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   Yes

    b. Cluster GS-11 to SES (PWD)   Answer   Yes

> The Transportation Security Administration (TSA) has a trigger in both the SV A-F (GS-1 to GS-10) and SV G-L/SES (GS-11 to SES) pay band clusters, as they both fall below the 12% benchmark for Persons with Disabilities (PWD) in the permanent workforce. In FY 2022, PWD made up 5.02% of the SV A-F (GS-1 to GS-10) permanent workforce, and 5.70% of the SV G-L/SES (GS-11 to SES) pay bands. This placed the overall percentage of PWD in the permanent workforce at 5.21%, a 0.73% increase from FY 2021 which was at 4.48%. Due to the majority of TSA Mission Critical Occupations (MCO) positions having medical requirements, it is worth noting that when the MCO positions are separated out the percentage of PWD in the permanent non-MCO workforce is 8.15%, which is a decrease of 2.28% from the 10.43% in FY 2021. The percentage of PWD in MCO positions during FY 2022 was 4.89%.

*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   Yes

    b. Cluster GS-11 to SES (PWTD)   Answer   Yes

> TSA has a trigger in both the SV A-F (GS-1 to GS-10) and SV G-L/SES (GS-11 to SES) pay band groups, as they both fall below the 2% bench mark for Persons with Targeted Disabilities (PWTD). In FY 2022, PWTD made up 0.70% of the SV A-F (GS-1 to GS-10) permanent workforce, and 1.16% of the SV G-L/SES (GS-11 to SES) pay bands. This placed the overall percentage of PWTD in the permanent workforce at 0.83%, a 0.15% increase from FY 2021 which was at 0.68%. Due to the majority of TSA MCO positions having medical requirements, it is worth noting that when the MCO positions are separated out the percentage of PWTD in permanent non-MCO positions is 1.63%, which is a 0.60% decrease from the 2.23% in FY 2021. The percentage of PWTD in MCO positions during FY 2022 was 0.74%.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10	0	0	0.00	0	0.00

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-11 to SES	0	0	0.00	0	0.00

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

During FY 2022, the DPM • Published six articles that were distributed on the TSA internal iShare that focused on various topics related to the employment of PWD/PWTD. • Facilitated a TSA Talks session formatted in a Q&A fashion with participation from the Section 508 program manager, Selective Placement Program (SPP) and Reasonable Accommodation Program (RAP). • Included the hiring goals in all five Civil Rights, Equity, Access and Inclusion University (CREAI-U and formally CRDI-U) classes taught in collaboration with SPP and RAP. During FY 2022, the TSA SPP Coordinator communicated the numerical PWD and PWTD hiring goals through emails, broadcast messages and PWD information sessions.

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   No

The Disability Employment Program, Section 508 Program, and Selective Placement Program (SPP) have personnel in place, but additional staff will ensure the RA Program is responsive and timely to employee RA requests. In FY 2022, the RAP continued to have a vacant RA Specialist position open as in FY 2021. During Quarter 1 of FY 2022, the RAP Manager retired and one of the RA Specialists became Acting Manager for the entire fiscal year. This resulted in a second RA Specialist position being vacant. The Manager position was advertised during Quarter 4 of FY 2022 and a selection was made in Quarter 1 of FY 2023. Efforts are anticipated to be made during FY 2023 to advertise and fill at least one RA Specialist position.

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	2	0	0	- -
Architectural Barriers Act Compliance	1	0	0	Oscar Martin, ABA POC, Real Estate Management, Oscar.martin@tsa.dhs.gov

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Special Emphasis Program for PWD and PWTD	1	0	0	Annette Carr, Disability Program Manager, Civil Rights & Liberties, Ombudsman and Traveler Engagement, Annette.Carr@tsa.dhs.gov
Answering questions from the public about hiring authorities that take disability into account	2	0	0	Mark Escherich, Veterans Hiring Coordinator, Human Capital, Mark.Escherich@tsa.dhs.g(
Processing applications from PWD and PWTD	1	0	0	Darrett Lomax, Selective Placement Program Coordinator, Human Capital, Darrett.Lomax@tsa.dhs.go
Section 508 Compliance	1	0	0	Matt Byrne, TSA Section 508 Program Manager, Information Technology, Matthew.Byrne@tsa.dhs.g(

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

The Section 508 team participated in: • DHS Section 508 playbook training. • DHS Trusted Tester certification training. • DHS Accessibility Day. • Creating Accessible Word and PDF documents. During FY 2022, TSA's three Anti-Harassment Coordinators completed 1) DHS's Preventing and Addressing Workplace Harassment online training, which contains guidance on how to address harassment based on disability, and 2) Diversity and Inclusion training, which includes a disability component. In addition, one Anti-Harassment Coordinator attended a lecture on leadership "Inclusivity" given by an expert in the field; another Coordinator attended Virtual Harassment in the Federal Workplace, which covers disability-based harassment, and she also attended a class on the EEO Counseling Process. The DPM attended the following professional development opportunities during FY 2022: • "25th Annual Examining Conflicts in Employment Law (EXCEL)" virtual training conference. • Ask EARN: "Supporting Workers with Long COVID". • "Ask the AJs Brown Bag Lunch". • "DHS Service Animals and Section 504 training". • Federal EEO and Civil Rights Council May Meeting: "Hot Topics at the EEOC". • FEED: 2/9, 4/13, 6/8, and 9/14. • "Interagency Accessibility Forum 2022". • "Interagency Disability Senior Leadership Networking Group monthly meetings". • Lunch & Learn Disability Session III: "Working Effectively with Neurodiverse Individuals". • "NFB Overview of Accessibility of Virtual Collaboration Tools". • Section 508 Best Practices Webinar: "ICT Guidance for Implementing Accessibility into DEIA Plans in the Federal Workforce". • U.S. Access Board Webinar: "Common Sources of Confusion in the ADA and ABA Standards". Real Estate was provided with a webinar on April 7, 2022, on Accessibility on the Federal Workspace. The webinar reviewed accessibility requirements for employee work areas in the ABA Accessibility Standards (ABAAS), including provisions for accessible routes, parking, entrances, workspaces, break rooms, locker rooms, and other areas. In FY 2022, Human Capital (HC) Staff attended the following CREAI-U training courses: Non Competitive Hiring Authority for employees with Disabilities; Disability Law utilizing Non Competitive Hiring Authorities for Managers; and the DHS OCRL training course, Working Effectively with Neurodiverse Individuals. In FY 2023, HC will continue to partner with DPM to facilitate and host courses/ workshops on the recruitment and retention of PWD/ PWTD.

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 Disability Employment Program, Section 508 Program, RAP, and SPP all reported they had sufficient funds and resources during FY 2022.

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	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.		
Objective	To post the new RA policy and procedures on the external TSA website.		
Target Date	Sep 30, 2023		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2023		Post RA policy/procedures on the external TSA website.
Accomplishments	*Fiscal Year*	*Accomplishment*	

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	To increase the total percentage of RA request being processed within the required timeframe.
Target Date	Sep 30, 2023
Completion Date	

Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2023		Monitor cases using the RA database dashboard to determine matters impacting timely processing and address process improvement.
	Sep 30, 2023		Continue to focus on process improvement.

Accomplishments	*Fiscal Year*	*Accomplishment*
	2021	The TSA Reasonable Accommodation Program office processed a total of 1972 requests for reasonable accommodation. This total consists of both applicants (1042) and employees (930). A total of 1890 cases were closed at the end of the fiscal year with 107 carryovers into FY22. In addition, the RA office manages the TSO job search program for medically disqualified TSOs. During the fiscal year, there were 128 requests with 13 TSO's being successfully reassigned. These efforts enabled 13 individuals who had been medically disqualified to remain employed. The RA Program continued partnering with TSA offices to provide training and also participated in outreach and awareness activities.
	2019	The TSA Reasonable Accommodation Program office processed a total of 1,555 requests for reasonable accommodation. This total consists of both applicants and employees. A total of 1,482 cases were closed at the end of the fiscal year with 73 carryovers into FY20. In addition, the RA office manages the TSO job search program for medically disqualified TSO's. During the fiscal year, the number of successful reassignments increased with 16 successfully reassigned out of 87 cases processed. These efforts enabled 16 individuals who would have been otherwise separated from the Agency to remain employed. The RA Program continued to provide training to the workplace and partnered with TSA offices to provide training (web-based, virtual and on-site) and also participated in outreach and awareness activities.
	2022	During FY 2022, the RA Program Office processed a total of 2,297 requests for reasonable accommodations. This total consisted of both applicants (2,018) and employees (279). A total of 2,195 cases were closed by the end of the fiscal year with a total of 102 carryovers into FY 2023. In addition, the RA Program Office manages the TSO Job Search Program for medically disqualified TSOs. During the fiscal year the program received 130 reassignment requests. Eleven (11) of those requests resulted in successful placement of the requestor into an alternate position.
	2020	The TSA Reasonable Accommodation Program office processed a total of 1,119 requests for reasonable accommodation. This total consists of both Applicants and Employees. A total of 819 cases were closed at the end of the fiscal year with 300 carryovers into FY20. The total carryover is significant in that TSA, due to the impact of COVID-19, requires that Transportation Security Officers (TSO) performing screening operations wear the TSA-mandated personal protective equipment (PPE) to include mask and face shields. The RA office received in excess of 300 request in the month of September to "not wear" the mandated PPE for various reasons." The RA Office is having to work through those requests. In addition, the RA office manages the TSO job search program for medically disqualified TSOs. During the fiscal year, there were 106 requests with 12 TSO's being successfully reassigned. These efforts enabled 12 individuals who had been medically disqualified to remain employed. The RA Program continued to provide training to the workplace and partnered with TSA offices to provide training and also participated in outreach and awareness activities.

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.

In FY 2022, TSA utilized a variety of recruitment sources to increase the number of qualified applicants with disabilities, and applicants with targeted disabilities within TSA occupations. The following offices and organizations were utilized to conduct targeted recruitment for potential PWD/PWTD and Disabled Veterans applicants for TSA vacancies. • State Vocational Rehabilitation Offices. • Disability Support Organizations. • Veterans Administration Vocational Rehabilitation & Employment Offices. • DoD Transition Assistance Program (TAP). • Workforce Recruitment Program (WRP) Database.

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

FY 2022: TSA utilizes their own hiring authorities to recruit and hire PWDs and PWTDs as follows: • HCM POLICY NO. 300-28, Hiring Individuals with Disabilities (Schedule A Equivalent): This policy applies to the recruitment and appointment of individuals with intellectual disabilities, severe physical disabilities, or psychiatric disabilities, directly to TSA positions that have been approved for the use of the noncompetitive procedures. This policy does not apply to appointments made under the Transportation Security Executive Service (TSES). This appointing authority may not be used to fill positions with mandatory applicant assessment(s) and/or physical and medical requirements (e.g., Transportation Security Officer (TSO) and Federal Air Marshal Service (FAMS) positions). • HCM POLICY NO. 337-2, Veterans' Appointing Authority: This establishes the policy and procedures for a noncompetitive hiring authority for veteran appointments within TSA. • TSA "Jobs at TSA" website has webpages specifically for applicants with disabilities and Veterans. The sites contain information for eligible applicants and provides information for the agency's point of contacts. • In FY 2022 TSA participated in several in-person and virtual hiring events exclusively for qualified applicants who are eligible for appointment under the TSA Hiring Authority for PWD and Veterans Appointing Authority.

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.

The TSA Selective Placement Program Manager (SPPM) reviews the PWD/PWTD submitted documentation (Schedule A letter or VA Notice of Ratings) to confirm they qualify for the TSA Hiring Authority for Individuals with Disabilities. All qualified individuals are then forwarded to the hiring official for full consideration for the position.

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 DPM in collaboration with SPP and RAP taught five classes during FY 2022 through the CREAI-University (formally known as CRDI-University). The courses were titled: • Disability Law, Reasonable Accommodations (Employees) - one session. • Disability Law: Reasonable Accommodations (Managers) - one session. • Noncompetitive Hiring Authority for Employees with Disabilities: WHO can use it and HOW? - one session. • Disability Law: Utilizing Noncompetitive Hiring Authorities (Managers) -

two sessions. During FY 2023, this collaborative effort will continue through the offering of two sessions of each of the above four courses. SPP and the Veteran's Hiring Program will continue providing information sessions on PWD/PWTD hiring officials and Resource Management Offices (RMO) who assist hiring managers with staffing efforts.

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.

In FY 2022, TSA continued to work with State Vocational Rehabilitation Offices and Disability Support Organizations by providing employment information on TSA Mission Critical Occupations and hiring process for PWD/PWTD. TSA also participated in 89 virtual and in-person career fairs that focused on PWD, disabled veterans and veterans. In FY 2023 TSA's SPP Manager will continue to conduct information sessions with Washington, D.C., Maryland and Virginia vocational rehabilitation offices, and strengthen relationships with college/universities that have large populations of students with disabilities. HC will continue to send bi weekly broadcast emails to vocational rehabilitation offices, military installations, universities, and disability organizations with a list of current TSA vacancies and how to apply through our noncompetitive hiring authorities. During FY 2022 the DPM: • Presented to the Virginia Department for the Blind and Visually Impaired (DBVI) job seeker club, steer your career section on using TSA's Noncompetitive Hiring Authority and RA process. • Presented to the Virginia Department for Aging Rehabilitative Services (DARS) job club on using TSA's Noncompetitive Hiring Authority and RA process. • Conducted a two-hour mentoring event that included presenters from outside TSA, and from within. Participants from across the U.S. were provided tips on searching for Federal jobs, applying under the noncompetitive hiring authority and Veterans hiring authority, and TSA's RA process. • Shared job announcements with VA & MD Rehabilitation offices, community organizations who support PWD/PWTD.

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   Yes
>
> b. New Hires for Permanent Workforce (PWTD)   Answer   Yes

Triggers exist for both PWD and PWTD among new hires in the permanent workforce. The percentage of new hires for both PWD and PWTD fell below the benchmarks of 12% and 2% respectively during FY 2022. PWD comprised 7.42% of new hires during FY 2022, a decrease from the 7.88% in FY 2021. Similarly, PWTD comprised 0.90% of new hires during FY 2022, an increase from FY 2021, when they made up 0.83% of new hires.

New Hires	Total	Reportable Disability		Targeted Disability	
		Permanent Workforce	Temporary Workforce	Permanent Workforce	Temporary Workforce
	(#)	(%)	(%)	(%)	(%)
% of Total Applicants	1067	62.89	0.00	30.65	0.00
% of Qualified Applicants	688	61.19	0.00	27.62	0.00
% of New Hires	89	64.04	0.00	29.21	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

During FY 2022, TSA workflow data indicated that there was not a trigger for PWD and PWTD new hires in MCO positions. The PWD qualified MCO pool of applicants was 61.19%, and 64.04% of new hires were PWD. A similar trend was found in the data for PWTD with 27.62% of applicants being qualified for MCO positions, and PWTD making up 29.21% of new hires. NOTE: In FY 2022, HC continued to work out issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

| New Hires to Mission-Critical Occupations | Total | Reportable Disability | Targetable Disability |
| | | New Hires | New Hires |
	(#)	(%)	(%)
Numerical Goal	--	12%	2%
1801 GENERAL INSPECTION, INVESTIGATION & COMPLIANCE	89	64.04	29.21
1802 COMPLIANCE INSPECTION AND SUPPORT	0	0.00	0.00
1811 CRIMINAL INVESTIGATOR	0	0.00	0.00
2210 INFORMATION TECHNOLOGY MANAGEMENT	0	0.00	0.00

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   Yes

        b. Qualified Applicants for MCO (PWTD)   Answer   Yes

The workflow data provided for internal qualified applicants for MCO positions showed some triggers. In the 1801 series, 58.87% of all internal applicants were found to be qualified. Using this as the benchmark, triggers exist for both PWD and PWTD as only 56.09% of PWD and 50.61% of PWTD from those internal applicant pools were determined to be qualified. The data for the 1802 series shows a very unusual scenario with there only being a trigger for PWD, and not for PWTD. The total internal qualified applicant pool was 71.58%, compared to the 68.16% of PWD who were found to be qualified from within the PWD applicant pool. Using the percentage of the total qualified internal applicants, there is a trigger for PWD. The data for PWTD indicates that there is not a trigger for this group as 79.31% of the PWTD applicant pool were identified as qualified when compared to the benchmark of the total qualified applicant pool. In the 1811 job series, there was not a trigger for either PWDs or PWTDs. Using the 20.69% of all internal qualified applicants as the benchmark, the 31.25% of qualified PWD and 30.00% of PWTD exceeded the benchmark. Within the 2210 job series there were only 11 total internal applicants, with 10 (90.91%)identified as qualified. The internal applicant pool for PWD was seven (7), and 85.71% or six (6) were found to be qualified. The percentage of qualified PWD fell below the benchmark of 90.91% indicating that a trigger exists. In contrast, all three of the PWTD applicants were qualified resulting in 100% of the PWTD pool being qualified. NOTE: In FY 2022, HC continued to work out any issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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

There is a trigger for both PWD and PWTD among promotions to MCO positions. The FY 2022 data shows an increase of PWD promotions with 40 in FY 2022, and 33 in FY 2021. There was no change in the promotion of PWTD from FY 2021 to FY 2022 with 11 qualified candidates promoted. PWD internal applicants made up 39.43% of qualified applicants for promotion to MCO

positions, and only 15.50% were selected for promotions to these positions. The data showed a similar trend for PWTD with 15.28% being found to be a qualified candidate, and only 4.26% being selected for these MCO promotions. NOTE: In FY 2022, Human Capital (HC) continued to work out any issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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 SPP and Veterans Hiring Program reports that in FY 2022, TSA utilized the following methods to promote activities that support PWD and PWTD: • Issuing weekly and monthly announcements regarding hiring PWDs, with information about reasonable accommodations assistance, and the importance of self-disclosure. • Using internal websites to provide information to employees with disabilities. • Speaking to TSA program offices to promote agency programs. • Working with Training & Development (T&D) to ensure all training courses are reflective of disability employment information and opportunities. The TSA Section 508 Accessibility Support Services Program continues to work with T&D to ensure all online training modules are accessible for employees with disabilities.

B. CAREER DEVELOPMENT OPPORTUNITES

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

T&D has development programs to equip all employees with the knowledge, skills, and abilities to succeed in their current and future positions. TSA's educational programs are provided to employees to advance their education and skills. Individuals who meet the eligibility criteria of these programs can elect whether or not they would like to apply. • TSA Associates Program - TSA provides the workforce the opportunity to earn a Certificate of Achievement in Homeland Security by taking three online courses: Introduction to Homeland Security, Intelligence Analysis and Security Management, and Transportation and Border Security. The program is available to all TSA employees through an online partnership with the Des Moines Area Community College. The T&D point of contact is Sergio Nunez (Sergio.Nunez@tsa.dhs.gov). • Leadership Education Program - Several educational opportunities are available to eligible TSA employees through various DHS-sponsored executive leadership and degree programs, to include the Naval Postgraduate School's Center for Homeland Defense and Security, the Department of Defense Senior Service Schools, and the President's Management Council. The T&D point of contact is Peter Skazin (peter.skazin@tsa.dhs.gov). • Fundamentals of Leadership is required 40-hour training for newly promoted first-level, first-time federal supervisors. Point of contact Tasha Woody (tasha.woody@tsa.dhs.gov) The Leadership Lesson Webinar Series (LLWS) is current with the recordings that have been uploading to the website. We no longer have a contract with the Fors Marsh Group (FMG). • Essentials of Directing Security Operations (EDSO) - These programs give participants a higher level of preparedness for future career positions in homeland security. Individual employees who meet the eligibility criteria of these programs can elect whether or not they would like to apply. The Essentials of Managing Screening Operations (EMSO) and EDSO courses are mandatory in accordance with MD 1900.16. The EDSO point of contact is Scott Register (scott.register@tsa.dhs.gov). • Rising Leaders Development Program. The point of contact is Greg Sims (Gregory.Sims@tsa.dhs.gov). • Mid-Level Leadership Development Program. The point of contact is Holly Jones-Woodley (Holly.Jones-Woodley@tsa.dhs.gov). • DHS Senior Executive Service Candidate Development Program (SES CDP) - not sponsored by TSA. The DHS SES CDP prepares high-performing GS-14/15 (or equivalent) individuals for positions in the Department's Senior Executive Service through an intensive 12-18-month leadership development program. The DHS SES CDP point of contact is Vickie Hartless (Vickie.l.Hartless@tsa.dhs.gov). • TSA Leadership Institute. The point of contact is Raymond Alston (Raymond.Alston@tsa.dhs.gov). • Skills Enhancement Series - The Skills Enhancement Series provides weekly job aids identifying publically-available training materials that align with vital competencies for TSA employees. The point of contact is Raymond Alston (Raymond.Alston@tsa.dhs.gov). • Leadership Lessons Webinar Series (LLWS) - The LLWS invests in leaders at

every level by providing opportunities to build leadership skills, develop competencies, and network with colleagues. These 90-minute webinars are conducted virtually through WebEx and cover leadership topics such as Working with Conflict, Managing Rapid Change and Uncertainty, Maintaining Work-Life Balance, and Building Engaging Teams. The point of contact is Tasha Woody (Tasha.woody@tsa.dhs.gov). • DHS Leadership Bridges Program - not sponsored by TSA. The program is designed to develop leadership skills for high-potential leaders at the G-I band level (GS-11 to 14 equivalent) before they serve in a first-line supervisory role. The point of contact is Sergio Nunez (sergio.nunez@tsa.dhs.gov). • Government Reimbursement for Academic Degrees (GRAD) Program - GRAD is a tuition reimbursement program that invests in TSA employees. Tuition reimbursement may be granted to eligible employees for coursework that is requested and deemed eligible before a class begins. If all requirements are met, employees may be reimbursed up to $5,000 of tuition expenses within a calendar year. The point of contact is Sid Campos (sidney.campos@tsa.dhs.gov).

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 (%)
Internship Programs	N/A	N/A	N/A	N/A	N/A	N/A
Fellowship Programs	N/A	N/A	N/A	N/A	N/A	N/A
Mentoring Programs	N/A	N/A	N/A	N/A	N/A	N/A
Other Career Development Programs	N/A	N/A	N/A	N/A	N/A	N/A
Training Programs	N/A	N/A	N/A	N/A	N/A	N/A
Detail Programs	N/A	N/A	N/A	N/A	N/A	N/A
Coaching Programs	N/A	N/A	N/A	N/A	N/A	N/A

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

TSA does not have a process for collecting professional development disability related data, so it is not known at this time whether PWD are participating in any of TSA's professional development opportunities. In an effort to establish a process for collecting disability related data for TSA participants in T&D programs, T&D conducted a review of the following policies, and have determined that further research needs to be conducted to clarify T&D's responsibilities for collecting disability related data. During FY 2023, T&D will conduct additional research, engage in discussions with CRL/OTE, HC, Chief Council, DHS CRCL, and other resources as needed such as EEOC and OPM, to reach our goal of establishing a process for collecting/compiling disability related T&D data. Additional efforts will be made to begin looking at ways to collect disability related data for opportunities beyond what is offered by T&D. Additional research needs to be conducted in order to identify a process for collecting/compiling disability related data for internship programs, fellowship programs, mentoring programs, coaching programs, and detail 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

TSA does not have any process for TSA-ing professional development disability related efforts to establish a process for collecting PWD reporting in any of T&A's professional development opportunities related data so it is not known whether disability related data for TSA participants in T&D programs, T&D conducted a review of the following policies, and have determined that further research needs to be conducted to clarify T&D's responsibilities for collecting disability related data. During FY 2023, T&D will conduct additional research, engage in discussions with CRL/OTE, HC, Chief Council, DHS CRCL, and other resources as needed such as EEOC and OPM, to reach our goal of establishing a process for collecting/compiling disability related T&D data. Additional efforts will be made to begin looking at ways to collect disability related data for opportunities beyond what is offered by T&D. Additional research needs to be conducted in order to identify a process for collecting/compiling disability related data for internship programs, fellowship programs, mentoring programs, coaching programs, and detail 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

Triggers exist for PWD and PWTD for all award categories. There is a consistent trend showing that both PWD and PWTD received fewer time off awards and cash awards compared to those with no disability. Unlike other statistics presented in this report, PWTD achieved a more favorable outcome than their PWD counterparts by receiving more awards. For time off awards, the inclusion rate for employees without disabilities was 33.63%, for PWTD it was 32.68%, and 24.69% for PWD. The inclusion rate for cash awards was 139.88% for those without disabilities, 123.15% for PWTD, and 100.64% for PWD.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 1 - 10 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 1 - 10 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 11 - 20 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Average Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $501 - $999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: $501 - $999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $501 - $999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $1000 - $1999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: $1000 - $1999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $1000 - $1999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $2000 - $2999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: $2000 - $2999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $2000 - $2999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $3000 - $3999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: $3000 - $3999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $3000 - $3999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $4000 - $4999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: $4000 - $4999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $4000 - $4999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $5000 or more: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: $5000 or more: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: $5000 or more: Average Amount	0	0.00	0.00	0.00	0.00

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

Triggers exist for PWD and PWTD for performance-based pay increases. Both PWD and PWTD received fewer performance based pay increases when compared to those with no disability, with the inclusion rate for employees without disabilities being 25.14%, 21.40% for PWTD, and 18.28% for PWD.

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   Yes

           ii. Internal Selections (PWD)   Answer   Yes

      b. Grade GS-15

           i. Qualified Internal Applicants (PWD)   Answer   Yes

           ii. Internal Selections (PWD)   Answer   Yes

      c. Grade GS-14

           i. Qualified Internal Applicants (PWD)   Answer   Yes

           ii. Internal Selections (PWD)   Answer   Yes

      d. Grade GS-13

           i. Qualified Internal Applicants (PWD)   Answer   Yes

           ii. Internal Selections (PWD)   Answer   Yes

Triggers exists for PWD for promotions to all four of the senior grade level positions. According to the provided workflow data, a significant number (71.78% of PWD were found to be qualified for promotions to Senior Grade Level positions (SES 57.14%, Grade GS-15 75.00%, Grade GS-14 65.42%, and Grade GS-13 73.39%). Despite these impressive numbers for qualified PWD candidates, 33.33% of selectees were PWD (none for both SES and Grade GS-15, 30.00% for Grade GS-14, and 35.48% for Grade GS-13). NOTE: In FY 2022, HC continued to work out any issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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   Yes

    ii. Internal Selections (PWTD)   Answer   Yes

b. Grade GS-15

    i. Qualified Internal Applicants (PWTD)   Answer   Yes

    ii. Internal Selections (PWTD)   Answer   Yes

c. Grade GS-14

    i. Qualified Internal Applicants (PWTD)   Answer   Yes

    ii. Internal Selections (PWTD)   Answer   Yes

d. Grade GS-13

    i. Qualified Internal Applicants (PWTD)   Answer   Yes

    ii. Internal Selections (PWTD)   Answer   Yes

> Triggers exists for PWTD for promotions to all four of the senior grade level positions. According to the provided workflow data, 30.66% of PWTD were found to be qualified for promotions to Senior Grade Level positions (SES 19.05%, Grade GS-15 0%, Grade GS-14 32.71% and Grade GS-13 30.91%). Despite these numbers for qualified PWTD candidates, 7.14% of selectees were PWTD (none for both SES and Grade GS-15, 20.00% for Grade GS-14, and 3.23% for Grade GS-13). This data is similar to that in FY 2021, with the difference being that there were new PWD hires in the Grade GS-14 and Grade GS-13 grade levels, as compared to only in the GS-13 level during FY 2021. NOTE: In FY 2022, HC continued to work out any issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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   Yes

    b. New Hires to GS-15 (PWD)   Answer   Yes

    c. New Hires to GS-14 (PWD)   Answer   Yes

    d. New Hires to GS-13 (PWD)   Answer   Yes

> A trigger exists for new PWD hires to the Senior Grade Level. The provided workflow data indicated that 51.06% of PWD external candidates were found to be qualified for Senior Grade Level positions (SES 55.00%, Grade GS-15 50.00%, Grade GS-14 42.86% and Grade GS-13 50.00%). Despite these numbers for qualified PWD candidates, one PWD was selected for a position at the SES level (SES 100%, and 0% for Grade GS-15, Grade GS-14, and Grade GS-13). The FY 2022 data showed a similar trend for the percentage of qualified applicants, with an increase from zero candidates for GS-15 for FY 2021 to 50.00% in FY 2022. The data for the number of promotions changed with one promotion in FY 2022 at the SES level, and three at the GS-13 grade level in FY 2021. NOTE: In FY 2022, HC continued to work out any issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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	Yes
b. New Hires to GS-15 (PWTD)	Answer	Yes
c. New Hires to GS-14 (PWTD)	Answer	Yes
d. New Hires to GS-13 (PWTD)	Answer	Yes

A trigger exists for new PWD hires to the Senior Grade Level. The provided workflow data indicated that 17.02% of PWTD external candidates were found to be qualified for Senior Grade Level positions (SES 20.00%, Grade GS-15 10.00%, Grade GS-14 28.57%, and Grade GS-13 10.00%). Despite these numbers for qualified PWTD candidates, one PWTD was selected for a position at the SES level (SES 100%, and 0% for Grade GS-15, Grade GS-14, and Grade GS-13). The FY 2022 data showed a similar trend for the percentage of qualified applicants, with an increase from zero candidates for GS-15 for FY 2021 to 10.00% in FY 2022. The data for the number of promotions changed with one promotion in FY 2022 at the SES level, from two at the GS-13 grade level in FY 2021. NOTE: In FY 2022, HC continued to work out any issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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	Yes
ii. Internal Selections (PWD)	Answer	Yes

b. Managers

i. Qualified Internal Applicants (PWD)	Answer	Yes
ii. Internal Selections (PWD)	Answer	Yes

c. Supervisors

i. Qualified Internal Applicants (PWD)	Answer	Yes
ii. Internal Selections (PWD)	Answer	Yes

A trigger exists for PWD within internal promotions to executive, managerial and supervisory positions. When comparing the 42.69% of the available qualified PWD internal candidates for promotion to the three supervisory positions, we find that 22.08% of the PWD candidates are being selected. PWD made up 45.71% of the internal qualified applicant pool for executive positions and no qualified PWD were selected for any of the positions. A similar trend is observed for internal promotions to managerial positions with 60.00% of the qualified applicant pool being a PWD, and 37.50% being selected; and 37.94% of supervisory candidates were PWD identified as qualified, and 20.90% were selected for these positions. The data trend in FY 2022 for both qualified and selected candidates was the same as in FY 2021. NOTE: In FY 2022, HC continued to work out any technical issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled

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   Yes

    ii. Internal Selections (PWTD)   Answer   Yes

b. Managers

    i. Qualified Internal Applicants (PWTD)   Answer   Yes

    ii. Internal Selections (PWTD)   Answer   Yes

c. Supervisors

    i. Qualified Internal Applicants (PWTD)   Answer   Yes

    ii. Internal Selections (PWTD)   Answer   Yes

A trigger exists for PWTD within internal promotions to executive, managerial and supervisory positions. When comparing the 15.83% of the available qualified PWTD internal candidates for promotion the three supervisory positions, we find that 5.19% PWTD candidates are being selected. PWTD made up 25.71% of the internal qualified applicant pool for executive positions and no qualified PWTD were selected for these positions. A similar trend is observed for internal promotions to managerial positions with 24.21% of the qualified applicant pool being a PWTD, and 25.00% being selected; and 12.74% of supervisory candidates were PWTD identified as qualified, and 2.99% were selected for these positions. These FY 2022 findings are similar to those in FY 2021. The FY 2022 data shows the same trend for qualified candidates to that of FY 2021, with an increase in the total number of candidates. In FY 2022, selections were made for managerial and supervisory positions, as compared to only Supervisors in FY 2021 with selections limited to supervisory positions. Despite this improvement, a total of four candidates were selected in FY 2022 compared to five candidates in FY 2021. NOTE: In FY 2022, HC continued to work out technical issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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   Yes

A trigger exists for PWD new hires for all three of the supervisory positions. PWD made up 41.27% of the external pool of qualified candidates for supervisory positions, with 33.33% of selected candidates being a PWD. Despite PWD making up 28.00% of the qualified Executive candidate pool, 54.55% for the managerial qualified pool and 48.15% of the supervisory qualified pool, a selection was made for the executive level with one new hire making up 50.00% of the selections. Comparison of the FY 2022 data and the FY 2021 data, showed no similarities. There were more PWD qualified candidates in FY 2021, and one new hire at the executive level in FY 2022, compared to three hires at the supervisory level, demonstrating a decrease in FY 2022. NOTE: In FY 2022, HC continued to work out any technical issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled

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   Yes

    b. New Hires for Managers (PWTD)   Answer   Yes

      c. New Hires for Supervisors (PWTD)   Answer   Yes

A trigger exists for PWTD new hires for all 3 of the supervisory positions. There were ten (10) (15.87%) PWTD candidates in the pool of qualified candidates for supervisory positions, and none were selected for employment. In the executive pool of external qualified candidates, 12.00% were PWTD, 18.18% were in the pool for external qualified managerial candidates, and 18.52% for supervisory qualified external candidates. As stated above, none of these candidates were selected as a new hire for a supervisory position. The FY 2022 data shows a decrease from FY 2021 with 14 qualified external candidates compared to the ten (10) in FY 2022, and one new hire in FY 2021 compared to zero new hires in FY 2022. NOTE: In FY 2022, HC continued to work out any technical issues with the new data system. As a result, MCO data is based only on two of our four MCO job series, 1801 and 2210. Data for the 1802 and 1811 job series was unable to be compiled.

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   Yes

During FY 2022 TSA continues to face barriers in compiling conversion data. Efforts will continue in FY 2023 to develop processes for compiling this data.

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   Yes

          b. Involuntary Separations (PWD)   Answer   Yes

A trigger exists for PWD in both voluntary and involuntary separation. The overall separation rate for PWD was 16.92%, exceeding the 15.10% for employees without a disability. This continues to be evident when the voluntary and involuntary separation data is broken out. The percentage of PWD who voluntarily separated from the agency was 13.34% compared to the 11.94% of those without disabilities. Involuntary separation data showed that 3.59% of PWD were separated compared to 3.16% of those without a disability. Although the FY 2022 overall separation data shows an increase from FY 2021 for both those without disabilities (10.31% increase to 15.10%) and PWD (14.50% to 16.92%), there was a greater increase for those without a disability than for PWD.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	5	0.00	0.01
Permanent Workforce: Removal	234	0.49	0.37
Permanent Workforce: Resignation	5964	9.66	9.56
Permanent Workforce: Retirement	1560	3.52	2.45
Permanent Workforce: Other Separations	1858	3.06	2.98
Permanent Workforce: Total Separations	9621	16.73	15.36

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

A trigger exists for PWTD for voluntary separation. The overall separation rate for PWTD was 15.56%, exceeding the 15.10% for employees without a disability. The 12.84% of PWTD who voluntarily separated from the agency exceeded the 11.94% of those without disabilities. Unlike all of the other separation data, the 2.72% of PWTD who involuntarily separated from the agency was lower than the 3.16% of those without disabilities. Although the FY 2022 overall separation data shows an increase from FY 2021 for both those without disabilities (10.31% increase to 15.10%) and PWTD (13.63% to 15.56%), there was a greater increase for those without a disability than for PWTD.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	5	0.00	0.01
Permanent Workforce: Removal	234	0.38	0.38
Permanent Workforce: Resignation	5964	6.31	9.59
Permanent Workforce: Retirement	1560	6.31	2.47
Permanent Workforce: Other Separations	1858	2.29	2.99
Permanent Workforce: Total Separations	9621	15.30	15.43

    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.

In FY 2021, HC implemented a new exit survey tool that included questions associated with matters of concern for PWD/PWTD. During FY 2022, adjustments continued to be made to correct issues with the tool. Review of the FY 2022 exit survey data related to disability had very little data and did not show any types of trends.

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.tsa.gov/accessibility

    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.tsa.gov/accessibility

    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.

In FY 2022, TSA's Accessibility Support Services Program team: • Performed accessibility testing for 508 compliance of web and software products; worked with systems owners, application teams, developers and vendors in identifying and correcting Section 508 compliance defects; conducted Section 508 outreach and communications; and provided Section 508 training (to include four Accessible Document Creation training sessions and guidance on attaining DHS Trusted Tester Certification). • Reviewed all new

IT acquisitions for Section 508 language. This included training acquisition professionals on the use of the DHS Accessibility Requirements Tool (DART). In FY 2023, in addition to continuing operations listed above, the team has several goals: • Update TSA Management Directive (MD) 1400.19 (Section 508 Compliance) to align with updates to the FAR (target completion FY 2023 2nd Quarter). • Deploy the recommended automated accessibility testing tool and provide training to development teams on automated Section 508 testing. • Facilitate quarterly developer Trusted Tester information sessions and application accessibility compliance tracking meetings (to discuss 508 test results and remediation plans). • Work with T&D to remediate accessibility issues in online training modules and integrate the Accessibility Support office into course development to ensure future courses are accessible. • Work with various offices to update/remediate internal iShare pages for accessibility compliance. In FY 2022, TSA's Real Estate Management (REM) team: • Ensured audible beep was activated for all point of entrance where PIV cards are required. • Established a process where cafeteria patrons with disabilities can request assistance from cafeteria staff if assistance is needed to obtain food or drink items. • Established a process where PWD/PWTD can obtain assistance from HQ building Customer Service if they are experiencing an accessibility issue in the building during the building lease hours. • SAR signage with BRAILLE installed throughout the building to meet ABA compliance. REM will continue to work with the DPM during FY 2023 to be proactive in ensuring that HQ remains fully accessible for all. During FY 2022, the DPM collaborated with the IT Software Management Team to establish procedures to expedite the approval of commonly used assistive technology software packages. This included an annual review of such products as JAWS, ZoomText, Fusion, and Kurzweil 3000. In addition, assistive software that is not already approved for use on the IT network, will be given priority for testing in an effort to not significantly delay providing the product as a RA. During FY 2023, work will be done to determine if similar processes can be put in place for assistive hardware.

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 average processing time for reasonable accommodation requests was 68 days in FY 2022.

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.

Data was not available from the Reasonable Accommodation Program.

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.

Our RA procedures include a process for employees to request Personal Assistance Services (PAS), and this information is posted in the procedures document on our external RA webpage. During FY 2022, the RAP did not receive any requests for PAS.

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   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.

In FY 2022, TSA had 34 formal complaints with an allegation of harassment based on disability. This accounted for 9.97% of the total formal complaints filed at TSA as compared to the government-wide average of 21.98%. In FY 2022, there were 10 settlement agreements that included allegations of disability based on harassment. There were no findings of discrimination that included allegations of disability based on harassment. In FY 2022, the Agency paid monetary damages in the amount of $200,000 in non-pecuniary compensatory damages, $255,293.93 in attorney's fees, $3,432.34 in costs; and $72.63 in reimbursement. TSA also provided eight hours of EEO training with an emphasis on harassment and reprisal to management officials, and issued a letter of counseling to the discriminating individual. The finding for this complaint was in FY 2021, but we did not complete compliance with the corrective actions until FY 2022, thus, the reason we have no findings in this fiscal year, but still have corrective actions in this fiscal year.

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.

In FY 2022, TSA had 19 formal complaints with an allegation of failure to provide a reasonable accommodation. This accounted for 5.7% of the total formal complaints filed at TSA as compared to the government-wide average of 14.03%. In FY 2022, there were 11 settlement agreements that included allegations of failure to provide a reasonable accommodation. There was one finding of discrimination that included allegations of failure to provide a reasonable accommodation for an employee with a disability. The finding we had in FY 2022 came on September 27, 2022. As part of the finding we had to complete a compensatory damages investigation. We completed this investigation in late 2022 and submitted to CRCL. On January 31, 2023, CRCL made their final determination with regard to compensatory damages, but compliance for those damages have not been paid out, and thus, did not occur in FY 2022. As the complete corrective actions were pending when this request for information was made, the information was not included. We plan to report on these corrective actions in the FY 2023 report since that is the fiscal year the corrective action was completed.

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?

<div align="center">Answer   Yes</div>

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?	Did not meet the goals of 12% for PWD and 2% for PWTD in the TSA workforce. Limited or lack of data related to various aspects of employment of PWD/PWTD in the TSA workforce. Limited resources impacting processing of reasonable accommodations.

STATEMENT OF BARRIER GROUPS:	***Barrier Group***
	People with Disabilities
	People with Targeted Disabilities

Barrier Analysis Process Completed?:	Y
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**
	Limited or Lack of Data	Some programs do not collect needed data. Some reports are lacking needed data.
	Limited Resources Impacting Reasonable Accommodations	Caseloads and requests have increased. Staff vacancies.
	Federal Hiring Goal: Not Met	The majority of MCO positions have a medical requirement. Hiring managers have limited opportunities to learn about noncompetitive hiring options.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**
01/01/2016	09/30/2023	Yes			Increase the percentage of PWD and PWTD to meet the 12% and 2% goals, respectively, throughout the entire TSA workforce.
01/01/2016	09/30/2023	Yes			Ensure that TSA is collecting, compiling and analyzing data that provides a clear and accurate picture of PWD and PWTD in the TSA workforce.
01/01/2016	09/30/2023	Yes			Ensure TSA programs and offices that support the employment of PWD and PWTD in the TSA workforce have adequate resources to carry out their mission.

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Section 508 Program	Matt Byrne	Yes
Internship Program (IP-HC)	Iram Shahzad	No
Anti-Harassment Program (AHP)	Anne Marie Albertazzi	Yes

	Responsible Official(s)	
Title	**Name**	**Standards Address The Plan?**
Training & Development (T&D)	Carl (Pat) Dennis	No
DPM	Annette Carr	Yes
RPM, Human Capital	Natalie Reynolds	Yes
Selective Placement Program Coordinator	Darrett Lomax	Yes
Human Capital (HC)	Natasha Sikorsky	No
Real Estate Management (REM)	Oscar Martin	No

	Planned Activities Toward Completion of Objective			
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2022	CRDI-U will conduct at least one collaborative training with RA program for managers on providing RA.	Yes		04/27/2022
09/30/2022	Civil Rights, Diversity and Inclusion University (CRDI-U) will conduct at least one collaborative training with RA program for employees on the RA process.	Yes		07/14/2022
09/30/2022	CRDI-U will conduct at least one collaborative training with SPP program for employees on the noncompetitive hiring process.	Yes		09/19/2022
09/30/2022	CRDI-U will conduct at least two collaborative training with SPP program for hiring managers on the noncompetitive hiring process.	Yes		09/20/2022
09/30/2023	Ensure when hiring managers want to fill a staffing need, they are informed of the noncompetitive hiring process.	Yes	06/30/2022	
09/30/2023	Establish and implement a regularly occurring SF-256 campaign.	Yes	06/30/2022	
09/30/2023	Examine data collection and reporting of conversion data, and develop a process for collecting and reporting.	Yes	03/31/3022	
03/31/2023	Finalize, distribute, and promote updated RA procedures.	Yes	06/30/2022	
09/30/2023	Identify a process for collecting T&D participation data for PWD & PWTD.	Yes	06/30/2022	
09/23/2023	Conduct a wider analysis of award data.	Yes	03/31/2022	
09/30/2023	Identify appropriate sources of separation data to allow an in depth analysis.	Yes	03/31/2022	
09/30/2022	Program staff will attend at least one training/workshop/webinar/conference/etc. that supports their work in the ABA program.	Yes		09/30/2022
09/30/2022	Program staff will attend at least one training/workshop/webinar/conference, etc. that supports their work in the CRLOTE Disability Employment program.	Yes		10/31/2022
09/30/2023	Program staff will attend at least one training/workshop/webinar/conference, etc. that supports their work in the RA program.	Yes	09/30/2022	
09/30/2022	Program staff will attend at least one training/workshop/webinar/conference, etc. that supports their work in the Section 508 program.	Yes		05/12/2022

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2022	Program staff will attend at least one training/workshop/ webinar/conference, etc. that supports their work in the Section SPP program.	Yes		09/30/2022
06/30/2022	Promote the use of WRP database for internships.	Yes		06/30/2022
09/30/2022	Promote the use of WRP database for new hires to the permanent workforce.	Yes		05/09/2022
09/30/2022	Provide hiring managers with packets for qualified PWD/ PWTD candidates.	Yes		09/30/2022
09/30/2023	Request additional resources to address increased caseload.	Yes	09/30/2022	
09/30/2023	Back-fill two vacancies.	Yes	09/30/2022	
09/30/2022	Recruit for specific MCO positions that do not have a medical certification requirement.	Yes		06/16/2022
09/30/2022	Refine the process for how Anti-Harassment Program data is collected and analyzed.	Yes	03/31/2022	09/30/2022
09/30/2023	Refine the process for how exit survey data is collected and analyzed.	Yes	03/31/2022	
09/30/2022	Conduct quarterly meetings with DEP-related programs.	Yes		09/30/2022
09/30/2022	Write articles to support employment of PWD/PWTD.	Yes		02/23/2022
09/30/2022	Promote participation by SPP staff and HR Specialists in the Federal Exchange on Employment of people with Disabilities (FEED).	Yes	06/30/2022	09/30/2022
06/30/2022	Promote participation by RAP staff and HR Specialists in the FEED.	Yes		09/30/2022
03/31/2022	Implement procedures for providing visitors with disabilities access to accessible parking in the garage.	Yes		09/30/2022
06/30/2022	Review the parking needs of reasonable accommodation service providers, such as sign language interpreters for those who are Deaf, readers for employees who are blind and visually impaired, and Personal Assistance Services to employees with physical disabilities, to ensure on time and efficient services.	Yes		09/30/2022
09/30/2022	Offer trainings to the TSA workforce on how to create accessible documents.	Yes		09/30/2022
09/30/2023	Collaborate with HC to identify specific positions in the 1801 and 2210 MCO job series that do not have medical certification requirements, and develop a plan for targeted recruiting.	Yes	09/30/2022	
12/31/2021	Update the CRL/OTE DEP external webpage to include our MD-715 Part J AAP reports.	Yes		12/02/2021
09/30/2022	Review existing procedures for approving IT products in the COE to identify changes that will expedite approval of A.T. products for RA.	Yes		08/05/2022
09/30/2022	Establish a list of approved assistive technology products for use as a reasonable accommodation.	Yes		08/05/2022
09/30/2022	Establish relationship with agencies in the intelligence community for the purpose of sharing best practices.	Yes		12/31/2021

**Report of Accomplishments**	
Fiscal Year	**Accomplishment**
2018	Created the TSA Individuals with Disabilities Inclusion Council
2019	Sent out annual broadcast encouraging employees to self-identify their disability.
2019	Continued the TSA Individuals with Disabilities Inclusion Council.
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.
2020	Educate applicants and current employees on reasonable accommodations.

*NOTE – During the first 3 quarters of FY-2020, TSA did not have a DPM which impacted the initiation/ implementation of accomplishments. In Quarter 4, the new DPM was getting acclimated to TSA. |
2018	Created an internal iShare page with information and resources for employees with disabilities.
2018	Sent out annual broadcast encouraging employees to self-identify their disability.
2022	The DPM collaborated with IT Software Support Team to establish a list of approved assistive software, and to annually re-evaluate the new version release of JAWS, ZoomText, Fusion, and Kurzweil 3000. In addition to these products, the list of approved assistive software will include other software packages that will only be re-evaluated when a need arises for the purpose of providing a RA. When there is a need to obtain approval for a product that is not on the approved list, the IT Software Support Team will expedite requests associated with RA.
2022	DPM collaborated with AHP to establish a process for collecting/compiling anti-harassment data related to disabilities. This will aid in future data analysis for barrier identification.
2022	Worked with Strategic Communication and Public Affairs (SCPA) to produce and distribute six articles on a variety of topics that support the employment of individuals with disabilities, and began planning for the redesign of the DEP iShare page, to include our Part J reports, other information and resources to promote the employment of individuals with disabilities.
2021	Conducted trainings and other informational sessions that focus on the various sections of the Rehab Act. Conducted trainings and other informational sessions that focus on RA from the perspective of managers and employees.
Distributed information that promotes awareness of PWD/ PWTD by highlighting their abilities and how to remove barriers. (e.g. articles/blog, annual campaign for self-identification, brownbag sessions, maintain iShare page, etc.)
Promoted TSA's non-competitive hiring opportunities to community partners to increase the pool of qualified applicants.
Examined current data collection practices/processes to identify ways to increase the collection of relevant and accurate data related to the employment of PWD/PWTD at TSA. (exit survey data)
Examined current data collection practices/processes to identify ways to increase the collection of relevant and accurate data related to the employment of PWD/PWTD at TSA. (Anti-Harassment data)
2022	The DPM partnered with RAP and SPP to conduct five CREAI-University classes on the topics of noncompetitive hiring, and RA. Three of the classes were designed for supervisors/managers, and the remaining two were for employees. There were a total of 77 participants.
2022	The Section 508 program conducted 10 workshops on electronic document accessibility attended by 504 TSA employees.
2022	SPP attended 89 virtual/in-person career fairs.
2022	RAP completed 69% of RA requests within the policy time frame.
2022	T&D have added an accessibility statement to their announcements.
2022	The Section 508 program, the DPM, REM, and SPP staff all participated in at least one professional development opportunity that supported their work in the employment of individuals with disabilities.
2022	The DPM was a guest speaker at the 2021 GSA Interagency Accessibility Forum and the DHS Global Accessibility Day Event, as well as a presenter at other outreach opportunities. A total of 198 people participated.

Report of Accomplishments	
Fiscal Year	**Accomplishment**
2022	The DPM conducted a virtual mentoring event that was attended by 33 people from across the U.S.
2022	The DPM implemented quarterly meetings with Disability Employment Program (DEP) partners – 508, AHP, HC, Student Internship Program, RAP, REM, SPP and T&D. The purpose of these meetings were to inform partners of matters related to the employment of individuals with disabilities, and promote collaboration across programs.
2022	The DPM developed an iShare based database for partners to input updates on their progress in implementing their barrier removal activities.

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

Twelve of the 36 activities identified for implementation during FY 2022 were not completed and the target date was moved to FY 2023. Seven of the 12 where not completed due to insufficient resources. The remaining five saw some movement forward, but were not completed. An explanation of why these 12 activity were not completed, and the plans for implementation during FY 2023 is provided below for each activity. Activity 05) Ensure when hiring managers want to fill a staffing need, they are informed of the noncompetitive hiring process. - The DPM was provided with a verbal "yes" that managers are informed of the noncompetitive hiring process for individuals with disabilities at the time they make it known that they would like to fill a vacancy. The DPM has not been able to get confirmation that this is included in a Standard Operating Procedure (SOP). Activity 06) Establish and implement a regularly occurring SF-256 campaign. - While the DPM has included information about the SF-256 in presentations on noncompetitive hiring and reasonable accommodations; and included information in internally circulated articles; a champion in HC needs to be identified who can partner on implementing a regularly occurring campaign. Activity 07) Examine data collection and reporting of conversion data, and develop a process for collecting and reporting. - During FY 2022, initial conversations took place between the DPM and several POCs from HC on what data is being collected A POC in HC needs to be identified to collaborate with the DPM to conduct a barrier analyses and then develop and implement a plan to remove these barriers. Activity 08) Finalize, distribute and promote updated RA procedures. - In FY 2020, the EEOC issued a letter to TSA outlining parts of our reasonable accommodations (RA) procedures that needed to be modified, added or deleted. In the spring of FY 2022, TSA submitted updated RA procedures and it was approved by EEOC making it ready for posting, socialization to the TSA workforce, and implementation. As of the end of FY 2022, HC has not released the updated procedures. Activity 09) Identify a process for collecting T&D participation data for PWD & PWTD. - During FY 2022, T&D has added an accessibility and reasonable accommodation statement to their T&D opportunities, but have not identified a way to collect and/or compile data that shows participation in T&D opportunities by employees with disabilities, or the lack there of. T&D examined policies that govern how and what data they can collect and compile, and feel it does not allow them to collect/compile disability related data. Activity 10) Conduct a wider analysis of award data. – Where not completed due to insufficient resources. Activity 11) Identify appropriate sources of separation data to allow an in depth analysis. - In FY 2022, a process was identified for compiling anti-harassment related separation and disability data, but the process needs to be refined in FY 2023. Activity 14) Program staff will attend at least one training/workshop/webinar/ conference, etc. that supports their work in the RA program. - Due to limited staffing in the RAP, staff were unable to attend training in FY 2022. Activity 20) Request additional resources to address increased caseload, and Activity 21) - Back-fill two vacancies. - In FY 2022 RAP was able to begin the process of hiring a new Program Manager, but not for the vacant RA Specialist positions. Activity 24) Refine the process for how exit survey data is collected and analyzed. - In FY 2021, disability related questions were added to our exit survey and a process established to share the related data with the DPM. Due to a staff change in HC for who manages the exit survey, the process needs to be re-established in FY 2023. Activity 32) Collaborate with HC to identify specific positions in the 1801 and 2210 MCO job series that do not have medical certification requirements, and develop a plan for targeted recruiting. - HC has been able to provide the DPM with a list of all positions in the 1801 job series that indicated which ones required medical certification. HC need to provide similar information for 1811 and 2210 positions. The 1802 job series positions are not included in this plan as all of these positions have a medical certification requirement.

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

Accessibility Activity 29) Implement procedures for providing visitors with disabilities access to accessible parking in the garage. Activity 30) Review the parking needs of reasonable accommodation service providers, such as sign language interpreters for those who are deaf, readers for employees who are blind and visually impaired, and Personal Assistance Services to employees with

physical disabilities, to ensure on time and efficient services. On-street parking at the Springfield VA HQ is limited for everyone and does not include accessible parking spaces that can accommodate wheelchair access. In addition, reasonable accommodation service providers such as sign language interpreters can find it impossible to find street parking impacting their ability to arrive on-time for their assignment at HQ. Successful completion of Activity 29 establishing access to garage parking ensures that visitors with disabilities and employees with disabilities who do not regularly come to the Springfield VA HQ facility can access the building. Activity 30 allowed us to look at the current need for reasonable accommodation service providers in the HQ facility and determine that there is not a need at this time to modify the current parking policy to allow reasonable accommodation service providers such as sign language interpreters to park in the HQ parking garage. DEP Activity 25) Conduct quarterly meetings with DEP-related programs. Activity 33) Update the CRL/OTE DEP external webpage to include our MD-715 Part J AAP reports. Activity 36) Establish relationship with agencies in the intelligence community for the purpose of sharing best practices. The role of the DPM is to work collaboratively with programs from across TSA and with other Federal agencies to ensure that TSA is aware of current best practices and that TSA programs responsible for some aspect of the hiring life cycle for PWD/PWTD are implementing best practices and are working within the regulations and policies that support the employment of PWD/PWTD. Activities 25, 33 and 36 supported the building of relationships both internally at TSA and externally. These activities promoted networking and the sharing of information that supports TSA in being a model employer of PWD/PWTD. Reasonable Accommodation Activity 34) Review existing procedures for approving IT products in the COE to identify changes that will expedite approval of assistive technology products for RA. Activity 35) Establish a list of approved assistive technology products for use as a reasonable accommodation. The ability of TSA to provide reasonable accommodation solutions in a timely manner is frequently impacted by the lengthy process for obtaining assistive software and hardware, as well as getting those products approved by IT. The implementation of Activities 34 and 35 allowed us to streamline portions of the process of getting assistive technology in the hands of employees with disabilities as a reasonable accommodation. Recruitment and Hiring Activity 17) Promote the use of WRP database for internships. Activity 18) Promote the use of WRP database for new hires to the permanent workforce. Activity 19) Provide hiring managers with packets for qualified PWD/PWTD candidates. Activity 22) Recruit for specific MCO positions that do not have a medical certification requirement. Utilizing a variety of sources for recruiting qualified PWD/PWTD is key to increasing the number of qualified candidates with disabilities. With an increased number of qualified PWD/PWTD candidates, hiring managers can be provided with a larger pool of qualified noncompetitive candidates. The implementation of Activities 17-19 and 22 supported these efforts. Retention and Separation Activity 23) Refine the process for how Anti-Harassment Program data is collected and analyzed. Activity 23 allowed us to focus on establishing and modifying procedures for compiling and analyzing anti-harassment disability related data. Analysis of this data, along with ongoing monitoring of anti-harassment data will allow us to spot trends in barriers that impact the employment of PWD/PWTD at TSA. Staff Development Activity 12) Program staff will attend at least one training/workshop/webinar/conference/etc. that supports their work in the ABA program. Activity 13) Program staff will attend at least one training/workshop/webinar/conference, etc. that supports their work in the CRLOTE Disability Employment program. Activity 15) Program staff will attend at least one training/workshop/webinar/conference, etc. that supports their work in the Section 508 program. Activity 16) Program staff will attend at least 1 training/workshop/webinar/conference, etc. that supports their work in the Section SPP program. Activity 27) Promote participation by SPP staff and HR Specialists in the Federal Exchange on Employment of people with Disabilities (FEED). Activity 28) Promote participation by RAP staff and HR Specialists in the Federal Exchange on Employment of people with Disabilities (FEED). Ensuring that staff from within TSA programs that in some way support the recruitment, hiring, advancement and retention of PWD/PWTD stay up-to-date with best practices and trends in the employment of people with disabilities is one key to being a model employer of PWD/PWTD. Requiring that these responsible parties regularly participate in professional development opportunities that support their work is essential. The successful completion of Activities 12, 13, 15, 16, 27 and 28 during FY 2022, demonstrates commitment by the Section 508 Team, REM/Facilities staff, the DPM and the SPPM to keep their knowledge current by participating in at least one professional development opportunity that strengthens their knowledge of the Rehabilitation Act of 1973 as Amended, the Architectural Barriers Act of 1968, other regulations, and best practices. Training and Outreach Activity 01) Civil Rights, Equity, Access and Inclusion University (CREAI-U) will conduct at least one collaborative training with RA program for employees on the RA process. Activity 02) CREAI-U will conduct at least one collaborative training with RA program for managers on providing RA. Activity 03) CREAI-U will conduct at least one collaborative training with SPP program for employees on the noncompetitive hiring process. Activity 04) CREAI-U will conduct at least two collaborative training with SPP program for hiring managers on the noncompetitive hiring process. Activity 26) Write articles to support employment of PWD/PWTD. Activity 31) Offer trainings to the TSA workforce on how to create accessible documents. This was accomplished. During FY 2022 through the implementation of activities 1, 2, 3, 4, 26 and 31, a variety of training opportunities were made available and information was distributed to the TSA workforce. The delivery of trainings and workshops offered through CREAI-University and the Section 508 Program covering a variety of topics, along with the distribution of articles reached countless employees from across TSA promoting the employment of PWD/PWTD.

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.

Twelve of the 36 activities identified for implementation during FY 2022 were not completed and have had the target date moved to continue to be worked on during FY 2023 as described below. Activity 05) Ensure when hiring managers want to fill a staffing need, they are informed of the noncompetitive hiring process. - In FY 2023, a POC in HC should be identified to collaborate with the DPM to locate SOP's and other documentation for review. If deficiencies are found within SOPs and other documentation, the DPM will work with HC to implement changes to ensure that Hiring Specialists are aware of their responsibility to promote the noncompetitive hiring authority for individuals with disabilities. Activity 06) Establish and implement a regularly occurring SF-256 campaign. Efforts will continue to identify a champion in HC who can partner with the DPM on implementing a regularly occurring campaign. The campaign will include wide spread distribution to the TSA workforce of information about the SF-256; examining how new hires are informed of the SF-256 during onboarding and developing a plan for changing any barriers identified; and identifying ways of educating Hiring Specialists on their responsibility to complete the SF-256 if a noncompetitive hire does not complete the form. Activity 07) Examine data collection and reporting of conversion data, and develop a process for collecting and reporting. - A champion in HC should be identified to dive further into why we do not have accurate conversion data being reported to DHS, and how this can be rectified. Activity 08) Finalize, distribute and promote updated RA procedures. – Upon release of the updated RA procedures by HC, RAP will post the updated procedures on their external website and internal iShare site; and the DPM will collaborate with RAP to promote awareness of the updated procedures through articles workshops and CREAI University classes. Activity 09) Identify a process for collecting T&D participation data for PWD & PWTD. – Continued efforts will be made during FY 2023 to conduct additional review and interpretation of those policies reviewed during FY 2022, along with identification and review of other regulations and TSA policies will be conducted in FY 2023. These findings will drive the development of a plan to remove identified barriers and put a process in place to collect needed disability related T&D data. Activity 10) Conduct a wider analysis of award data. - A champion needs to be identified in HC to collaborate with the DPM to identify and review sources of data, policies and procedures that are associated with award data. The results of this review will drive a plan to remove identified barriers. Activity 11) Identify appropriate sources of separation data to allow an in depth analysis. Activity 24) Refine the process for how exit survey data is collected and analyzed. Review and modify previously developed procedures for compiling anti-harassment and exit survey data to refine the processes and improve the quality of data for identifying reasons for why PWD/PWTD are leaving the agency at higher rates than those without disabilities. In addition, similar processes will be looked at for analyzing EEO complaint data and other sources of separation data, alone and against each other, as well as against anti-harassment and Exit Survey data. Continued efforts to identify champion(s) in HC to collaborate with these activities needs to be accomplished. Activity 14) Program staff will attend at least one training/workshop/webinar/conference, etc. that supports their work in the RA program. - As with all Disability Employment Programs partners, it is expected that all program staff will participate in one or more professional development opportunities during FY 2023 that supports their work in the employment of PWD/PWTD. The DPM will share training opportunities with Disability Employment Program partners. Activity 20) Request additional resources to address increased caseload, and Activity 21) - Back-fill two vacancies. – A new Program Manager was selected in Quarter one of FY 2023, and the process of hiring at least one RA Specialist can take place following the manager selection and onboarding. Activity 32) Collaborate with HC to identify specific positions in the 1801 and 2210 MCO job series that do not have medical certification requirements, and develop a plan for targeted recruiting. – Locate POCs in HC to collaborate on identifying positions in the 1811 and 2210 job series to determine if there are any positions that do not require medical certification such as previously identified in the 1801 series. A plan can then be developed to promote the use of noncompetitive hiring to fill these vacancies. Note: It has already been determined that there are no positions in the 1802 job series that do not require medical certification, thus they are not included in this plan. Additional activities will be included for FY 2023 based on analysis of this Part J report.