

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

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

Section I: Efforts to Reach Regulatory Goals

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

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

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

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

Cluster GS-1 to GS-10 (PWD) = 30.23% Cluster GS-11 to SES (PWD) = 21.94%
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*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

Cluster GS-1 to GS-10 (PWTD) = 4.38% Cluster GS-11 to SES (PWTD) = 3.11%
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Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical Goal	--	12%		2%	
Grades GS-1 to GS-10	681	213	31.28	31	4.55
Grades GS-11 to SES	21551	3244	15.05	419	1.94

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

Over the last year the Department has shared the data with the Office of Diversity and Inclusion and the Office of Accessibility and Accommodations (OAA) to include the strategic plan for persons with disabilities. The Department conducted the iCount campaign to promote and increase self-identification of employees with disabilities. The campaign communicated the importance of self-identification to help the Department better allocate its resources; boost Department-wide recognition of the many contributions made by PWD; create a more inclusive work environment for employees with disabilities; and promote disability-inclusive management practices. We disseminated these goals at various events with Department senior leaders and recruiters as part of our overall communications and through multiple written communications to the workforce. In September 2022, the Department launched the iCount campaign. The Secretary kicked off the campaign by hosting a panel discussion with three Ambassadors with

disabilities. Afterwards, the Office of Diversity and Inclusion and the Global Public Affairs bureau shared resources and encouraged discussion around disability identity across the Department. This campaign led to 121 employees or reservists out of a retained pool of nearly 30,000 changing their self-identified disability from "No Disability Identified" to either a targeted or non-targeted disability.

Section II: Model Disability Program

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

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

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

Answer Yes

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Answering questions from the public about hiring authorities that take disability into account	1	0	0	SelectivePlacement@state.gov
Special Emphasis Program for PWD and PWTD	1	0	0	SpecialEmphasis@state.gov
Architectural Barriers Act Compliance	0	0	2	Richard McCarthy Accessibility Division Chief FacilityAccess@state.gov
Processing applications from PWD and PWTD	1	0	0	SelectivePlacement@state.gov
Processing reasonable accommodation requests from applicants and employees	6	0	0	ReasonableAccommodation@state.gov
Section 508 Compliance	1	0	0	Richard McCarthy Accessibility Division Chief SECTION508@state.gov

- 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

DOS has a robust disability program supported by 3 different offices. OAA is the lead and maintains most of the subject matter expertise. They are supported by the Office of Diversity and Inclusion and the Office of Civil Rights. OAA Analysts and Disability program staff are required, as part of their individual development plans, to take training related to their roles and responsibilities, and to maintain skill levels and their knowledge of changes in the application and interpretation of disability laws. OAA provides funding for the team to pursue training with external providers and regularly disseminates information on no-cost trainings available virtually. Our Assistive Technology Division participates in Accessibility Board recommended trainings as well as vendor provided sessions on section 508, video captioning and assistive technology best practices. OAA provides monthly full team learning sessions on topics which have been identified as helpful/needed. For CY2023, training is scheduled to supplement the Job Accommodation Network (JAN) webcast series which the DRAD team already participates in. OAA is also scheduled to participate in the 38th annual California State University Northridge (CSUN) Assistive Technology Conference in March 2023 for both outreach and training purposes. The Disability Program Manager (DPM) engages with the Employee Organization, Disability Action Group (DAG) to participate and engaged in the members' inquiries about Schedule A hiring authority, self-identification and disclosure about disability, and reasonable accommodations procedures. Also, the DPM and OAA personnel participate in monthly sessions of Federal Exchange on Employment & Disability (FEED) Interagency Working Group coordinated by the EEOC, Department of Labor, and the Office of Personnel Management's Diversity, Equity, Inclusion, and Accessibility (DEIA) team, and the Interagency Disability Senior Leadership Networking Group.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Answer Yes

Section III: Program Deficiencies In The Disability Program

Brief Description of Program 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.		
Objective	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.		
Target Date	Sep 30, 2020		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	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.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2020	During FY20, the Department processed the vast majority of its cases within the timeframe (30-business days for domestic cases, 88%; and 45 days for overseas cases, 93%) set forth in its reasonable accommodation policy.	
	2021	During FY21, the Department processed the vast majority of cases within the timeframe (30-business days for domestic cases, 92.1%; and 45 days for overseas cases, 92.6%) set forth in the reasonable accommodation policy.	

Section IV: Plan to Recruit and Hire Individuals with Disabilities

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

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

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

GTM/OAA works collaboratively with the Bureau of Global Talent Management's (GTM) Office of Talent Acquisition (GTM/TAC) and Office of Civil Service Talent Management (GTM/CSTM), as well as with the Secretary's Office of Civil Rights (S/OCR) and Office of Diversity and Inclusion (S/ODI), to identify programs and resources to help recruit job applicants with disabilities. GTM/TAC has a Washington-based Recruiter and 15 Diplomats in Residence (planned to be 17 in 2023) based at universities across the country who engage with students with disabilities and mid-career professionals, including veterans, as part of the Department's strategic recruitment plan. S/ODI shared a list of disability-related organizations, institutions, and conferences, and other stakeholder opportunities to assist in developing an agency-wide strategy for targeted disability recruitment. GTM/TAC's marketing team partners with GTM/OAA to develop targeted recruitment strategies and maintain social media and other media platforms to raise awareness and promote opportunities for individuals with disabilities. In 2022, GTM/OAA partnered with GTM/TAC on numerous outreach events, including two Science, Technology, Engineering, or Mathematics (STEM) and Underrepresented Minorities. GTM/OAA maintains a Talent Database of more than 1400 individuals with disabilities who are eligible to be appointed under the non-competitive hiring authority that takes disability into account (primarily through the Schedule A hiring authority for individuals with disabilities.) Communicating with Bureau hiring managers and Human Resources Specialists, and maintaining a robust database of potential applicants, enables GTM/OAA to effectively support Schedule A hiring by referring qualified candidates directly to hiring managers. Hiring Workforce Recruitment Program (WRP) interns was also a notable success in FY 2022, as we hired 11 WRP interns to work in various offices throughout the Department. Through written communications and at events, GTM/OAA encouraged Department employees to volunteer for the WRP Recruiter program, leading to an increase in employee participation in the program. The Department plans to significantly increase the use of the WRP in FY 2023, with a firm fiscal-year deadline to nominate interns, which will ensure the WRP interns can obtain their security clearances in time to fully complete their internships before funding expires. The Department is also drawing on the WRP as a potential source for permanent FTE hires. GTM/TAC/REC organized and participated in a total of nineteen (19) events targeting PWDs throughout the last quarter of FY2022. Four (4) information sessions Five (5) conferences with nationally recognized organizations. Three (3) Facebook Live events Seven (7) career fairs Prior to and during these events, TAC/REC's marketing team promote the events via announcements on their various recruitment platforms and social media channels. GTM/TAC/REC also conducted a campaign using several infographics of Department employees with disabilities. The campaign has been well received by both employees and external audiences. In addition, in July 2022, GTM/TAC/REC organized an information session with Vocational Rehabilitation Counselors and Disabled Students Services in the State of California, with participation from GTM/OAA and a WRP intern. Attendees gave positive feedback on the session and GTM/TAC/REC is planning similar sessions in Texas, South Florida and the Mid-West. This is one of several successful outreach events that can be replicated. Other highlights: Disability Action Group (DAG): Several Coffee Chats with members and external members to participate and engage on disability topics. DAG's roundtable with Secretary Blinken, October 26, 2021. DAG's conversation with Special Advisor on International Disability Right (SAIDR) Sara Minkara, April 7, 2022. DAG's roundtable discussion with Under Secretary Bass on July 27, 2022. The Secretary's Office of Diversity and Inclusion moderated a panel on July 27, 2022, reflecting on the history of the Americans with Disabilities Act and how it impacts several generations of employees at State. S/ODI and DAG also held a Fireside chat featuring the CDIO in December to highlight the importance of voluntary self-identification of disability status in our Global Employment Management System. Sign @ State Symposium: Inaugural Sign@State Symposium, I3: Influence, Identity, and Impact on Global Scale, Thursday, April 21, 2022. Persons with Disabilities in the Foreign Service webinar on June 9, 2022. Americans with Disabilities Act (ADA) 32 anniversary, Open House on July 26, 2022.

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 DOS' Human Resources (HR) Specialists and SPPC are dedicated to utilizing several hiring authorities that take disability into account to recruit PWD and PWTD for positions in the permanent workforce, including the Schedule A hiring authority for intellectual, severe physical, or psychiatric disabilities, as set forth at 5 CFR 213.3102(u). The Department continued to encourage managers to utilize Schedule A to fill vacant positions and consult with hiring officials to receive the guidance on Schedule A hiring authority. Non-competitive Applicant Pool – The DOS' SPPC monitors and maintains the Talent Database for non-competitive eligible Schedule A candidates and making referrals to hiring managers. The SPPC has the selectiveplacement@state.gov mailbox

to monitor all inquiries and they are promptly answered by the SPPC and referred to other Department subject matter experts as necessary. The selectiveplacement@state.gov has an auto reply with detailed information about the DOS' Talent Database including the SurveyMonkey link for questionnaires for non-competitive Schedule A consideration.

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.

GTM/OAA staff determines eligibility for Schedule A hiring by examining documentation provided by the applicants and in consultation with the Bureau of Medical Services as needed. If a qualified applicant requests consideration for a specific, advertised position, GTM/OAA forwards the applicant's resume to the HR contact listed in the vacancy announcement. If the applicant does not request consideration for a particular position, the applicant will be added to OAA's searchable talent database for future referral.

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

The Department requires all supervisors to take the PA447 Disability and Reasonable Accommodations course within five years of their appointment. This course, available to all employees, provides an overview of the federal government's responsibility to accommodate qualified applicants and employees with disabilities; describes the Department's reasonable accommodation process, including roles and responsibilities; discusses the Schedule A hiring authority; and identifies ways to communicate with accessibility in mind. Employees learn a broad overview of the processes and procedures for requesting Disability and Reasonable Accommodation Division (DRAD) services, as well as strategies for increasing the hiring and retention of persons with disabilities. GTM/OAA provides live and recorded information sessions on Schedule A hiring and Reasonable Accommodations. In FY 2022, GTM/OAA presented on its services and programs to multiple Bureaus and offices in the Department, including the bureaus of Administration, Consular Affairs, Information Resources Management, Overseas Building Operations, and the Office of the Secretary. Additionally, GTM/OAA provides hiring managers one-on-one consultations per request. In FY 2022, GTM/OAA published 38 Department-wide written communications about the reasonable accommodation process, Schedule A hiring Authority, and accessibility tools, representing a 55% increase over FY2021 outreach communications drafted. Other resources, reference materials, and knowledge tools including videos are available to all employees on GTM/OAA's SharePoint site which houses the Disability Dashboard.

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 offering assistance to individuals with disabilities, including individuals with targeted disabilities, to secure and retain employment. In FY2022, GTM/OAA participated in numerous in-person and virtual career fairs and outreach events with state vocational rehabilitation centers, the District of Columbia vocational rehabilitation center, Equal Opportunity Publications (EOP), Bender Consulting, and Gallaudet University. As a result of these outreach events, we obtained more than 100 resumes from disabled veterans and Schedule A candidates. In FY2022, EOP selected a Department of State Employee as a Careers & the disABLED magazine 2022 Employee of the Year.

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

New Hires for Permanent Workforce (PWD) = 35.02% New Hires for Permanent Workforce (PWTD) = 4.21%

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	1934	73.53	0.00	37.59	0.00
% of Qualified Applicants	1239	70.94	0.00	35.03	0.00
% of New Hires	52	61.54	0.00	13.46	0.00

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 No

b. New Hires for MCO (PWTD)

Answer No

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%
0080 SECURITY ADMINISTRATION	3	100.00	0.00
0130 FOREIGN AFFAIRS	15	60.00	13.33
0201 HUMAN RESOURCES MGMT	4	100.00	25.00
0343 MANAGEMENT/ PROGRAM ANALYSIS	18	55.56	11.11
0501 FINANCIAL ANALYSIS	5	20.00	0.00
0560 BUDGET ANALYSIS	1	0.00	0.00
0905 ATTORNEY	0	0.00	0.00
1035 PUBLIC AFFAIRS	2	50.00	0.00
1712 TRAINING INSTRUCTION	0	0.00	0.00
1801 GENERAL INSPECTION	0	0.00	0.00
2210 INFORMATION TECHNOLOGY	4	100.00	50.00

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 No

b. Qualified Applicants for MCO (PWTD)

Answer No

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 | No |
| b. Promotions for MCO (PWTD) | Answer | No |

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

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

A. ADVANCEMENT PROGRAM PLAN

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

The Department takes affirmative action to promote the recruitment, hiring, and advancement of qualified people with disabilities and people with targeted disabilities. The Department recently established the Retention Unit to include the strategy plan for retaining the persons with disabilities. The Department released the Diversity, Equity, Inclusion, and Accessibility Strategy Plan that includes persons with disabilities in implementation plan and planned activities, and periodically reviews the effectiveness of the plan. An effective advancement program plan involves many components and stakeholders. On an annual basis the following areas are reviewed: recruitment, hiring, advancement, retention, discrimination complaints, harassment reports, career development, hiring authorities that take disability into account, resources to improve accessibility and provide accommodations.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The Department’s Office of Career Development and Assignments (GTM/CDA) 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, GTM/CDA works with and maintains a liaison with each of the employee organizations, including the Disability Action Group (DAG). GTM/CDA personnel hold informational sessions for all employee groups on an annual basis to encourage participation of their members. The Department has led a robust Mentoring Program (iMentor) 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: • Domestic mentoring programs, • A-100 orientation mentor dialogues, • Situational mentoring, • Senior-level mentoring, and • Post-specific programs at U.S. missions. The Department provides comprehensive mentoring resources that account for the unique contingencies in the careers of FS employees, such as competitive entry process, promotion, assignments, frequent moves, constant cultural/organizational adaptation, and numerous supervisory shifts and job functions. Employees review the list of volunteer mentors and select their top five for pairing consideration. Pairings are completed by the Office of Continuity Counseling (GTM/CDA/CC) and later ratified by the FS Mentor Council, comprised of Senior Foreign Service Officers assigned to various offices throughout Washington. To ensure that the broadest audience is reached, the Department has updated the mentoring application to include language on requesting 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 (%)
Mentoring Programs	253	253	12.6	12.6	4.7	4.7
Training Programs	49	49	10.2	10.2	0	0
Other Career Development Programs	0	0	0	0	0	0
Fellowship Programs	14	14	0	0	0	0
Detail Programs	0	0	0	0	0	0
Coaching Programs	0	0	0	0	0	0
Internship Programs	12	12	8.3	8.3	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 Yes

b. Selections (PWD)

Answer Yes

Internship Programs, Fellowship Programs, and Training Programs

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 Yes

b. Selections (PWTD)

Answer Yes

Internship Programs, Fellowship Programs, and Training Programs

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

Table: PWD (Time Off Awards): Time off Awards (Hours) Was there a trigger? 1 - 10 No 11 - 20 No 21 - 30 No 31 - 40 No 41 or more No Table: PWD (Cash Awards): Cash Awards Was there a trigger? Less than \$500 No \$501 - \$999 No \$1000 - \$1999 No \$2000 - \$2999 No \$3000 - \$3999 No \$4000 - \$4999 No More than \$5000 Yes (0.60% vs. 1.86%) Table: PWTD (Time Off Awards): PWTD Time off Awards - Hours Was there a trigger? 1 - 10 Yes (0.91% vs. 1.53%) 11 - 20 Yes (0.60% vs. 0.90%) 21 - 30 Yes (0.30% vs. 0.55%) 31 - 40 No 41 or more Yes (0.00% vs. 0.03%) Table: PWTD (Cash Awards): Cash Awards Was there a trigger? Less than \$500 No \$501 - \$999 No \$1000 - \$1999 Yes (16.62% vs. 22.33%) \$2000 - \$2999 Yes (12.08% vs. 13.00%) \$3000 - \$3999 Yes (8.76% vs. 11.54%) \$4000 - \$4999 Yes (0.00% vs. 0.03%) More than \$5000 Yes (0.60% vs. 1.61%)

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	217	1.70	0.79	0.87	1.82
Time-Off Awards 1 - 10 Hours: Total Hours	1529	10.51	5.81	3.49	11.53
Time-Off Awards 1 - 10 Hours: Average Hours	7	0.17	0.04	0.87	0.06
Time-Off Awards 11 - 20 hours: Awards Given	98	0.56	0.41	0.44	0.57
Time-Off Awards 11 - 20 Hours: Total Hours	1684	9.79	7.00	6.99	10.19
Time-Off Awards 11 - 20 Hours: Average Hours	17	0.47	0.09	3.49	0.03
Time-Off Awards 21 - 30 hours: Awards Given	58	0.33	0.24	0.22	0.35
Time-Off Awards 21 - 30 Hours: Total Hours	1428	8.34	5.87	6.55	8.60
Time-Off Awards 21 - 30 Hours: Average Hours	24	0.70	0.13	6.55	-0.16
Time-Off Awards 31 - 40 hours: Awards Given	117	1.11	0.41	1.97	0.99
Time-Off Awards 31 - 40 Hours: Total Hours	4664	45.59	16.08	76.86	41.03
Time-Off Awards 31 - 40 Hours: Average Hours	39	1.14	0.21	8.52	0.06
Time-Off Awards 41 or more Hours: Awards Given	3	0.00	0.02	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	142	0.00	0.75	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	47	0.00	0.25	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$501 - \$999: Awards Given	2002	8.37	8.54	6.99	8.57
Cash Awards: \$501 - \$999: Total Amount	1466201	6104.11	6257.39	5168.12	6240.68
Cash Awards: \$501 - \$999: Average Amount	732	20.27	3.89	161.35	-0.32
Cash Awards: \$1000 - \$1999: Awards Given	3990	15.49	17.54	14.63	15.61
Cash Awards: \$1000 - \$1999: Total Amount	4959194	19307.53	21832.98	18133.62	19478.81
Cash Awards: \$1000 - \$1999: Average Amount	1242	34.64	6.61	270.52	0.22
Cash Awards: \$2000 - \$2999: Awards Given	2250	8.98	9.92	10.92	8.70
Cash Awards: \$2000 - \$2999: Total Amount	5026663	19780.73	22213.45	24184.72	19138.17
Cash Awards: \$2000 - \$2999: Average Amount	2234	61.22	11.90	483.62	-0.41
Cash Awards: \$3000 - \$3999: Awards Given	1848	7.51	8.09	8.08	7.42
Cash Awards: \$3000 - \$3999: Total Amount	5764335	23153.63	25283.43	25015.72	22881.94
Cash Awards: \$3000 - \$3999: Average Amount	3119	85.74	16.62	675.98	-0.38

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$4000 - \$4999: Awards Given	49	0.03	0.25	0.22	0.00
Cash Awards: \$4000 - \$4999: Total Amount	206921	113.32	1056.89	889.96	0.00
Cash Awards: \$4000 - \$4999: Average Amount	4222	113.32	22.49	889.96	0.00
Cash Awards: \$5000 or more: Awards Given	606	2.56	2.65	1.31	2.74
Cash Awards: \$5000 or more: Total Amount	13674053	58084.65	59940.74	24722.71	62952.37
Cash Awards: \$5000 or more: Average Amount	22564	631.33	120.12	4120.31	122.27

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 No

Employee Group Inclusion Rate PWD 3.03% PWOD 4.39%

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	0	0.00	0.00	0.00	0.00

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

a. Other Types of Recognition (PWD) Answer N/A

b. Other Types of Recognition (PWTD) Answer N/A

N/A

D. PROMOTIONS

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

a. SES

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

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
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ii. Internal Selections (PWD)	Answer	No
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d. Grade GS-13

i. Qualified Internal Applicants (PWD)	Answer	No
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ii. Internal Selections (PWD)	Answer	No
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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	No
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ii. Internal Selections (PWTD)	Answer	No
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b. Grade GS-15

i. Qualified Internal Applicants (PWTD)	Answer	No
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ii. Internal Selections (PWTD)	Answer	No
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c. Grade GS-14

i. Qualified Internal Applicants (PWTD)	Answer	No
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ii. Internal Selections (PWTD)	Answer	No
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d. Grade GS-13

i. Qualified Internal Applicants (PWTD)	Answer	No
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ii. Internal Selections (PWTD)	Answer	No
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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
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b. New Hires to GS-15 (PWD)	Answer	No
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c. New Hires to GS-14 (PWD)	Answer	No
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d. New Hires to GS-13 (PWD)	Answer	No
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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	No
c. New Hires to GS-14 (PWTD)	Answer	No
d. New Hires to GS-13 (PWTD)	Answer	No

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	No

c. Supervisors

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

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
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ii. Internal Selections (PWTB)

Answer No

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 No

b. New Hires for Managers (PWD)

Answer No

c. New Hires for Supervisors (PWD)

Answer No

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB 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 (PWTB)

Answer No

b. New Hires for Managers (PWTB)

Answer No

c. New Hires for Supervisors (PWTB)

Answer No

Section VI: Plan to Improve Retention of Persons with Disabilities

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

Answer No

The agency has identified 197 individuals hired under 5 CFR 213.3102(u) in FY20. Of those, 156 were converted or separated from the agency by the end of FY22. This is a compliance rate of just over 79%. In FY23, the agency will review all 41 individuals unaccounted for and determine whether they should be converted to the competitive service.

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 Yes

PWD: 0.03% PWOD: 0.09%

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	9	0.08	0.03
Permanent Workforce: Resignation	423	1.85	1.65
Permanent Workforce: Retirement	762	3.49	2.95
Permanent Workforce: Other Separations	300	2.42	0.97
Permanent Workforce: Total Separations	1494	7.83	5.60

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

a. Voluntary Separations (PWTD) Answer Yes

b. Involuntary Separations (PWTD) Answer Yes

Voluntary PWTD: 0.30% PWOTD: 0.03% Involuntary PWTD: 5.74% PWOTD: 5.27%

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	9	0.20	0.03
Permanent Workforce: Resignation	423	2.18	1.67
Permanent Workforce: Retirement	762	3.56	3.02
Permanent Workforce: Other Separations	300	1.78	1.18
Permanent Workforce: Total Separations	1494	7.72	5.90

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.

Exit interview results are very preliminary, and the sample size of those with disabilities is too small to draw any conclusions. Issues related to disability or accommodation did not generally emerge as a significant factor for this demographic. The few that specifically cited it mentioned the following themes: difficult meeting production quotas for higher grades in order to grow in their career; alleged bullying and harassment; and frustration over being denied leave/workplace flexibilities.

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.

The Accessibility Division located within GTM/OAA interviewed and selected a GS-13 Section 508 Accessibility Specialist in October. This additional employee will be dedicated to driving Section 508 policy throughout the Department and help provide direction to our Section 508 contract team on larger initiatives outside of document remediation and website testing. GTM/OAA has another GS-13 IT Specialist position dedicated to Assistive Technology support. This vacancy will be reposted in early 2023. This position will help staff the Access Center, which, in 2022, provided more than 75 in-person and virtual tours, held multiple trainings, and hosted several classes, for domestic and overseas staff. GTM/OAA participates in a "Diverse-IT" working group with the Department's Bureau of Information Resources Management (IRM). This working group meets weekly to discuss progress on DEIA milestones and solutions to making the Department more accessible for individuals with disabilities. One milestone involves GTM/OAA's Assistive Technology team hosting training sessions for IRM's IT Specialist skill code employees twice monthly, started in November 2022 and continuing throughout 2023. The trainings focus on training IRM's IT Specialists on specific assistive technologies, hardware, and software, and how to better support our workforce that utilizes these types of tools. The working group is also finalizing the availability of commonly deployed assistive technology software such as Fusion, JAWS, ZoomText, and Dragon Naturally Speaking, as well as accessibility testing tools such as ANDI, JAWS Inspect, and Color Contrast Analyzer to all users via the software center on all Department-issued laptops. This enables any user to have immediate access to needed tools, without needing to open an IT Ticket or have someone install it on individual work laptops. GTM/OAA has representatives on the IRM DEIA council to ensure accessibility is prioritized on IT-related projects and to promote cross-bureau sharing of information. GTM/OAA is also working with the Board of Examiners in December to test portions of the Foreign Service Exam that are being moved to an all-virtual platform, to ensure software like JAWS and Dragon Naturally Speaking function correctly in that environment. GTM/OAA collaborates with the Bureau of Administration (A) and the Bureau of Overseas Buildings Operations (OBO) to address accessibility concerns at domestic facilities and at our overseas posts, develop Emergency Action Plans, and advise Emergency Action Committees. OBO is working to ensure that at least five percent of dwelling units in each Post housing pool, and at least one dwelling unit in each new group of leased dwelling units, be either accessible in accordance with the ABA standards, or adaptable/accessible, meaning easily converted without much difficulty or expense.

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.)

It is the Department of State's policy to implement accommodation requests within 30 days for those that are domestic and within 45 days for overseas requests. During this reporting period our average time for completing requests is 14.8 days. Requests taking longer than these times are a result of extenuating circumstances, such as procurement and overseas delivery of equipment or evaluation and approval of medical devices for use in classified spaces. In these situations, the Department seeks to provide 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.

GTM/OAA's Disability and Reasonable Accommodation Division (DRAD) continues to hold monthly meetings with Bureau Executive Directors and other Bureau HR professionals to review pending cases and assess reasonable accommodation trends. DRAD continues to collaborate with stakeholders to improve service delivery and customer satisfaction among clients. DRAD has conducted 100 presentations for managers and supervisors, and employees generally, throughout this reporting period on the supervisors' roles and responsibilities in the reasonable accommodation process, and on creating accessibility in the work environment. GTM/OAA has begun providing Bureau leadership with high level data-driven briefings usage of OAA services, covering trends in reasonable accommodation and interpreting requests as well as Section 508-related activities, video captioning, and Schedule A usage.

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.

GTM/OAA tracks requests for PAS via the DRAD tracking system as with all reasonable accommodation requests. During the reporting period, DRAD provided PAS services on an as-needed basis to the requesting employee.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer 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 No

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

There were no findings based on disability harassment.

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.

There was one finding of discrimination for failure to accommodate. Remedies included updating Department policy and SOP for responding to requests for reasonable accommodations, paying Complainant \$12,000 in non-pecuniary damages, training for relevant personnel, and a posting notice.

Section VIII: Identification and Removal of Barriers

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

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

Answer Yes

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

Answer Yes

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

Source of the Trigger:	Workforce Data (if so identify the table)				
Specific Workforce Data Table:	Workforce Data Table - B1				
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Currently, there is only one Deaf Foreign Service Specialist employee in the Department. In the Foreign Service Generalists population, there are seven people who identify as Deaf or Hard of Hearing. This low representation indicates a trigger since 2% of the U.S. population is deaf or hard of hearing.				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> People with Targeted Disabilities				
Barrier Analysis Process Completed?:	N				
Barrier(s) Identified?:	Y				
STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Barrier Name		Description of Policy, Procedure, or Practice		
	Foreign Service Oral Assessment		Historically, Deaf Applicants have not always been able to fully prepare for the Foreign Service Oral Assessment (FSOA) with an interpreter prior to the assessment process. They may not know that they can request this as a form of reasonable accommodation.		
	Language for Tenure Requirement		Requirement to demonstrate Foreign Language speaking ability in order to gain tenure per the FS Act of 1980 and 3 FAM 2242.2		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
01/01/2021	09/30/2023	Yes			Find solutions to increase the rates of deaf Americans in the FS, whether through policy changes, recruitment efforts, or earlier access to Department ASL interpreters prior to taking the FS exam.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Director		Gregory B. Smith		Yes	
Director General		Carol Perez		Yes	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
10/21/2021	Brief the Chief Diversity and Inclusion Officer to create more awareness of this barrier analysis.			Yes	
02/01/2022	Conduct outreach to Deaf Universities as well as schools with a high Deaf and Hard of Hearing population. Build a pipeline of candidates for the Foreign Service.			Yes	

Planned Activities Toward Completion of Objective				
Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
07/01/2022	Work with stakeholders to identify potential internal policies to change to recognize ASL as a foreign language for entrance and tenure.	Yes		
Report of Accomplishments				
Fiscal Year	Accomplishment			

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

The Office of Civil Rights views this a multi-year analysis given the complexity of the issue. This includes possible changes to longstanding Department policies that derive from the Foreign Service Act of 1980.

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

The initial briefing with the Office of Diversity and Inclusion created an essential partnership which led to collaboration with other stakeholders in the Department. There were several policy discussions between different bureaus and offices to determine the path forward. Greater exposure of this topic lead to deeper awareness of the Deaf and Hard of Hearing community's needs and interests in employment.

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 issue is complex and involves addressing attitudinal and institutional barriers. While we are making significant progress year to year, we see this as a multi-year plan.