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

During FY-2020, the Transportation Security Administration's (TSA) participation rate for PWD in the permanent workforce in the GS 1 to 10 cluster was 4.17% and did not meet the 12% goal. During FY-2020, TSA' participation rate for PWD in the permanent workforce in the GS 11 to SES cluster was 5.57% and did not meet the 12% goal. This data was obtained from the TSA B4-P data table.

*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

During FY-2020, the TSA participation rate for PWTD in the permanent workforce in the GS 1 to 10 cluster was 0.71% and did not meet the 2% goal. During FY-2020, the TSA participation rate for PWTD in the permanent workforce in the GS 11 to SES cluster was 1.13% and did not meet the 2% goal. This data was obtained from the TSA B4-P data table.

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
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.

TSA has communicated the numerical goals through emails, broadcast messages and 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   Yes

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
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.go
Processing reasonable accommodation requests from applicants and employees	4	0	0	
Processing applications from PWD and PWTD	1	0	0	Darrett Lomax, Selective Placement Program Coordinator, Human Capital, Darrett.Lomax@tsa.dhs.go

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Section 508 Compliance	1	0	0	Matt Byrne, TSA Section 508 Program Manager, Information Technology, Matthew.Byrne@tsa.dhs.gc
Architectural Barriers Act Compliance	1	0	0	Alan S. Hirsh, Director, Real Estate Management, alan.hirsh@tsa.dhs.gov

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If "yes", describe the training that disability program staff have received. If "no", describe the training planned for the upcoming year.

Answer   No

TSA DPM Position was vacant FY2020 Quarters 1-3. New DPM came onboard in July 2020 with no opportunities for training. Due to the COVID-19 Pandemic, SPPM was unable to attend targeted IWD training courses and conferences. During FY2021 all Reasonable Accommodation Program (RAP) staff participated in at least one or more of the below seven training opportunities. • Review Accessibility and Accommodation Implications for DHS Employee's with Disabilities during COVID-19 (1-hour) • Anticipate, Mitigate, (Rarely) Litigate (CorVel 1-hour webinar) • DHS CRCL -Disability Etiquette and Awareness Training (1.5-hours) • Dr. Eric Kaplan and COVID-19 Ready for work (CorVel 1-hour webinar) • Telework and Reasonable Accommodations for Employees with Disabilities - OPM • Work-Life Mental Healthcare: Designing the right solutions for today's Millennials (1-hour) • DHS Accessibility Day The Section 508 Team attended the ADOBE Train the Trainer program. The training covered advance topics on how to remediate and create accessible PDF documents and forms. Continued efforts will be made to identify appropriate virtual and in-person (as appropriate) training opportunities for staff to attend during FY 2021. Sources for training and presentations of up to date best practices will include EEOC's courses and webinars, GSA's bi-monthly meetings and annual Interagency Accessibility Forum, U.S. Access-Board and Job Accommodation Network (JAN) webinars, Federal Exchange on Employment and Disability (FEED), and other opportunities from across the Federal government and external community partners supporting the employment of people with disabilities.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Answer   Yes

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If "no", please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.
Objective	To increase the total percentage of RA request being processed within the required timeframe.
Target Date	Sep 30, 2021
Completion Date	

Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2021		Monitor cases using the RA database dashboard to determine matters impacting timely processing and address process improvement.
	Sep 30, 2021		Continue to focus on process improvement.

Accomplishments	*Fiscal Year*	*Accomplishment*
	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.
	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.

Brief Description of Program Deficiency	D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]		
Objective	Update TSA Exit Survey to include new targeted disability list and questions about improving the hiring and retention of individuals with disabilities.		
Target Date	Jun 20, 2021		
Completion Date			
Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Dec 31, 2020	December 31, 2020	Follow-up with HQ/CRCL regarding recommended approaches/ alternatives to obtaining component approval.
	Mar 31, 2021	March 31, 2021	Follow-up with Human Capital's (HC) Workforce Assessments Program to address question conformance with current Exit Survey questions, and incorporation of HQ/CRCL recommendations.
	Jun 30, 2021		Obtain final approval from Human Capital's (HC) Workforce Assessments Program to have questions added to TSA Exit Survey and confirm questions have been added to Exit Survey.
Accomplishments	*Fiscal Year*	*Accomplishment*	
	2019	Reviewed TSA Exit Survey and submitted questions to HC Workforce Assessment Program to be added to TSA Exit Survey.	
	2020	Re-wrote questions to be modeled after DHS' Exit Survey questions, which were approved and included by DHS this year.	
	2019	Added updated list of targeted disabilities to Exit Survey.	
	2020	Re-submitted questions to HC Workforce Assessment Program to be added to TSA Exit Survey.	

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.

Over the last fiscal year, TSA utilized a variety of recruitment sources designed 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/PWTDs 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

TSA utilizes their own hiring authorities to recruit and hire IWDs and IWTDs. These hiring authorities are: • 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 non-competitive 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 (FAM) positions). • HCM POLICY NO. 337-2, Veterans' Appointing Authority: This establishes the policy and procedures for a non-competitive 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. TSA participated in hiring events in FY 2020 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 SPPM reviews the PWD/PWTD submitted documentation (Schedule A letter) 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   No

In FY 2020 and due to the COVID-19 Pandemic, TSA was not able to train all hiring managers on using the hiring authorities that take disability into account. However, TSA's SPPM did conduct 3 virtual information sessions on recruiting and hiring PWD/PWTD to hiring managers which included information on TSA's non-competitive hiring authorities for veterans and individuals with disabilities. In FY 2021, TSA will continue providing information sessions on PWD/PWTD to hiring officials and Resource Management Offices (RMO) who assist hiring managers with staffing efforts. TSA will also be developing training that will be utilized to train HC personnel and TSA hiring managers on how to recruit and hire PWD/PWTD. TSA will also look for ways to utilize new manager training to introduce information on non-competitive hiring authorities for Veterans and Individuals with Disabilities.

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 2020, TSA continued to work with State Vocational Rehabilitation Offices and Disability Support Organizations by providing them with information on TSA's Mission Critical Occupations and hiring process for PWD/PWTD. TSA also participated in 56 virtual career fairs that focused on PWD, disabled veteran and veterans. In FY 2021, TSA's SPPM will continue to conduct information sessions with VA, DC and MD vocational rehabilitation offices and strengthen established relationships with colleges/universities that have large populations of students with Disabilities. HC will continue to send out bi-weekly broadcast emails to vocational rehabilitation offices, military installations, universities and disability organizations with a list of current TSA vacancies and information on how to apply through our non-competitive hiring authorities.

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

During FY-2020, the percentage of PWD new hires, 6.68%, and that of PWTD, 0.78% - both fell below the goal of 12% and 2%

respectively.

New Hires	Total	Reportable Disability		Targeted Disability	
		Permanent Workforce	Temporary Workforce	Permanent Workforce	Temporary Workforce
	(#)	(%)	(%)	(%)	(%)
% of Total Applicants	71721	4.65	0.00	2.85	0.00
% of Qualified Applicants	60379	4.46	0.00	2.73	0.00
% of New Hires	3933	0.64	0.00	0.64	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   Yes

        b. New Hires for MCO (PWTD)   Answer   Yes

Among the qualified applicant pool for MCO's, triggers exist for Persons with Disabilities and Persons with Targeted Disabilities. 2210 - Information Technology Management: Qualified PWD= 10.45 percent; Selections 2.86 percent; Qualified PWTD= 6.47 percent; Selections 2.86 percent. Note: 3 out of 4 of TSA's MCO's (1801, 1802 and 1811) have physical and medical standards that significantly limit the total number of potential candidates with Persons with Disabilities and Persons with Targeted Disabilities in MCO's. Data Table 1: MCO new hire FY-2020 data. MCO PWD PWTD 1801 6.94% 6.94% 1802 0.50% 0.50% 1811 0.00% 0.00% 2210 2.22% 2.22%

New Hires to Mission-Critical Occupations	Total	Reportable Disability		Targetable Disability	
		Qualified Applicants	New Hires	Qualified Applicants	New Hires
	(#)	(%)	(%)	(%)	(%)
Numerical Goal	--	12%		2%	
1801GENERAL INSPECTION, INVESTIGATION & COMPLIANCE	105	123.81	4.76	89.52	4.76
1802COMPLIANCE INSPECTION AND SUPPORT	638	396.08	2.98	239.18	2.98
1811CRIMINAL INVESTIGATOR	10	30.00	0.00	30.00	0.00
2210INFORMATION TECHNOLOGY MANAGEMENT	52	67.31	1.92	46.15	1.92

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

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for the pool of qualified internal applicants for TSA's MCO. See the below table for a breakdown of this data. Data Table 2: MCO qualified internal applicant FY-2020 data. MCO PWD PWTD 1801 2.20% 0.76% 1802 1.51% 0.81% 1811 0.00% 0.00% 2210 4.71% 0.00%

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

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for promotions within MCO. See the below table for a breakdown of this data for TSA's four MCO. Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for promotions within MCO. See the below table for a breakdown of this data for TSA's four MCO. Data Table 3: MCO employee promotions FY-2020 data. MCO PWD PWTD 1801 0.33% 0.33% 1802 0.39% 0.39% 1811 0.00% 0.00% 2210 0.00% 0.00%

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.

TSA's planned activities to promote the advancement of PWD/PWTD during FY2020 were not implemented due to TSA not having a DPM during Quarters 1-3. Since the onboarding of our new DPM during FY2020 Quarter 4, the FY2018 Communication plan developed to promote programs that support PWDs and PWTDs was reviewed and is being used to develop a plan for FY2021. The plan will include such activities as: • Issuing weekly and monthly announcements regarding hiring PWDs, with information about reasonable accommodations assistance and the importance of self-disclosure • Hosting brown bag sessions on a variety of disability- related topics • Using internal websites to provide information to employees with disabilities • Speaking to TSA program offices to promote agency programs • Work with Training and Development (T&D) on current and future opportunities to include disability employment information into trainings. 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.

Training & Development (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. a) TSA Associates Program – TSA provides the workforce with 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 Hans Harris (Hans.Harris@tsa.dhs.gov). b) 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 Hans Harris (Hans.harris@tsa.dhs.gov). c) College Credit for Work Life Experience. Training: These courses focus on day-to-day behavioral leadership and supervisory skills critical to becoming a successful leader within TSA. Many of these courses are a requirement for new supervisors. • A Day in the Life of a TSA Supervisor • Working through Strategic Change • Real Time Leadership Skills • TSA Leadership Institute – point of contact Suzanne Cryan (Suzanne.Cryan@tsa.dhs.gov) d) Fundamentals of Leadership is required 40-hour training for newly promoted first-level, first-time federal supervisors– point of contact Patrese Cofield (Patrese.Cofield@tsa.dhs.gov) e) Essentials of Managing Security Operations • Essentials of Directing Security Operations – pilot in March 2020 Development: 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. Point of contact Scott Register (scott.register@tsa.dhs.gov) f) Rising Leaders Development Program – point of contact Greg Sims (Gregory.Sims@tsa.dhs.gov) g) Mid-Level Leadership Development Program – point of contact Holly Jones-Woodley (Holly.Jones-Woodley@tsa.dhs.gov) h) T&D 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. – point of contact Vickie Hartless (Vickie.l.Hartless@tsa.dhs.gov) i) Skills Enhancement Series - The Skills Enhancement Series provides weekly job aids identifying publically-available training materials that align with vital competencies for TSA employees. Point of Contact Raymond Alston (Raymond.Alston@tsa.dhs.gov) j) Leadership Lessons Webinar Series (LLWS) – The LLWS invests in leaders at every level by providing opportunities to build leaderships 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). k) 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 11-14 equivalent) before they serve in a first-line supervisory role. Point of contact Sergio Nunez (sergio.nunez@tsa.dhs.gov). Government Reimbursement for Academic Degrees (GRAD) Program - GRAD is a tuition reimbursement program that invests in the Transportation Security Administration (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. Point of contact Nathalie Williams (Nathalie.williams@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 (%)
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
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

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

       a. Applicants (PWD)   Answer   N/A

       b. Selections (PWD)   Answer   N/A

During FY2020 TSA's DPM position was vacant for Quarters 1 – 3 so no collaboration took place between the CRL/OTE Disability Employment program and the offices responsible for Training and Development (T&D). In FY2021 the TSA DPM will

work with the offices responsible for implementation of the various career development programs to identify and promote opportunities to employees and applicants with disabilities. Due to the lack of data collected for participation of PWD in T&D activities, current data collection practices will be reviewed in FY2021 to increase the tracking of participants with disabilities in these 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   N/A

      b. Selections (PWTD)   Answer   N/A

During FY2020 TSA's DPM position was vacant for Quarters 1 – 3, so no collaboration took place between the CRL/OTE Disability Employment program and the offices responsible for Training and Development. In FY2021, the TSA DPM will work with the offices responsible for implementation of the various career development programs to identify and promote opportunities to employees and applicants with disabilities. Due to the lack of data collected for the participation of PWTD in T&D activities, current data collection practices will be reviewed in FY2021 to increase the tracking of participants with disabilities in these 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

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for time off and cash awards. See the below table for a breakdown of this data. Data Table 4: Award data for FY-2020. AWARD TYPE PWD PWTD Time Off 4.78% 1.01% Cash 3.98% 0.86%

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	17298	26.40	27.60	26.27	26.43
Time-Off Awards 1 - 10 Hours: Total Hours	108993	166.85	174.85	163.73	167.54
Time-Off Awards 1 - 10 Hours: Average Hours	6.3	0.23	0.01	1.22	0.00
Time-Off Awards 11 - 20 hours: Awards Given	6371	12.90	10.38	17.45	11.88
Time-Off Awards 11 - 20 Hours: Total Hours	103061	207.32	168.58	280.00	191.13
Time-Off Awards 11 - 20 Hours: Average Hours	16.18	0.57	0.03	3.15	0.00
Time-Off Awards 21 - 30 hours: Awards Given	2517	5.68	4.20	7.65	5.24
Time-Off Awards 21 - 30 Hours: Total Hours	60748	137.30	101.30	184.12	126.87
Time-Off Awards 21 - 30 Hours: Average Hours	24.14	0.86	0.05	4.72	0.00

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 31 - 40 hours: Awards Given	2988	4.86	5.20	6.47	4.50
Time-Off Awards 31 - 40 Hours: Total Hours	115326	149.20	200.75	251.76	126.34
Time-Off Awards 31 - 40 Hours: Average Hours	38.6	1.10	0.08	7.63	-0.36
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 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	6045	7.61	10.25	9.80	7.12
Cash Awards: $501 - $999: Total Amount	4244630	5551.70	7179.80	5723.33	5513.46
Cash Awards: $501 - $999: Average Amount	702.17	26.06	1.49	114.47	6.37
Cash Awards: $1000 - $1999: Awards Given	4160	5.47	7.38	5.49	5.46
Cash Awards: $1000 - $1999: Total Amount	5143746	6591.71	9149.72	6225.49	6673.31
Cash Awards: $1000 - $1999: Average Amount	1236.48	43.08	2.64	222.34	3.14
Cash Awards: $2000 - $2999: Awards Given	373	0.46	0.64	0.20	0.52
Cash Awards: $2000 - $2999: Total Amount	760050	946.77	1305.58	392.16	1070.34
Cash Awards: $2000 - $2999: Average Amount	2037.67	72.83	4.34	392.16	1.68
Cash Awards: $3000 - $3999: Awards Given	12	0.00	0.02	0.00	0.00
Cash Awards: $3000 - $3999: Total Amount	38250	0.00	73.32	0.00	0.00
Cash Awards: $3000 - $3999: Average Amount	3187.5	0.00	6.67	0.00	0.00
Cash Awards: $4000 - $4999: Awards Given	3	0.00	0.01	0.00	0.00
Cash Awards: $4000 - $4999: Total Amount	12500	0.00	26.57	0.00	0.00
Cash Awards: $4000 - $4999: Average Amount	4166.67	0.00	8.86	0.00	0.00
Cash Awards: $5000 or more: Awards Given	2	0.00	0.00	0.00	0.00
Cash Awards: $5000 or more: Total Amount	30999	0.00	65.88	0.00	0.00
Cash Awards: $5000 or more: Average Amount	15499.5	0.00	32.94	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

Neither the 12% goal for PWD, nor the 2% goal for PWTD were met in FY-2020 for Performance-based pay increases provided to PWD 4.24% and PWTD 0.83%. TSA does not use quality step increases within the SV band pay scale so data is not available for this benchmark.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	59613	90.28	95.67	96.47	88.90

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

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

The 12% goal for PWD was not met in FY-2020 for qualified applicants nor selection in any of the 4 senior grade levels, SES, GS15, GS14 and GS13. See the below data table for a breakdown of this information. Data Table 5: PWD qualified internal applicants/selectees for promotions to senior grade level positions. SENIOR GRADE LEVEL QUALIFIED INTERNAL APPLICANTS (PWD) INTERNAL SELECTIONS (PWD) SES 2.92% 0.00% Grade GS-15 5.00% 0% Grade GS-14 3.38% 0% Grade GS-13 4.88% 0.93%

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

    a. SES

        i. Qualified Internal Applicants (PWTD)   Answer   No

        ii. Internal Selections (PWTD)   Answer   Yes

    b. Grade GS-15

        i. Qualified Internal Applicants (PWTD)   Answer   No

        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

The 2% goal for PWTD was exceeded for the qualified applicants for the SES and GS-15 positions, but did not meet the 2% goal for the number of PWTD selected for these same senior grade level positions. For the GS-14 and GS-13 senior grade level positions, the 2% goal was not met for qualified applicants nor internal selections. See the below data table for a breakdown of this information. Data Table 6: PWTD qualified internal applicants/selectees for promotions to senior grade level positions. SENIOR GRADE LEVEL QUALIFIED INTERNAL APPLICANTS (PWTD) INTERNAL SELECTIONS (PWTD) SES 2.92% 0.00% Grade GS-15 5.00% 0.00% Grade GS-14 1.39% 0.00% Grade GS-13 1.46% 0.93%

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

    a. New Hires to SES (PWD)   Answer   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

The 12% goal for PWD was not met in FY-2020 for new hires in any of the 4 senior grade levels, SES, GS-15, GS-14 and GS-13. See the below data table for a breakdown of this information. Data Table 7: PWD new hires to senior grade level positions. SENIOR GRADE LEVEL PWD SES 0.00% Grade GS-15 0.00% Grade GS-14 0.00% Grade GS-13 1.18%

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

a. New Hires to SES (PWTD)	Answer	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

The 2% goal for PWTD was not met in FY-2020 for new hires in any of the 4 senior grade levels, SES, GS-15, GS-14 and GS-13. See the below data table for a breakdown of this information. Data Table 8: PWTD new hires to senior grade level positions. SENIOR GRADE LEVEL PWTD SES 0.00% Grade GS-15 0.00% Grade GS-14 0.00% Grade GS-13 1.18%

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

The 12% goal for PWD was not met in FY-2020 for qualified applicants and selectee in executive, manager or supervisor level positions. See the below data table for a breakdown of this information. Data Table 9: PWD qualified internal applicants/selectees for promotions to supervisory positions. SUPERVISORY POSITION QUALIFIED INTERNAL APPLICANTS (PWD) Internal Selections (PWD) Executives 4.17% 0.00% Managers 3.27% 0.00% Supervisors 1.64% 1.63%

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

       a. Executives

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

The 2% goal for PWTD among the qualified applicants for executive positions was exceeded in FY-2020, but not for managers and supervisors. The goal was not met for selectees in any of these positions. See the below data table for a breakdown of this information. Data Table 10: PWTD qualified internal applicants/selectees for promotions to supervisory positions. SUPERVISORY POSITION QUALIFIED INTERNAL APPLICANTS (PWTD) INTERNAL SELECTIONS (PWTD) Executives 2.92% 0.00% Managers 1.77% 0.00% Supervisors 0.68% 1.63%

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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

The 12% goal for PWD was not met in FY-2020 for new hires in executive, manager or supervisor level positions. See the below data table for a breakdown of this information. Data Table 11: PWD new hires to supervisory positions. SUPERVISORY POSITION QUALIFIED INTERNAL APPLICANTS (PWD) INTERNAL SELECTIONS (PWD) Executives 4.53% 0.00% Managers 7.92% 0.00% Supervisors 8.62% 0.00%

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

  a. New Hires for Executives (PWTD)   Answer   No

  b. New Hires for Managers (PWTD)   Answer   No

  c. New Hires for Supervisors (PWTD)   Answer   No

The 2% goal for PWTD was exceeded for new hires in executive, manager and supervisor positions. See the below table for a breakdown of this information. Data Table 12: PWTD new hires to supervisory positions. SUPERVISORY POSITION QUALIFIED INTERNAL APPLICANTS (PWTD) INTERNAL SELECTIONS (PWTD) Executives 3.32% 0.00% Managers 4.99% 0.00% Supervisors 4.89% 0.00%

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   N/A

This data was not available for FY-2020. During FY-2021, the DPM will collaborate with the SPPM and HC to identify why this data is not available and what can be done to collect it moving forward.

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

    a. Voluntary Separations (PWD)   Answer   No

    b. Involuntary Separations (PWD)   Answer   No

N/A. This data was not available for FY-2020. During FY-2021, the DPM will collaborate with the SPPM and HC to identify why this data is not available and what can be done to collect it moving forward.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	10	0.00	0.02
Permanent Workforce: Removal	278	0.71	0.44
Permanent Workforce: Resignation	3717	5.46	6.09
Permanent Workforce: Retirement	1037	3.07	1.63
Permanent Workforce: Other Separations	2147	3.93	3.48
Permanent Workforce: Total Separations	7189	13.17	11.66

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

    a. Voluntary Separations (PWTD)   Answer   No

    b. Involuntary Separations (PWTD)   Answer   No

N/A. This data was not available for FY-2020. During FY 2021, the DPM will collaborate with the SPPM and HC to identify why this data is not available and what can be done to collect it moving forward.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	10	0.00	0.02
Permanent Workforce: Removal	278	0.39	0.45
Permanent Workforce: Resignation	3717	3.33	6.09
Permanent Workforce: Retirement	1037	5.10	1.66
Permanent Workforce: Other Separations	2147	3.14	3.51
Permanent Workforce: Total Separations	7189	11.96	11.73

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

N/A. This data was not available for FY-2020. During FY 2021, the DPM will collaborate with the SPPM and HC to add questions to TSA's Exit Survey and identify how this data can be captured moving forward.

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.

During FY 2020, TSA was finalizing their move into a new facility located in Springfield, VA. During Quarter 4, shortly after the DPM's arrival she organized a walk-through of the new facility to identify potential facility accessibility concerns. In FY2021 the DPM will continue to work with Facility Management to formally assess the facility and development a plan for addressing critical accessibility issues. The TSA Section 508 program will work with Enterprise Architecture to review new technology requests for Section 508 compliance. Additionally, the Section 508 program will continue to review new ITAR requests to verify inclusion of Section 508 language. The Section 508 Team will increase its pro-active efforts to improve the accessibility of TSA's iShare pages.

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.)

Average processing time for employee/intern closed requests was 52 days Average processing time for applicant closed requests was 5 days. NOTE 1: The reason for the separate reporting of employee/intern verses applicant data is because the data is captured in different systems. NOTE 2: The timeline criteria for the definition of TSA's reasonable accommodation (RA) request length are based on: • A start date of when the Reasonable Accommodation Program (RAP) received the request, and • An end date for when the request was approved and passed back to the manager/hiring official with the green light to provide the accommodation, or • An end date of when the request was closed without action due to factors such as no disability, lack of medical documentation, and/or the request was for a productivity tool. TSA does not have a mechanism in place to capture RA data before it gets to the RAP or after it goes back to the manager/hiring official to be fulfilled.

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.

Policy and procedures are in place to support the RAP. Per the EEOC August 14, 2020 letter of recommendations for changes to be made to TSA's RA procedures, the RPM and HC Policy office are working on reviewing these recommendations for incorporation into the current policy/procedures. Due to the high number of RA requests during FY-2020 related to COVID-19, there was an increase in the processing times of employee submitted requests. The limited number of available staff were unable to process the high volume of requests with time frames in line with previous years. The RA Program Manager has proactively worked with staff to address timeliness and determine creative means of addressing the varying types of cases received. Training for RA team members and awareness training for managers will be a goal for the RAP in FY21.

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.

Procedures are in place to handle requests for Personal Assistance Services, but no requests have been received.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

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

   Answer   No

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

   Answer   No

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

N/A during FY2020

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   No

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

N/A during FY2020

Section VIII: Identification and Removal of Barriers

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

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

   Answer   Yes

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

                                        Answer   Yes

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

Source of the Trigger:	Workforce Data (if so identify the table)
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	The percentage of Persons with Disabilities/Persons with Targeted Disabilities in the GS-1 to SES cluster in FY 2020 falls below the respective benchmark goal of 12% and 2%.

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**
	Medical/Physical Requirements	Specific medical/physical requirements for TSO and FAM positions.
	Disclosing Disability	Fear of disclosing a disability for employees in the TSOs and FAMs positions.
	Reasonable Accommodations	Limited knowledge and awareness about reasonable accommodations for TSA employees.
	Data collection and reporting	Data collection and reporting on Persons with Disabilities/Persons with Targeted Disabilities at TSA is inadequate and doesn't provide an accurate representation.
	Career Development Opportunities	Career Development Opportunities at TSA have limited access for PWD/PWTD.
	Ability to fulfill Positions	Limited perception of the ability of PWD/PWTD to fulfill requirements of TSA Management, Administrative and Professional (MAP), Transportation Security Officer (TSO) and Federal Air Marshal (FAM) positions.
	Limited Outreach	Limited outreach to potential PWD/PWTD applicants.
	Non-competitive Hiring Process	Limited knowledge of non-competitive hiring process for MAP positions.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**
01/01/2016	09/30/2021	Yes			Increase the awareness of the abilities of PWD/PWTD in TSA MAP, TSO and FAM positions. .
01/01/2016	09/30/2021	Yes			Increase the participation of PWD/PWTD in career development opportunities.

					Objective(s) and Dates for EEO Plan			

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
01/01/2016	09/30/2021	Yes			Increase the participation rate of PWD/PWTD in MAP positions through increasing awareness of the availability of the non-competitive hiring process.
01/01/2016	09/30/2021	Yes			Increase knowledge of rights and responsibilities under the Rehab Act.
01/01/2016	09/30/2021	Yes			Increase outreach efforts to potential PWD/PWTD applicants.
01/01/2016	09/30/2021	Yes			Increase awareness of the availability of reasonable accommodations for TSA employees.
01/01/2016	09/30/2021	Yes			Improve the tracking of PWD/PWTD in applicant flow data, career development programs and promotions.
01/01/2016	09/30/2021	Yes			Explore opportunities to increase the participation rate of PWD/PWTD in TSO and FAM positions.

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Selective Placement Program Coordinator	Darrett Lomax	Yes
DPM	Annette Carr	Yes
RPM, Human Capital	JoAnn Cottman	Yes
Director, Recruitment & Field Hiring Operations, Human Capital	Keith Malley	Yes
Civil Rights, Diversity & Inclusion Director	Amelia Demopulos	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2021	Identify strategies for improving access by PWD/PWTD to career development opportunities.	Yes	09/30/2020	
09/30/2021	Continue to meet monthly with IWD Council to look at the inclusion of Persons with Disabilities and Persons with Targeted Disabilities at TSA.	Yes	09/30/2019	
09/30/2021	Conduct trainings and other informational sessions that focus on the various sections of the Rehab Act.	Yes	09/30/2020	
09/30/2021	Conduct trainings and other informational sessions that focus on RA from the perspective of managers and employees.	Yes	09/30/2020	
09/30/2021	Distribute 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.)	Yes	09/30/2020	

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2021	Examine 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. (e.g. exit survey data, training data, RA request data, non-competitive process participation data, etc.).	Yes	09/30/2020	
09/30/2021	Promote TSA's non-competitive hiring opportunities to community partners to increase the pool of qualified applicants.	Yes		
09/30/2021	Promote the use of TSA's non-competitive hiring process to TSA managers and employees to support the promotion and retention of PWD/PWTD.	Yes		
09/30/2021	Work with stakeholders within TSO and FAMS to identify positions/opportunities where medical qualification is not required and qualified PWD/PWTD could be hired.	Yes		
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.			

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

During FY2020 TSA did not have a DPM. Activities established for FY-2019 were either continued in FY-2020 or were put on hold until a new DPM was hired. Since the on-boarding of TSA's new DPM in July of 2020, Quarter 4 of FY-2020 was spent getting acclimated with previously identified barriers and their planned activities.

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

During FY-2020, we were unable to identify data that demonstrated that any barriers were removed.

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.

The new DPM will work with the RAPM, the SPPM, HC, the Section 508 Team, Facility Management, T&D, and other programs and offices to utilize the information compiled in this FY 2020 Affirmative Action Plan. Through collaboration with these programs, the root of the barriers will be identified and strategies established with activities that can be implemented in FY-2021, along with long-term activities that will extend into FY-2022 and beyond.