

MD-715 – Part J

Special Program Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

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

Section I: Efforts to Reach Regulatory Goals

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

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) | Yes 0 | No X |
| b. Cluster GS-11 to SES (PWD) | Yes 0 | No X |

a. There is no trigger for Cluster GS-1 to GS-10. The IR for PWD is 8.04%, while the IR for PWOD is 6.44%. As the difference is within 2%, the participation is comparable.

b. There is no trigger for Cluster GS-11 to SES. The IR for PWD is 91.96%, while the IR for PWOD is 93.56%. As the difference is within 2%, the participation is comparable.

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) | Yes 0 | No X |
| b. Cluster GS-11 to SES (PWTD) | Yes 0 | No X |

a. FCC is at 4.08%

b. FCC is at 9.18%

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

The FCC Recruitment and Staffing Servicing Center worked to improve the incorporation of information regarding special hiring authorities for veterans, disabled

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veterans and 30% or more disabled veterans into strategic recruitment discussions with hiring managers.

Section II: Model Disability Program

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

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

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

Yes X No 0

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 applications from PWD and PWTD	7	0	0	Holly Finney, Deputy CHCO, HRM Holly.Finney@fcc.gov
Answering questions from the public about hiring authorities that take disability into account	7	0	0	Holly Finney, Deputy CHCO, HRM Holly.Finney@fcc.gov
Processing reasonable accommodation requests from applicants and employees	1	0	0	Kenneth Heredia, Reasonable Accommodation Coordinator, OWD, Kenneth.Heredia@fcc.gov
Section 508 Compliance	1	0	0	Rebecca Lovley, OCIO IT Section 508 Program Manager, Rebecca.Lovley@fcc.gov
Architectural Barriers Act Compliance	1	0	0	John Zentner, OMD, AMD-AO Johh.Zentner@fcc.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Rosalind Bailey, Special Emphasis Program Coordinator,

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			Rosalind.Bailey@fcc.gov
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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.

Yes X **No 0**

In FY 2017, the agency engaged in training designed to increase the knowledge and skills among disability program staff. Key staff attended the “Resolving Americans with Disabilities Act (ADA) Workplace Questions” workshop presented by the National Employment Law Institute.

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.

Yes X **No 0**

Section III: Plan to Recruit and Hire Individuals with Disabilities

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

A. PLAN TO IDENTIFY JOB APPLICANTS WITH DISABILITIES

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

The Recruitment & Staffing Service Center open all external vacancy announcements to individuals with disabilities by accepting non-competitive, Schedule A (disability) candidates for consideration.

Pursuant to 29 C.F.R. § 1614.203(a)(3), describe the agency’s use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce.

The FCC Recruitment and Staffing Servicing Center incorporated information regarding special hiring authorities to recruit PWD and PWTD into strategic recruitment discussions with hiring managers. All external vacancy

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announcements are open to individuals with disabilities by accepting non-competitive, Schedule A (disability) candidates for consideration.

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 FCC Recruitment and Staffing Servicing Center's Job Opportunity Announcements (JOA), include language informing applicants they can be considered under Schedule A. In the JOA, we define what the requirements are for the position and what supporting documentation is required to support Schedule A eligibility. Schedule A applicants must still meet the specialized experience and best qualified category. Schedule A's are placed on a separate certificate for consideration.

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.

Yes **X** No 0 N/A 0

The FCC Recruitment and Staffing Servicing Center incorporated information regarding special hiring authorities to recruit PWD and PWTD into strategic recruitment discussions with hiring managers. The strategic recruitment discussions occur at the beginning of each hiring request.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

The FCC Recruitment and Staffing Servicing Center send announcements to PWD organizations under the diversity tab in our hiring system, career-connector. Also, our HR DVAAP Coordinator began outreach to establish recruitment relationships with various local Veteran, including disabled veteran, organizations in targeted recruitment efforts.

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) | Yes 0 | No X |
| b. New Hires for Permanent Workforce (PWTD) | Yes X | No 0 |

Although lower than 12%, the IRs are comparable for PWDs when compared to PWOD. As the increase in hiring is gradual, the starting point is reasonable. The IR for PWTD exceeds the 2% goal at 4.75%.

Although the FCC has experienced a steady decrease in the permanent workforce, the participation rate of PWD new hires in the permanent workforce (1.9%) is only slightly below the Federal Goal (2.00%).

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.

- | | | |
|-----------------------------|-------|------|
| a. New Hires for MCO (PWD) | Yes X | No 0 |
| b. New Hires for MCO (PWTD) | Yes X | No 0 |

A possible barrier exists in the 0343 Series for PWDs because the difference between the PWD Inclusion Rate (IR) at 0.89% exceeds the PWOD IR at 3.11% by more than 2%. A possible barrier exists for PWDs in the 0905 Series as the difference between the IRs exceeds 2% (78.57% vs. 90.88%). A possible barrier exists for PWDs in the 0855 Series as the difference between the IRs exceeds 2% (8.93% vs. 14.92%). A possible barrier exists in the 0301 Series for both PWDs and PWTDs as the differences between the IRs exceed 2% (10.26% vs. 13.76% and 10.71% vs. 13.90%). A possible barrier exists in the 0110 Series for both PWDs and PWTDs as the differences between the IRs exceed 2% (2.56% vs. 9.77% and 5.36% vs. 9.92%).

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.

- | | | |
|--|-------|------|
| a. Qualified Applicants for MCO (PWD) | Yes X | No 0 |
| b. Qualified Applicants for MCO (PWTD) | Yes X | No 0 |

A possible barrier exists in the 0301 Series for both PWDs and PWTDs as the differences between the IRs exceed 2% (0% vs. 3.19% and 0% vs. 3.03%). A possible barrier for PWDs in the 0905 Series as the difference between the IRs exceeds 2% (1.79% vs. 5.36%).

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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.
- | | | |
|------------------------------|-------|------|
| a. Promotions for MCO (PWD) | Yes X | No 0 |
| b. Promotions for MCO (PWTD) | Yes X | No 0 |

A possible barrier exists in the 0301 Series for both PWDs and PWTDs as the differences between the IRs exceed 2% (10.26% vs. 13.76% and 10.71% vs. 13.90%). A possible barrier for PWDs in the 0905 Series as the difference between the IRs exceeds 2% (1.79% vs. 4.71%).

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

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

A. ADVANCEMENT PROGRAM PLAN

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

The FCC is committed to the philosophy that a strong federal workforce is an inclusive federal workforce – one that welcomes the skills and talents of all qualified individuals. In accordance with the language and spirit of the Rehabilitation Act of 1973, and two resulting Executive Orders, the FCC has used training programs to promote the advancement of employees with disabilities, by taking into account the specific needs of these individuals.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

The Learning and Development Service Center (LDSC) continued to assist staff with their training and professional development opportunities. These actions included:

- LDSC coaches coaching 11 clients;

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- Procurement, and system conversion of a new Learning Management System (LMS) that has already enabled individual users, and supervisors to better guide and evaluate individual and organizational learning needs;
- Codified micro-learning and performance support events into the psyche and mindset of the agency. Weekly and monthly leadership brownbag discussions, book reviews, TEDTalks, and professional development webinars are being conducted and attended with exuberance and fanfare;
- Extending organizational development outreach efforts, e.g., group facilitation and team building events to support business-unit operations;
- Established with the Office of Strategic Planning, an Economics Speaker Series, which is designed to bring onsite, subject matter experts whose research, books, theories, and concepts are relevant to the agency’s mission. In FY2017, 15 economists from industry and academe, visited and presented to the FCC staff; Continuing LDSC’s partnership with George Washington University to bring graduate-level, semester-long, Electrical and Telecom Engineering courses onsite for FCC Electronics Engineers; and
- Continuing to contract with the Practising Law Institute to provide access to an unlimited, legal curriculum that provides FCC attorneys with Continuing Legal Education and developmental opportunities;
- Purchased enhanced, online curriculum from Skillsoft and Franklin-Covey to support leadership and employee development needs; and
- Purchased Lynda.com licenses to provide specialized skill training in software, web and database usage, development and design.

In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/approval to participate. [Collection begins with the FY 2018 MD-715 report, which is due on February 28, 2019.]

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

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Other Career Development Programs						
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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.

- a. Applicants (PWD) Yes 0 No **X**
- b. Selections (PWD) Yes 0 No **X**

FCC did not collect this information for FY 2017.

Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs identified? (The appropriate benchmarks are the relevant applicant pool for applicants and the applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box.

- a. Applicants (PWTD) Yes 0 No **X**
- b. Selections (PWTD) Yes 0 No **X**

FCC did not collect this information for FY 2017.

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) Yes **X** No 0
- b. Awards, Bonuses, & Incentives (PWTD) Yes **X** No 0

a. There is a trigger regarding Cash Awards (\$500+). The PWD IR is 82.14%, while the PWOD IR is 95.66%. The difference of over 13% indicates a trigger exists.

b. There is a trigger with regards to Time Off Awards (9+ Hours) and Cash Awards (\$500+). Regarding Time Off Awards (9+ Hours), the IR for PWTD is 20.51%, while the IR for PWOTD is 24.21%. The difference of 3.7% indicates a trigger exists. Similarly, the inclusion rate for PWTD for Cash Awards (\$500+) is 76.92%, while the inclusion rate for PWOTD is 95.12%. The difference of 18.20% indicates a trigger exists.

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) Yes 0 No **X**
- b. Pay Increases (PWTD) Yes 0 No **X**

There is no trigger with regards to QSIs for PWDs or PWTDs.

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3. If the agency has other types of employee recognition programs, are PWD and/or PWTB 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)	Yes 0	No 0	N/A X
b. Other Types of Recognition (PWTB)	Yes 0	No 0	N/A X

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.

a. SES

i. Qualified Internal Applicants (PWD)	Yes 0	No X
ii. Internal Selections (PWD)	Yes 0	No X

b. Grade GS-15

i. Qualified Internal Applicants (PWD)	Yes X	No 0
ii. Internal Selections (PWD)	Yes 0	No X

c. Grade GS-14

i. Qualified Internal Applicants (PWD)	Yes 0	No X
ii. Internal Selections (PWD)	Yes 0	No X

d. Grade GS-13

i. Qualified Internal Applicants (PWD)	Yes 0	No X
ii. Internal Selections (PWD)	Yes 0	No X

GS-15 Qualified Internal Applicants - A possible trigger exists for PWDs as the difference between the IRs exceed 2% (1.79% vs. 4.85%). FCC did not collect SES information for FY 2017.

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2. Does your agency have a trigger involving PWTD among the qualified *internal* applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box.

a. SES

i. Qualified Internal Applicants (PWTD)	Yes 0	No X
ii. Internal Selections (PWTD)	Yes 0	No X

b. Grade GS-15

i. Qualified Internal Applicants (PWTD)	Yes 0	No X
ii. Internal Selections (PWTD)	Yes 0	No X

c. Grade GS-14

i. Qualified Internal Applicants (PWTD)	Yes 0	No X
ii. Internal Selections (PWTD)	Yes 0	No X

d. Grade GS-13

i. Qualified Internal Applicants (PWTD)	Yes 0	No X
ii. Internal Selections (PWTD)	Yes 0	No X

FCC did not collect SES information for FY 2017.

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.

a. New Hires to SES (PWD)	Yes 0	No X
b. New Hires to GS-15(PWD)	Yes 0	No X
c. New Hires to GS-14 (PWD)	Yes 0	No X
d. New Hires to GS-13(PWD)	Yes 0	No X

FCC did not collect this information for FY 2017.

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.

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a. New Hires to SES (PWTD)	Yes 0	No X
b. New Hires to GS-15 (PWTD)	Yes 0	No X
c. New Hires to GS-14 (PWTD)	Yes 0	No X
d. New Hires to GS-13 (PWTD)	Yes 0	No X

FCC did not collect this information for FY 2017.

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.

a. Executives		
i. Qualified Internal Applicants (PWD)	Yes 0	No X
ii. Internal Selections (PWD)	Yes 0	No X
b. Managers		
i. Qualified Internal Applicants (PWD)	Yes 0	No X
ii. Internal Selections (PWD)	Yes 0	No X
c. Supervisors		
i. Qualified Internal Applicants (PWD)	Yes 0	No X
ii. Internal Selections (PWD)	Yes 0	No X

FCC did not collect SES information for FY 2017.
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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.

a. Executives

- i. Qualified Internal Applicants (PWTD) Yes 0 No X
- ii. Internal Selections (PWTD) Yes 0 No X

b. Managers

- i. Qualified Internal Applicants (PWTD) Yes 0 No X
- ii. Internal Selections (PWTD) Yes 0 No X

c. Supervisors

- i. Qualified Internal Applicants (PWTD) Yes 0 No X
- ii. Internal Selections (PWTD) Yes 0 No X

FCC did not collect this information for FY 2017.

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.

- a. New Hires for Executives (PWD) Yes 0 No X
- b. New Hires for Managers (PWD) Yes 0 No X
- c. New Hires for Supervisors (PWD) Yes 0 No X

FCC did not collect this information for FY 2017.

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.

- a. New Hires for Executives (PWTD) Yes 0 No X
- b. New Hires for Managers (PWTD) Yes 0 No X
- c. New Hires for Supervisors (PWTD) Yes 0 No X

FCC did not collect this information for FY 2017.

Section V: Plan to Improve Retention of Persons with Disabilities

To be a 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 personal 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.

Yes 0 **No X** N/A 0

The FCC Recruitment & Staffing Service Center stated all permanent hiring decisions are made on a case by case basis.

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)	Yes 0	No X
b. Involuntary Separations (PWD)	Yes 0	No X

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.

Voluntary Separations (PWTD)	Yes 0	No X
Involuntary Separations (PWTD)	Yes 0	No X

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

N/A

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 C.F.R. § 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.

<http://www.fcc.gov/general/section-508-information>
<http://consumercomplaints.fcc.gov/hc/en-us>

- a) Click on Access for people with Disabilities and select issue type. There is also a direct email and phone number to Disability Rights Office (DRO)

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.access-board.gov/the-board/laws/architectural-barriers-act-aba>
<https://www.access-board.gov/contact-us>

- a) Click on 508@access-board.gov or enforce@access-board.gov for the process to file a complaint.

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.

- A new Section 508 Directive will be out in 2018
- Developing Metrics to monitor 508 Compliance on FCC applications and websites
- Have AudioEye on FCC.gov to monitor accessibility and to ensure 508 Compliance
- Automated tool will be used to scan applications and assist Section 508 PM with assessing new development compliancy
- Implementing 508 into SDLC at start and building in requirements during development and testing to ensure compliancy

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 for FY 2017 was 26 days; as compared to the 30-day time frame in the reasonable accommodation procedures. Based on the average we are exceeding the set expectation.

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.

Adhering to the completion of reasonable accommodation requests within a 30-day timeframe, this allows for individuals with time sensitive requests to receive the assistance they need to be effective and productive as employees in the workplace. Implementing the practice of tracking reasonable accommodation using a spreadsheet, we've been able to effectively update the status of each request and this coordination helps limit the processing time.

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

Pursuant to 29 C.F.R. § 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.

With each PAS requests, we gather all information and evaluate if any undue hardship exist. Every effort is made to provide the service needed, but if an undue hardship exists, we attempt to find an effective alternative solution.

Section VI: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the government-wide average?
Yes 0 **No X** N/A 0
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?
Yes 0 **No X** N/A 0
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

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?
Yes 0 No 0 **N/A X**
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?
Yes 0 No 0 **N/A X**
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

Section VII: Identification and Removal of Barriers

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

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?
Yes 0 **No X**
2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?
Yes 0 No 0 **N/A X**

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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.

Trigger 1				
Barrier(s)				
Objective(s)				
Responsible Official(s)		Performance Standards Address the Plan? (Yes or No)		
Barrier Analysis Process Completed? (Yes or No)		Barrier(s) Identified? (Yes or No)		
Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected		
Workforce Data Tables				
Complaint Data (Trends)				
Grievance Data (Trends)				
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)				
Climate Assessment Survey (e.g., FEVS)				
Exit Interview Data				
Focus Groups				
Interviews				
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)				
Other (Please Describe)				
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
Fiscal Year	Accomplishments			

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

N/A

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

N/A

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.

N/A