement any changes to the performance management system, Post should clearly articulate to the employees why such changes are being imposed and the benefit it will bring to all. This is critical in terms of bringing more transparency to the process and eliminating any negativity or thoughts of unfairness.

S/OCR suggests Post utilize “watchful waiting” to see whether the trend continues to exist and thanks Post for thinking to act proactively in addressing an issue raised by employees at Post.

MD-715 – Part J
Special Program Plan
for the Recruitment, Hiring, Advancement, and
Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

Section I: Efforts to Reach Regulatory Goals

EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If “yes”, describe the trigger(s) in the text box.

a.Cluster GS-1 to GS-10 (PWD)	Answer	No
b.Cluster GS-11 to SES (PWD)	Answer	No

*For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d) (7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If “yes”, describe the trigger(s) in the text box.

a.Cluster GS-1 to GS-10 (PWTD)	Answer	No
b.Cluster GS-11 to SES (PWTD)	Answer	No

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

On 03/12/2019, employees received a Department Notice with the following information: In January 2018, the Equal Employment Opportunity Commission effected a rule requiring federal agencies to implement affirmative action in employment for qualified individuals with disabilities (see 29 CFR 1614.203(d)).

The regulation sets goals for federal agencies of 12 percent representation for individuals with disabilities and 2 percent for individuals with targeted disabilities. "Targeted disabilities" include: difficulty hearing or seeing, missing extremities, partial or complete paralysis, convulsive disorders such as epilepsy, developmental disabilities such as autism spectrum disorder, mental illness such as PTSD, etc. EEOC tracks statistics on the employment by federal agencies of people with these targeted disabilities because their unemployment and under-employment rates are so high. For FY18, the Department will report to the EEOC that: 15.89% of CS employees are individuals with disabilities 2.06% of CS employees are individuals with targeted disabilities 7.68% of FS employees are individuals with disabilities 0.73% of FS employees are individuals with targeted disabilities Credible, consistent data is critical. The U.S. Department of State promotes the availability and use of aggregated disability data to further education, research, and policy initiatives to improve employment opportunities. The use of aggregated data ensures that no personally identifiable information (PII) is disclosed. Please consider reviewing your GEMS profile to ensure accuracy on how you identify – some of the definitions of disabilities and health conditions may surprise you. It is important to understand that no adverse action may occur due to your decision to (or not to) self-identify, including medical clearance decisions. For more information on representation of individuals with disabilities and on what you can do to help the Department reach the 12 and 2 percent goals, please contact DisabilityProgramManager@state.gov.

Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM

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.

Answer Yes

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 reasonable accommodation requests from applicants and employees	4	0	0	Julia Mankata-Tamakloe Chief, Acting ReasonableAccommodations@state.gov
Processing applications from PWD and PWTD	1	0	0	Jae Chung Selective Placement Coordinator
Special Emphasis Program for PWD and PWTD	0	0	0	Andrea Cilliers Disability Program Manager DisabilityProgramManager@state.gov
Section 508 Compliance	2	0	0	Mark Baker Section 508 Program Manager SECTION508@state.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Jae Chung Selective Placement Coordinator SelectivePlacement@state.gov
Architectural Barriers Act Compliance	0	0	0	Mark Baker Program Manager FacilityAccess@state.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 that disability program staff have received. If “no”, describe the training planned for the upcoming year.

Answer Yes

HR/OAA initiated a series of biweekly Learn Sessions in FY19 for all of its employees as part of regular staff meetings. These feature both presentations from other offices in the Department (e.g., the Office of Civil Rights) on disability-related topics and cross-training presentations where HR/OAA employees present on their own disciplines to the office as a whole (e.g., Section 508 compliance, sign language interpreting). OAA launched this program in late FY19 and plans to continue it through FY20. Most OAA FTEs prepared Individual Development Plans (IDPs) and coordinated with their supervisors to execute their plans; the remaining FTEs will complete IDPs by the end of calendar year 2019. OAA staff participated in JAN Webinars, and teleconferences on Performance, Conduct, and the Rehabilitation Act. In addition, OAA/AD staff made three visits to other agencies to learn about their approaches to assistive technology (AT). During the course of the year, OAA hosted several training sessions open to DOS employees on Schedule A hiring and the importance of self-identification as well as training on demystifying the Reasonable Accommodation process. In FY20, OAA/AD plans to attend the 35th California State University, Northridge (CSUN) Assistive Technology Conference, where they will be able to speak with vendors and view demonstrations of the latest assistive technology available that OAA will implement in the Access Center and provide for reasonable accommodation clients. They will also attend education and training sessions throughout the weeklong conference.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If “no”, describe the agency’s plan to ensure all aspects of the disability program have sufficient funding and other resources

Answer Yes

The Department has provided sufficient funding and other resources to successfully implement our disability program, including sign language interpreting, personal assistance services, readers, and assistive technology. In FY20, HR/OAA is scheduled to open The Access Center, a 2400-square-foot space near the Department's headquarters in Washington, D.C. The Center will serve as a model for the federal government and the diplomatic community creating a barrier-free environment for employees with disabilities to test, train, and provide feedback on assistive technology equipment and develop personalized solutions in an environment similar to their workspace.

Section III: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency's recruitment program plan for PWD and PWTD

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

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

As of 10/01/2019, OAA works collaboratively with other offices in the bureau and S/OCR to identify programs and resources to recruit job applicants with disabilities. OAA works with a Washington-based recruiter and the 16 Diplomats in Residence (DIRs) posted specific regions across the country who engage with students with disabilities at universities and colleges. Also, OAA partners with the Bureau's marketing team and recruiters to develop targeted recruitment strategies and maintain owned media properties to raise awareness through social media for individuals with disabilities. On a quarterly basis, OAA attends career fairs attracting disabled veterans, students, and candidates from around the U.S. to recruit PWD, OAA attended two career fairs at Gallaudet and EOP (Equal Opportunity Publications, Inc), thereby obtaining over 50 resumes of PWDs. OAA maintains a Talent Database of over 400 qualified individuals with disabilities who are eligible to be appointed under Schedule A. From this Talent Database, the SPPC refers qualified candidates to hiring managers and HR professionals when requested by management or candidates. OAA works collaboratively with hiring managers and HR professionals to maintain a robust database of potential applicants. During FY19, the Department appointed 90 employees under Schedule A, an unprecedented number. OAA also manages the Department's participation in the Workforce Recruitment Program (WRP) supporting centrally-funded interns. The Department plans to ramp up the use of WRP in FY20, with 15 centrally-funded intern positions planned in the United States. In FY19, there were only six hires because several candidates could not obtain the required security clearances to work in the Department. While awaiting their clearances, some candidates accepted positions from other agencies, despite attempts at expediting their security clearance. In addition, the Department promotes and encourages WRP interns to work at overseas posts. In FY19, we piloted a program for WRP interns to serve overseas; one intern did so, and the others worked in domestic offices. The SPPC works with managers to convert interns under WRP to permanent positions. In FY19, there were two permanent hires from WRP.

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

The Department uses the Schedule A hiring and Veteran hiring authorities. The Department maintains an email inbox (SelectivePlacement@state.gov) for all inquiries from applicants, hiring managers, HR professionals, and current employees with disabilities. The SPPC answers all inquiries to the mailbox promptly and refers to other Department subject matter experts as necessary. The Department accepts applications for appointment under the Schedule A hiring authority consistent with the OPM's regulations. The SPPC adds individuals with disabilities who request consideration for employment utilizing Schedule A to the Department's Talent Database for future employment opportunities. The SPPC refers individuals with disabilities in the Talent Database directly to any hiring managers and HR professionals requesting qualified candidates for any civil service positions. The SPPC serves as the Department's expert on disability employment and develops/provides training to agency managers and HR professionals regarding hiring flexibilities that take disability into account.

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.

OAA staff determines eligibility for Schedule A by examining documentation provided by the applicant and in consultation with the Bureau of Medical Services as well as an attorney in the Office of the Legal Adviser, if needed. This is completed before an individual may be referred to positions. If the applicant requests consideration for a specific, advertised position, OAA conducts a qualifications analysis and forwards the applicant's request to the HR contact listed in the vacancy announcement if he/she is determined to be qualified. If the applicant does not request consideration for a particular position, the applicant will be added to OAA's searchable Talent Database for potential future referrals.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

Answer Yes

OAA provides Schedule A training every two months in addition to whenever they are requested. The office advertises these sessions via Department Notice for every employee to see and participate. During FY19, six Department Notices went out to promote these events. OAA has trained employees and managers during six regularly held sessions and held two additional sessions at bureaus' requests. In addition, after specific outreach increased the awareness of Schedule A hiring for both employees and managers, OAA held four more sessions. During these training sessions, OAA discusses (a) the Schedule A hiring authority, (b) benefits of the authority, (c) Schedule A documentation, (d) how to join the Department's Talent Database, (e) the referral system, and (f) internship programs for persons with disabilities, such as the Workforce Recruitment Program and Operation War Fighter. To enhance and reinforce training, OAA posted a video on the Schedule A authority on an internal Department website where managers and candidates may refresh their understanding of the Schedule A authority and process. The Department also makes online training available to all employees, including hiring managers, on the Foreign Service Institute website. OAA updated the material in the course in FY19. One of OAA's goals for FY20 is to increase enrollment and completion of the course by 10% over the previous year. The course covers Reasonable Accommodation policies and practices as well Schedule A hiring authority. Resources and reference materials are available to all employees with access to the Department's intranet site on OAA's Disability Dashboard website.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

The Department maintains contacts with organizations that specialize in providing assistance to individuals with disabilities, including individuals with targeted disabilities, in securing and maintaining employment. When appropriate, the Department will develop formal agreements such as a Memorandum of Understanding with such organizations. Contacts may include, but are not limited to: OPM's Shared Register of Candidates with Disabilities; State Vocational Rehabilitation agencies; The Workforce Recruitment Program; Programs for students with disabilities; National and local disability advocacy groups; Colleges and universities nationwide; Centers for Independent Living; and Veterans' Vocational Rehabilitation and Employment Program.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

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

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

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

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

Low representation rate for the following occupation series: PWD: Security Administration (0080), Human Resources Management (0201), Financial Administration and Program (0501), General Attorney (0905), Passport and Visa Examining (0967), Training Instruction (1712), General Inspection, Investigation, Enforcement, and Compliance (1801), Information Technology Management (2210) PWTD: Security Administration (0080), Foreign Affairs (0130), Human Resources Management (0201), Management and Program Analysis (0343), Financial Administration and Program (0501), General Attorney (0905), Passport and Visa Examining (0967), Public Affairs (1035), Training Instruction (1712), General Inspection, Investigation, Enforcement, and Compliance (1801), Information Technology Management (2210)

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Qualified Applicants for MCO (PWD) Answer Yes
- b. Qualified Applicants for MCO (PWTD) Answer Yes

PWD: Security Administration (0080), Foreign Affairs (0130), Management and Program Analysis (0343), Financial Administration and Program (0501), 0560, Passport and Visa Examining (0967), Public Affairs (1035), General Inspection, Investigation, Enforcement, and Compliance (1801), Information Technology Management (2210) PWTD: Foreign Affairs (0130), Financial Administration and Program (0501), 0560, Passport and Visa Examining (0967), Public Affairs (1035)

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Promotions for MCO (PWD) Answer Yes
- b. Promotions for MCO (PWTD) Answer Yes

PWD: Security Administration (0080), Management and Program Analysis (0343), Passport and Visa Examining (0967), General Inspection, Investigation, Enforcement, and Compliance (1801) PWTD: Security Administration (0080), Passport and Visa Examining (0967), General Inspection, Investigation, Enforcement, and Compliance (1801)

Section IV: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

A. ADVANCEMENT PROGRAM PLAN

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

The Department conducts ongoing analyses of its advancement opportunities to ensure that all employees have equal access to career advancement, awards, specialized training and mentoring programs. Due to the size of the Department and world wide presence, many of these programs are housed within different offices, making data difficult to track and analyze. A barrier analysis on the advancement of PWD will be conducted in FY20-21 with the overall goal of collecting data on various advancement opportunities.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

The Department's Career Development and Training Division coordinates external leadership and professional development programs. These programs will continue to be advertised through various channels such as Department Notices, webinars, and informational sessions, which are open to all Department employees. Additionally, the Division works with and maintains a liaison with each of the 14 Employee Affinity Groups (EAGs), including the Disability Action Group (DAG). Personnel from the Division hold informational sessions for EAGs, including DAG, on an annual basis to encourage participation of their members. The Department has led a robust Mentoring Program (iMentor), which is available to all Civil Service and Foreign Service employees. iMentor matches Civil Service mentees with mentors in a program that features training and structured goal-setting. Foreign Service mentoring includes pre-employment student programs, A-100 orientation courses, and post-specific programs at U.S. Missions overseas, among other efforts. To ensure that the widest audience is reached, the Department has updated the mentoring application to include language on how to request a reasonable accommodation for participation in the program.

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/approval to participate.

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (#)	Selectees (#)	Applicants (#)	Selectees (#)
Training Programs	0	0	0	0	0	0
Mentoring Programs	0	0	0	0	0	0
Internship Programs	0	0	0	0	0	0
Detail Programs	0	0	0	0	0	0
Coaching Programs	0	0	0	0	0	0
Fellowship Programs	0	0	0	0	0	0
Other Career Development Programs	0	0	0	0	0	0

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Applicants (PWD) Answer N/A
- b. Selections (PWD) Answer N/A

We do not track this data yet. See below for plan.

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Applicants (PWTD) Answer N/A
- b. Selections (PWTD) Answer N/A

We do not track this data yet. See below for plan.

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If "yes", please describe the trigger(s) in the text box.

- a. Awards, Bonuses, & Incentives (PWD) Answer Yes
- b. Awards, Bonuses, & Incentives (PWTD) Answer Yes

PWD: TOAs (21-30 hrs, 31-40 hrs, 41+ hrs.) and cash awards (\$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999 and \$5000+) PWTD: TOAs (21-30 hrs, 31-40 hrs, 41+ hrs.) and cash awards (\$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999 and \$5000+)

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance-based pay increases? If "yes", please describe the trigger(s) in the text box.

- | | | |
|-------------------------|--------|-----|
| a. Pay Increases (PWD) | Answer | Yes |
| b. Pay Increases (PWTD) | Answer | Yes |

PWD: QSI PWTD: QSI

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If "yes", describe the employee recognition program and relevant data in the text box.

- | | | |
|--------------------------------------|--------|-----|
| a. Other Types of Recognition (PWD) | Answer | N/A |
| b. Other Types of Recognition (PWTD) | Answer | N/A |

N/A

D. PROMOTIONS

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

- | | | |
|--|--------|-----|
| a. SES | | |
| i. Qualified Internal Applicants (PWD) | Answer | N/A |
| ii. Internal Selections (PWD) | Answer | N/A |
| b. Grade GS-15 | | |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | No |
| c. Grade GS-14 | | |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | No |
| d. Grade GS-13 | | |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD) | Answer | No |

No SES data.

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

- | | | |
|---|--------|-----|
| a. SES | | |
| i. Qualified Internal Applicants (PWTD) | Answer | N/A |
| ii. Internal Selections (PWTD) | Answer | N/A |
| b. Grade GS-15 | | |
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD) | Answer | No |
| c. Grade GS-14 | | |
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD) | Answer | No |
| d. Grade GS-13 | | |
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD) | Answer | No |

No SES data.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

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

At the GS-15 level, all (28) persons hired either did not identify a disability (14) or self identified as having no disability (14). PWD made up 5.6% of qualified applicants.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

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

At the GS-15 level, all (28) persons hired either did not identify a disability (14) or self identified as having no disability (14). PWTD made up 2.0% of qualified applicants.

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

- a. Executives
 - i. Qualified Internal Applicants (PWD) Answer No
 - ii. Internal Selections (PWD) Answer No
- b. Managers
 - i. Qualified Internal Applicants (PWD) Answer No
 - ii. Internal Selections (PWD) Answer Yes
- c. Supervisors
 - i. Qualified Internal Applicants (PWD) Answer No
 - ii. Internal Selections (PWD) Answer Yes

For managers, all (49) persons internally selected either did not identify a disability (26) or self identified as having no disability (23). PWD made up 2.9% of qualified internal applicants.

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

- a. Executives
 - i. Qualified Internal Applicants (PWTD) Answer No
 - ii. Internal Selections (PWTD) Answer No
- b. Managers
 - i. Qualified Internal Applicants (PWTD) Answer No
 - ii. Internal Selections (PWTD) Answer No
- c. Supervisors
 - i. Qualified Internal Applicants (PWTD) Answer No
 - ii. Internal Selections (PWTD) Answer Yes

For managers, all (49) persons internally selected either did not identify a disability (26) or self identified as having no disability (23). PWTD made up 0.7% of qualified internal applicants.

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for Executives (PWD) Answer Yes

- b. New Hires for Managers (PWD) Answer Yes
- c. New Hires for Supervisors (PWD) Answer No

For executives, of all 39 persons hired, 19 did not identify a disability, 19 self identified as having no disability, and 1 self identified as having a targeted disability. PWD made up 4.9% of qualified applicants but only 2.6% of hires.. For managers, of all 14 persons hired, 21 did not identify a disability, 19 self identified as having no disability, and 2 self identified as having non-targeted disabilities. PWD made up 8.2% of qualified applicants but only 5.4% of hires..

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTd among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for Executives (PWTd) Answer No
- b. New Hires for Managers (PWTd) Answer Yes
- c. New Hires for Supervisors (PWTd) Answer No

For managers, of all 14 persons hired, 21 did not identify a disability, 19 self identified as having no disability, and 2 self identified as having non-targeted disabilities. PWTd made up 2.8% of qualified applicants.

Section V: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 CFR § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer Yes

2. Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If “yes”, describe the trigger below.

- a. Voluntary Separations (PWD) Answer No
- b. Involuntary Separations (PWD) Answer No

The B Tables do not currently capture this number and the Department cannot compute it until next fiscal year.

3. Using the inclusion rate as the benchmark, did the percentage of PWTd among voluntary and involuntary separations exceed that of persons without targeted disabilities? If “yes”, describe the trigger below.

- a. Voluntary Separations (PWTd) Answer No
- b. Involuntary Separations (PWTd) Answer No

The B Tables do not currently capture this number and the Department cannot compute it until next fiscal year.

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.

N/A

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency’s public website for its notice explaining employees’ and applicants’ rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

<https://www.state.gov/section-508-accessibility-statement/>

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.

<https://www.state.gov/facility-accessibility-statement/>

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.

OAA/AD provides assistive technology support to DOS candidates and employees with disabilities. We routinely assess and train on assistive technology devices such as large print keyboards, desktop magnifiers, ergonomic keyboards/mice, and software for voice dictation applications. We provide remote installations of assistive technology Software/Hardware in the U.S. and to employees assigned to our overseas missions. In FY19, OAA/AD began providing regularly scheduled training at the Department's Foreign Service Institute to Locally Employed Staff (LES) from missions abroad and Foreign Service Information Management specialists on OAA/AD services and how to better support employees with disabilities worldwide. In FY20, OAA is scheduled to open The Access Center, a 2400-square-foot space near the Department's headquarters in Washington, D.C. The Center will serve as a model for the federal government and the diplomatic community creating a barrier-free environment for employees with disabilities to test, train, and provide feedback on assistive technology equipment and develop personalized solutions in an environment similar to their workspace. The Access Center will build on the success of similar assistive technology centers for federal employees, such as the Department of Defense's Computer/Electronic Accommodations Program Technology & Evaluation Center (CAPTEC), and the Department of Agriculture's Technology & Accessible Resources Give Employment Today (TARGET) Center. Colleagues at CAPTEC and TARGET have provided invaluable advice and best practices that will help to ensure the success of the Access Center. In FY19, OAA/AD created an email inbox, FacilityAccess@state.gov, specifically to address concerns about accessibility at Department facilities, both domestic and overseas. The Department of State's Bureau of Administration (A) is responsible for ensuring access to the Department's domestic facilities. The Bureau of Overseas Buildings Operations (OBO) is responsible for facilities located overseas. OAA/AD coordinated with A and OBO to address a number of specific facility accessibility issues in FY19.

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

The Department has implemented the majority of reasonable accommodation requests within 30 business days for domestic requests and 45 days for overseas. In FY19, DRAD completed 83% of domestic requests within 30 business days; and 89% of overseas requests within 45 Days. When requests take longer, it is often as a result of extenuating circumstances (e.g. need to purchase specially made equipment, deliver items overseas, etc). In such situations, the Department provides interim accommodations.

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

DRAD processed RA requests timely more than 83% of the time and strives toward a 90% goal. DRAD continues to hold meetings with Bureau Executive Directors and other Bureau HR professionals to review pending cases and assess RA trends. DRAD and bureaus continue to collaborate to improve service delivery and customer satisfaction among clients. For example, in FY19, OAA completed 751 requests for Reasonable Accommodation and replied to 531 inquiries. In addition to these, OAA fulfilled 2697 requests for sign language interpreting, 1792 requests for video captioning, and 1287 requests for Section 508 compliance services. DRAD sent an updated cable from the Department to all diplomatic and consular posts outlining the Reasonable Accommodation process and managers' responsibilities with respect to the process. The same guidance was distributed to bureaus' Executive Directors with instructions to distribute it widely among domestically-assigned personnel. Overseas personnel are also encouraged to take the distance learning course, PA447 Disability and Reasonable Accommodations.

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

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

OAA tracks requests for PAS via the DRAD case tracking system as with all other RA requests. In FY19, the Department continued to provide PAS for one employee and has procedures in place to increase PAS should it become necessary.

Section VI: 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?

Answer No

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

Answer Yes

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

The Department took a number of corrective measures for each respective finding in order to be compliant with the orders. Measures taken were comprised of but not limited to: providing reasonable accommodations, paying for legal fees, appropriate training on reasonable accommodation for managers involved as well as Department employees, restoration of leave, and compensatory damages.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

Answer No

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

Answer Yes

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

The Department took a number of corrective measures for each respective finding in order to be compliant with the orders. Measures taken were comprised of but not limited to: providing reasonable accommodations, paying for legal fees, appropriate training on reasonable accommodation for managers involved as well as Department employees, restoration of leave, and compensatory damages.

Section VII: Identification and Removal of Barriers

Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer Yes

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

Answer Yes

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

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

This is a new barrier analysis.

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

This is a new barrier analysis.

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

This is a new barrier analysis.

