

US Postal Service FY 2021 MD-715 Part J

National Report

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 the Postal Service have a trigger involving persons with disabilities (PWD) by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a.	\$70,000 and below (GS-1 to GS-10 DC area equivalent) (PWD)	Yes	<input checked="" type="checkbox"/>	No
b.	\$70,001 and above (GS-11 and above DC area equivalent) (PWD)	Yes	<input checked="" type="checkbox"/>	No
The representation of PWD in the Salary Range of \$70,000 or less is 4.92%, which is below the 12% benchmark goal.				
The representation of PWD in the Salary Range of \$70,001 or above is 4.19%, which is below the 12% benchmark goal.				

- Using the goal of 2% as the benchmark, does the Postal Service have a trigger involving persons with targeted disabilities (PWTD) by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a.	\$70,000 and below (GS-1 to GS-10 DC area equivalent) (PWTD)	Yes	<input checked="" type="checkbox"/>	No
b.	\$70,001 and above (GS-11 and above DC area equivalent) (PWTD)	Yes	<input checked="" type="checkbox"/>	No
The representation of PWTD in the Salary Range of \$70,000 or less is 1.32%, which is below the 2% benchmark goal.				
The representation of PWTD in the Salary Range of \$70,001 or above is 0.77%, which is below the 2% benchmark goal.				

- Describe how the Postal Service has communicated the numerical goals to the hiring managers and/or recruiters.

<p>Headquarters communicated the 12% (PWD) and 2% (PWTD) goals through meetings, MD-715 report trainings, web-based instructional presentations, human resources manager training, and electronic communications throughout the fiscal year to human resources staff and field recruiters.</p> <p>The Areas, Districts, Regions and Divisions also communicated this information during reasonable-accommodation meetings and human resources local staff meetings through web-based presentations, electronic communications, and through guidance on reasonable accommodations and personal assistance services</p> <p>On February 4, 2021, the Diversity, Equity, and Inclusion (DEI) senior staff, facilitated MD-715 training in a national Area Human Resources Managers meeting at which they addressed the numerical goals.</p>

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

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
N/A			

2. Identify all staff responsible for implementing the Postal Service 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 PWTB	Over 200 Personnel Processing Specialists at Human Resources (HR) Shared Services Center	0	0	Joseph Bruce, Sr. Director, National Human Resources Joseph.r.bruce@usps.gov
Answering questions from the public about hiring authorities that take disability into account	60 HR staff members 9 Disability Programs staff members	0	0	Joseph Bruce, Sr. Director, National Human Resources Joseph.r.bruce@usps.gov Lisa Williams, Manager, Disability Programs Lisa.m.williams5@usps.gov
Processing reasonable accommodation requests from applicants and employees	9 Disability Programs staff members	0	65 reasonable accommodation committees nationwide	Lisa Williams, Manager, Disability Programs Lisa.m.williams5@usps.gov
Section 508 Compliance	2 Section 508 Compliance Specialists			Yvonne Yoerger Director Employee Communication and Content Management Yvonne.Yoerger@usps.gov
Architectural Barriers Act Compliance	4 Facilities Program staff members			Martin Del Hierro Facilities Program Analyst Facilities Program Management Office Jose.m.delhierro@usps.gov

Special Emphasis Program for PWD and PWTD	9 Disability Programs staff members			Lisa Williams, Manager, Disability Programs Lisa.m.williams5@usps.gov
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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.

Yes x No

Disability program and ad-hoc disability staff completed reasonable accommodation and disability related training:

- Reasonable Accommodations Human Resources (HR) Annual Program required annually for identified HR and Labor Relations (LR) personnel, including disability-program staff, to comply with the *Velva B. v. United States Postal Service* Order. Comprised of three web-based courses (Reasonable Accommodations HR, Managing Limited Duty, and Reasonable Accommodations Committees), this eight-hour program addresses the Postal Service’s responsibilities to provide reasonable accommodations to qualified individuals with disabilities under the Rehabilitation Act. This program also includes a segment on the relationship between the Postal Service’s obligations under the Rehabilitation Act and under the Federal Employees’ Compensation Act and a segment on ensuring that employees’ medical information, including Form CA-17s and other relevant documents, remains confidential as appropriate. This program was assigned to and completed by 921 employees.
- Reasonable Accommodation Committee (RAC) training was completed by all new RAC members.
- Providing Communications Accommodations, a course designed to provide guidance on the provision of communications for deaf and hard-of hearing employees.
- National Disability Programs staff also conducted live touchpoint sessions via Zoom with RACs, HR, and LR personnel to help them better understand reasonable accommodations and the RACs’ role and responsibilities.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

1. Has the Postal Service 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	
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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

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

The Postal Service does not have the ability to track applicants based on disability status at this time. The Postal Service uses PS Form 3666, *Certification of Postal Service Employment of Individuals with Severe Disabilities*, for a certain subset of hires.

The Postal Service has continued to participate in career fairs and partner with organizations that focus on employment for individuals with disabilities and individuals with targeted disabilities, including but not limited to: Recruit Military, Corporate Gray, CAREERS and the disABLED, and other disability-related employment organizations.

The organization also advertises with publications such as: Equal Opportunity Publications, DiversityComm, Corporate Gray's Military-to-Civilian Transition Guide, and G.I. Jobs Magazine.

The Postal Service utilized resources for disability recruitment and accommodations such as:

- Disability:IN
- Disability.gov
- Job Accommodation Network (JAN)
- Employer Assistance and Resource Network on Disability Inclusion (EARN)

The Postal Service also partnered with the Department of Veteran Affairs to increase employment opportunities for veterans with disabilities.

The Postal Service established and continued to maintain contact with its state Departments of Vocational Rehabilitation, veteran organizations, and other organizations that assist persons with disabilities and persons with targeted disabilities in obtaining employment. In their recruitment efforts, The Postal Service target career events and employment organizations and agencies that assist individuals with disabilities, including veterans with disabilities, seeking employment.

The Postal Service has RACs throughout the country that reviewed requests for reasonable accommodation within its area of coverage and through this process identify applicants with disabilities and applicants with targeted disabilities. job applicants nor employees requesting reasonable accommodation are tracked as individuals with disabilities.

All external job vacancy postings contained the statement: "The United States Postal Service (USPS) is an equal opportunity employer. The USPS provides reasonable accommodation for any part of the application, interview, and/or selection process. Please make your request to the examiner, selecting official or local manager of Human Resources. This request can also be made by someone on your behalf. Explain the nature of your limitations and the accommodation needed. The decision on granting reasonable accommodation will be on a case-by-case basis."

All internal job vacancy postings contained the statement: "The Postal Service is an equal employment opportunity employer and provides reasonable accommodation to qualified individuals with disabilities. If you need reasonable accommodation for any part of the application, interview and/or selection process, please make your request to the examiner, selecting official or local manager of Human Resources. This request can also be made by someone on your behalf. Explain the nature of your limitations and the accommodation needed. The decision on granting reasonable accommodation will be on a case-by-case basis."

Regarding reasonable accommodations for exams, the following language was included in all correspondence inviting applicants to test with the exception of those jobs requiring the Virtual Entry Assessment.

"The USPS provides reasonable accommodation(s) to qualified individuals with disabilities. If you believe that you have a disability that will require special arrangements in the assessment process, you may request accommodation(s). Decisions to grant test accommodations are made case-by-case. More information about reasonable test accommodations can be found within the test delivery platform upon registration."

For jobs that require the Virtual Entry Assessment (VEA), the following language is provided: "The United States Postal Service provides accommodations to qualified applicants with disabilities that are necessary to enable them to have an equal opportunity to participate in the application process and to be considered for a job, as required by the Rehabilitation Act of 1973.

If you believe you have a disability and require accommodation, you may complete the 508-compliant version of the assessment by clicking the accommodation link on the launch page. If you require additional accommodation for the assessment, email ExamAdmin@usps.gov for further assistance before your assessment deadline. Decisions on granting reasonable accommodations are made on a case-by-case basis.

Information about the Postal Service's reasonable accommodation process is available at <http://about.usps.com/publications/pub316.pdf>."

2. Pursuant to 29 C.F.R. § 1614.203(a)(3), describe the Postal Service 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 Postal Service does not use hiring authorities, such as Schedule A, that take disability into account to recruit PWD and PWTD.

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 Postal Service does not use hiring authorities, such as Schedule A, that take disability into account to recruit PWD and PWTD.

4. Has the Postal Service 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	No	N/A	x
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The Postal Service does not use hiring authorities, such as Schedule A, that take disability into account to recruit PWD and PWTD.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

The Postal Service participated in career fairs and partnered with organizations that focus on employment for individuals with disabilities and individuals with targeted disabilities, utilized resources for disability recruitment and accommodations, and advertised with disability-related publications.

As described above, the Postal Service continued to maintain contact with state Departments of Vocational Rehabilitation, veteran organizations, veterans administration agencies, and other organizations, such as career resource centers and vocational and technical colleges that assist persons with disabilities and persons with targeted disabilities in obtaining employment. HR recruiting personnel mailed and emailed to these organizations employment opportunities, vacancy announcements, and notifications of the career fairs held at local post offices and provided posters and handouts. These materials included how-to-apply guides to aid in the application process for potential candidates. In addition, employment advertisements were placed through a variety of local media outlets that not only reach the general population but also individuals with disabilities who may be looking for employment on all types of employment sites, not only those that focus on persons with disabilities.

At the Headquarters level, a Military Program Specialist worked directly with veterans' organizations, participating in career fairs, providing employment information and participating in career events with organizations such as those described in question III.A.1 that support the employment of veterans and veterans with disabilities.

Headquarters disability program staff located throughout the organization utilized the resources, such as JAN, described in question III.A.1 to identify appropriate reasonable accommodations to support persons with disabilities and persons with targeted disabilities in not only securing but also maintaining employment.

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	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
b.	New Hires for Permanent Workforce (PWTD)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
The representation of PWD among the new hires in the permanent or career workforce was 8.52%. The representation of PWTD among the new hires in the permanent or career workforce was 1.33%.					

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 in the Permanent Workforce (PWD)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
b.	New Hires for MCO in the Permanent Workforce (PWTD)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
The Postal Service currently does not have the ability to track applicant flow in a way that allows a benchmark of the qualified applicants in the relevant applicant pool for MCO positions. Based on the current tables, we cannot narrow the data to MCO positions. Additionally, many MCO positions are governed by collective-bargaining agreements, which contain the policies and procedures affecting bidding, assignments, reassignments, higher-grade assignments, and promotions.					

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 in the Permanent Workforce (PWD)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
b.	Qualified applicants for MCO in the Permanent Workforce (PWTD)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
The Postal Service currently does not have the ability to track applicant flow in a way that allows a benchmark of the qualified applicants in the relevant applicant pool for MCO positions. Based on the current tables, we cannot narrow the data to MCO positions. Additionally, many MCO positions are governed by collective-bargaining agreements, which contain the policies and procedures affecting bidding, assignments, reassignments, higher-grade assignments, and promotions.					

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 in the Permanent Workforce (PWD)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
b.	Promotions for MCO in the Permanent Workforce (PWTD)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
The Postal Service currently does not have the ability to track applicant flow in a way that allows a benchmark of the qualified applicants in the relevant applicant pool for MCO positions. Based on the current tables, we cannot narrow the data to MCO positions. Additionally, many MCO positions are governed by collective-bargaining agreements, which contain the policies and procedures affecting bidding, assignments, reassignments, higher-grade assignments, and promotions.					

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

1. Describe the Postal Service plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

The Postal Service will continue to provide reasonable accommodations to qualified employees with disabilities and targeted disabilities who need an accommodation to navigate the advancement programs and initiatives and to perform the functions of their positions, so they may be recognized as having potential for advancement.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

The Postal Service has several career development opportunities to enhance interpersonal development and strategic leadership such as the Managerial Leadership Program (MLP), Senior Delivery Operations Management (SDOM), and career development conferences. Employees may also request funds through the Centralized Funding for Development (CFD) Scholarship program, which is designed to financially support high-potential postal employees in their pursuit of professional certifications, training programs, individual college courses, or degree programs.

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 (%)
Individual Leadership Program (ILP)	N/A	0	N/A	N/A	N/A	N/A
Managerial Leadership Program (MLP)	N/A	0	N/A	N/A	N/A	N/A
Advanced Leadership Program (ALP)	N/A	0	N/A	N/A	N/A	N/A
Human Resources Manager Development Program (HRMDP)	N/A	32	N/A	N/A	N/A	N/A

Processing and Distribution Manager (PDM)	N/A	N/A	N/A	N/A	N/A	N/A
Senior Delivery Operations Management (SDOM)	N/A	N/A	N/A	N/A	N/A	N/A
The Postal Service career development opportunities identified do not require an application process. Senior management recommends/approves the participants.						

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.

a.	Applicants (PWD)	Yes		No		N/A	x
b.	Selections (PWD)	Yes		No		N/A	x

4. 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		No		N/A	x
b.	Selections (PWTD)	Yes		No		N/A	x

C. AWARDS

1. Using the **inclusion rate** as the benchmark, does the Postal Service 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.	Award, bonuses and incentives (PWD)	Yes	x	No	
b.	Awards, bonuses and incentives (PWTD)	Yes	x	No	

The Postal Service has triggers involving PWD for awards of \$500 and under, \$501-\$999, \$1000-\$1999, \$2000-\$2999, \$3000-\$3999, and \$4000-\$4999.

The Postal Service has triggers involving PWTD for awards of \$500 and under, \$501-\$999, \$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999, and \$5000 or more.

2. Using the **inclusion rate** as the benchmark, does the Postal Service 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		No	x
b.	Pay increases (PWTD)	Yes		No	x

3. If the Postal Service 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)	Yes		No	x
b.	Other types of recognition (PWTD)	Yes		No	x

D. PROMOTIONS

1. Does the Postal Service 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	Grade PCES	Yes	No	x
	i. Qualified Internal Applicants (PWD)	Yes	No	x
	ii. Internal Selections (PWD)	Yes	No	x
b	Grade Pay Band	Yes	No	x
	i. Qualified Internal Applicants (PWD)	Yes	No	x
	ii. Internal Selections (PWD)	Yes	No	x
c	Grade EAS-26	Yes	No	x
	i. Qualified Internal Applicants (PWD)	Yes	No	x
	ii. Internal Selections (PWD)	Yes	No	x
d	Grade EAS-25	Yes	No	x
	i. Qualified Internal Applicants (PWD)	Yes	No	x
	ii. Internal Selections (PWD)	Yes	No	x
<p>The Postal Service currently does not have the data necessary to respond to this question, including all questions in section IV.D.</p> <p>At this time, the Postal Service does not have applicant-flow tracking. Applicant flow is intended to be part of the new Applicant tracking system currently under development.</p>				

2. Does the Postal Service have a trigger involving PWTB 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.

	Grade PCES	Yes	No x
	i. Qualified Internal Applicants (PWTB)	Yes	No x
	ii. Internal Selections (PWTB)	Yes	No x
b	Grade Pay Band	Yes	No x
	i. Qualified Internal Applicants (PWTB)	Yes	No x
	ii. Internal Selections (PWTB)	Yes	No x
c	Grade EAS-26	Yes	No x
	i. Qualified Internal Applicants (PWTB)	Yes	No x
	ii. Internal Selections (PWTB)	Yes	No x
d	Grade EAS-25	Yes	No x
	i. Qualified Internal Applicants (PWTB)	Yes	No x
	ii. Internal Selections (PWTB)	Yes	No x

3. Using the qualified applicant pool as the benchmark, does the Postal Service have a trigger involving PWB 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 PCES (PWB)	Yes	No x
b	New Hires to Pay Band (PWB)	Yes	No x
c	New Hires to EAS-26 and above (PWB)	Yes	No x
d	New Hires to EAS-25 and above (PWB)	Yes	No x

4. Using the qualified applicant pool as the benchmark, does the Postal Service have a trigger involving PWTB 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 PCES (PWTB)	Yes	No x
b	New Hires to Pay Band (PWTB)	Yes	No x
c	New Hires to EAS-26 and above (PWTB)	Yes	No x
d	New Hires to EAS-25 and above (PWTB)	Yes	No x

5. Does the Postal Service have a trigger involving PWB 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	Managers (PWB)		
	i. Qualified Internal Applicants (PWB)	Yes	No x
	ii. Internal Selections PWB	Yes	No x
b	Supervisors PWB		
	i. Qualified Internal Applicants (PWB)	Yes	No x
	ii. Internal Selections PWB	Yes	No x

6. Does the Postal Service have a trigger involving PWTDD 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	Managers (PWTDD)		
	i. Qualified Internal Applicants (PWTDD)	Yes	No x
	ii. Internal Selections PWTDD	Yes	No x
b	Supervisors PWTDD		
	i. Qualified Internal Applicants (PWTDD)	Yes	No x
	ii. Internal Selections PWTDD	Yes	No x

7. Using the qualified applicant pool as the benchmark, does the Postal Service 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	No x
b	New Hires for Managers (PWD)	Yes	No x
c	New Hires for Supervisors (PWD)	Yes	No x

8. Using the qualified applicant pool as the benchmark, does the Postal Service have a trigger involving PWTDD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box.

a	New Hires for Executives (PWTDD)	Yes	No x
b	New Hires for Managers (PWTDD)	Yes	No x
c	New Hires for Supervisors (PWTDD)	Yes	No x

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

- In this reporting period, did the Postal Service 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	No	N/A X
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As explained above, the Postal Service does not use Schedule A hiring authority.

- Using the **inclusion rate** as the benchmark, did the percentage of PWD among voluntary (retirement and resignation) and involuntary separations/employee losses (reduction-in-force and removals) exceed that of persons without disabilities (PWOD)?

a.	Voluntary separations - Retirement (PWD)	Yes	x	No	
	Voluntary separations - Resignation (PWD)	Yes	x	No	
b.	Involuntary separations - Removal (PWD)	Yes	x	No	
	Permanent Employees	PWOD		PWD	
a.	Voluntary separations - Retirement	5.09%		6.12%	
	Voluntary separations - Resignation	2.46%		3.07%	
b.	Involuntary separations - Removal	0.59%		0.65%	
For PWD, the percentage of voluntary and involuntary separations exceed that of PWOD.					

- 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 - Retirement (PWTD)	Yes	x	No	
	Voluntary separations - Resignation (PWTD)	Yes	x	No	
b.	Involuntary separations - Removal (PWTD)	Yes	x	No	
	Permanent Employees	PWOTD		PWTD	
a.	Voluntary separations - Retirement	5.13%		5.83%	
	Voluntary separations - Resignation	2.48%		2.77%	
b.	Involuntary separations - Removal	0.59%		0.77%	
For PWTD, the percentage of voluntary and involuntary separations exceed that of PWOTD.					

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.

The Postal Service conducts exit surveys, but they are not associated with an individual's disability status.

The Postal Service conducted exit and post-employment feedback surveys to determine reasons for employee resignations and identify trends in order to address them. Forty-six people responded to the headquarters exit survey; the primary reasons people left do not explain the triggers. The main reasons were lack of promotional opportunities, pay and benefits, and alignment with career plans. The main aspects of postal culture that contributed to their decision to leave were bureaucracy, management's style, attitude toward innovation or creativity, and communication from senior leadership.

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.

The Section 508 notice is published on the Postal Service public website, USPS.com:
<http://about.usps.com/who-we-are/legal/section-508/welcome.htm>.

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.

The Architectural Barriers Act notice is published on the Postal Service's public website, USPS.com:
<http://about.usps.com/who-we-are/legal/arch-barriers-act/welcome.htm>

3. Describe any programs, policies, or practices that the Postal Service has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

The USPS Facilities organization has used a Facilities Accessibility Compliance (FAC) Program to ensure that Postal Service facilities comply with applicable requirements of the Architectural Barriers Act of 1968 (ABA) since June 2017.

FY2021 projects to improve accessibility for persons with disabilities included:

- 110 Certificate of Accessibility (COA)/Waiver projects. These are to address missing documents required by USPS policy. Some projects required corrective action.
- 74 projects initiating corrective actions under the ABA standards or postal-specific accessibility standards, minor repairs, and other accessibility improvements.

Examples:

- McLean West Branch, VA - Replaced door closers
- Evergreen MPO, VA - Installed new accessible parking, accessible ramp, new landing, and counters meeting ABA/RE-4 compliance.

- Marshall MPO, MN - Removed existing accessible ramp and installed a new one meeting ABA/RE-4 compliance.
- Easton MPO, IL – Added second set of automatic doors.
- Southwest Carrier Annex, IL - Relocated collection box.
- Kearney MPO, AZ - Installed compliant-height toilets.

Facilities staff are available to assist Postal Service customers and employees who are concerned that ABA standards have not been met. Persons with such concerns should contact the FAC Program Manager:

Program Manager
 Facilities Accessibility Compliance
 475 L'Enfant Plaza SW
 Washington, D.C. 20260-1862

Postal Service customers and employees may also contact the US Access Board if they believe that applicable accessibility standards have not been met at a Postal Service facility. Information on the Access Board's complaint process may be found at: <https://www.access-board.gov/aba-enforcement>. It is also explained on the Postal Service's intranet Facilities page.

The Postal Service internal and external website content and access are continuously reviewed by the Interactive Digital Communications Specialist team for compliance with Section 508 regulations.

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), the Postal Service 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.)

In FY2021, the average time for processing requests for reasonable accommodations was 37 days.

2. Describe the effectiveness of the policies, procedures, or practices to implement the Postal Service'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.

The Postal Service is committed to the provision of reasonable accommodations in the job-application process and the work environment to allow individuals with disabilities to be considered for positions, perform the essential functions of a position, and enjoy the benefits and privileges of employment equal to similarly situated employees without disabilities.

Postal Service policy provides procedures, guidance, and instructions on matters of reasonable accommodation that involve applicants and employees with disabilities. The Postal Service ensures such policies and guidance are accessible to employees and applicants. Handbook EL-307, *Reasonable Accommodation, an Interactive Process*, was revised and published in August 2020. It contains the complete guidance, policy, and current procedures for processing requests for reasonable accommodation, in accordance with the most recent revisions to the regulations implementing Section 501 of the Rehabilitation Act.

As part of the 2020 revisions to the Handbook EL-307, timeframes for processing requests for reasonable accommodation were updated to include that a decision must be made on a request within 45 calendar days from the date of receipt. Disability Programs team members monitor the case activities of reasonable accommodation evaluators to ensure timeliness of decisions. Team members

also monitor reasonable accommodation activities by Areas/Districts for trends, and provide regular feedback, assistance, guidance, and training.

Postal Service managers and supervisors are required to complete web-based training on reasonable accommodation policy and procedures every fiscal year. The courses include *Reasonable Accommodation Fundamentals*, which covers managers and supervisors' obligations under the Rehabilitation Act and Postal policy; and *Providing Communication Accommodations*, which provides guidance on reasonable accommodation for employees and applicants who are deaf or hard of hearing.

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.

1. 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.

Management Instruction, MI EL-670-208-4, Providing Personal Assistance Services (PAS), was developed and approved in accordance with the new section 501 regulations. It was published October 7, 2018. The RACs are responsible for processing all PAS requests.

In FY2021, there were no requests for PAS.

Section VI: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During FY2021, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the government-wide average of 22.10%?

Yes		No	x	N/A	
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2. During FY2021, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Yes	x	No		N/A	
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3. If the Postal Service had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

In response to findings of discrimination alleging harassment based on disability status, the Postal Service fully implemented the corrective measures as ordered by each case's administrative judge.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During FY2021, 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 of 14.33%?

Yes	x	No		N/A	
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2. During FY2021, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Yes	x	No		N/A	
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3. If the Postal Service had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

In response to findings of discrimination involving the failure to provide a reasonable accommodation, the Postal Service fully implemented the corrective measures as ordered by each case's administrative judge.

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 Postal Service identified any barriers (policies, procedures, and/or practices) or triggers that affect employment opportunities for PWD and/or PWTD?

Yes	x	No	
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2. Has the Postal Service established a plan 1) to correct the barrier(s) involving PWD and/or PWTD or 2) to address the triggers?

Yes	x	No	
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3. Identify each trigger and plan to remove the trigger or barrier(s), including the identified barrier(s) trigger(s), objective(s), responsible official(s), planned activities, and FY2021 accomplishments.

Trigger 1 RECRUITMENT HIRING	The representation of PWD among the new hires in the total workforce was 7.17%%.	
	The representation of PWTD among the new hires in the total workforce was 1.83%%.	
	The representation of PWD among the new hires in the permanent or career workforce was 8.52%.	
	The representation of PWTD among the new hires in the permanent or career workforce was 1.33%.	
Barrier(s)	Barriers were not identified.	
Objective(s)	To continue to strengthen recruitment and enhance disability-focused outreach to increase representation toward the regulatory goals of 12% PWD and 2% PWTD.	
Responsible Official(s)		Performance Standards Address the Plan? (Yes or No)
Gail Hendrix, Senior Director, Field HR Operations Joseph Bruce, Senior Director, National HR Jeryl Wilson, Director, Diversity, Equity and Inclusion Lisa Williams, Manager, Disability Programs		Yes
Barrier Analysis Process Completed? (Yes or No)		Barrier(s) Identified? (Yes or No)
Yes		No
Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected
Workforce Data Tables	Yes	MD-715 FY21 B Workforce Tables
Complaint Data (Trends)	Yes	EEO Complaint and REDRESS data
Grievance Data (Trends)	No	
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	No	
Climate Assessment Survey (e.g., Postal Pulse)	Yes	Postal Pulse Survey
Exit Interview Data	Yes	Workforce Planning & Analytics dashboard – Exit Survey National Human Resources Exit Survey Report
Focus Groups	No	
Interviews	No	
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	No	
Reports	Yes	OIG Report – Views of the Postal Service As an Employer - Report Number RISC-WP-22-001 - October 8, 2021
Other (Describe)	No	

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2021	Identify and deploy new assistive technology for applicants with disabilities and with targeted disabilities.	Yes	09/30/2023	
09/30/2022	Develop and implement a formal recruitment program for PWD and PWTB.	Yes		
09/30/2023	Improve the HR Recruiting, Hiring & Onboarding (RHO) process by leveraging process-redesign efforts and technology.	Yes		
09/30/2022	Conduct a survey of all employees to voluntarily self-identify disability status based on the revised PS Form 2489.	Yes		
Fiscal Year 2021	Accomplishments			
	<p>The United States Postal Service created a new division for Diversity, Equity and Inclusion program and initiatives in FY2021.</p> <p>The Disability Programs office continues to fund and oversee all sign language interpreting services for its potential and current employees who are deaf or hard of hearing and require an interpreter. In addition to overseeing deployment and ensuring the best use of Video Remote Interpreting (VRI) and videophone equipment, the team secured sign language interpreting services via Zoom, which was successful.</p> <p>The Postal Service continued recruitment efforts in accordance, which included outreach to community, employment, professional and business organizations, employment and career agencies, and veterans' organizations, as well as advertising in targeted publications focused on veterans and the general population of PWD.</p> <p>The agency continued to enhance the website making it more user-friendly and informational with the addition of reference sources, position videos, and career program descriptions. The agency also enhanced the use of social media and internet sites such as Facebook, LinkedIn, Twitter, Indeed, Monster, Career Builder, Zip Recruiter, USAJobs, YouTube, Instagram, and Craigslist to promote employment opportunities and positions at the National/Headquarters, Area/Districts, and Regions/Divisions levels for positions nationwide, to be inclusive of all groups and reach the widest and most diverse possible potential applicant pool.</p> <p>The agency hosted virtual career/recruitment fairs. Piloted a mobile job fair concept – working deep within communities and taking the job fair on wheels into the communities and to those who may need jobs. Notifications of employment opportunities sent to external organizations including veteran services agencies. Evaluated the recruitment processes by utilizing employment surveys to determine the effectiveness of recruitment methods, identify the best practices for recruitment, and learn how applicants became aware of Postal Service employment opportunities. Recruitment activities for PWD and PWTB included the following events:</p> <p><u>Military Outreach</u> (including veterans with disabilities)</p> <ul style="list-style-type: none"> ○ Recruit Military job fairs, 15 events ○ Corporate Gray fairs, 15 events <p><u>Persons with Disabilities Targeted Outreach</u> <u>CAREERS & the disABLED Virtual Career Fair</u></p> <ul style="list-style-type: none"> ○ July 14, 2021 			

- November 19, 2021
AbilityJobs Career Fair
- December 2, 2021

DEI partnered with the Department of Veteran Affairs to increase employment opportunities for military, spouses, and veterans with disabilities.

Recruitment activities and outreach also included print and digital recruitment/hiring advertisements in the following publications related to PWD, including veterans with disabilities:

- CAREERS & the disABLED -- 171,460 subscribers
- DIVERSEability Magazine – 79,000 subscribers
- U.S. Veterans Magazine – 270,000 subscribers
- Corporate Gray (Military-to-Civilian Transition Guide) – over 750,000 subscribers
- G.I. Jobs Magazine (Victory Media) – 300,000 subscribers
- Military Spouse Magazine (Victory Media) – over 500,000 subscribers

As a result of recruitment efforts, the Postal Service received the following recognitions relevant to PWD recruitment during FY2021:

- Top 20 Government Employer:
 - CAREERS & the disABLED Magazine
 - Equal Opportunity Magazine
- 2021 Wounded Veteran & Military Caregiver Employment Award (Presented by Comcast)

Trigger 2 SEPARATIONS RETENTION	The percentage of voluntary and involuntary separations of persons with disabilities (PWD) and persons with targeted disabilities (PWTD) in the permanent workforce exceeds that of persons without disabilities (PWOD) and persons without targeted disabilities (PWOTD).	
Barrier(s)	Barriers were not identified.	
Objective(s)	To strengthen the retention of employees with disabilities and employees with targeted disabilities and make certain through the review of separation data that there is no policy, practice, or procedure in place negatively impacting employees with disabilities or employees with targeted disabilities.	
Responsible Official(s)	Performance Standards Address the Plan? (Yes or No)	
Lisa Williams, Manager, Disability Programs Joseph Bruce, Sr. Director, National Human Resources Jeryl Wilson, Director, Diversity, Equity and Inclusion	Yes	
Barrier Analysis Process Completed? (Yes or No)	Barrier(s) Identified? (Yes or No)	
Yes	No	
Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected
Workforce Data Tables	Yes	MD-715 FY21 B Workforce Tables
Complaint Data (Trends)	Yes	EEO Complaints and REDRESS data
Grievance Data (Trends)	No	
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	No	
Climate Assessment Survey (e.g., Postal Pulse)	Yes	Postal Pulse Survey
Exit Interview Data	Yes	Workforce Planning & Analytics dashboard – Exit Survey National Human Resources Exit Survey Report
Focus Groups		
Interviews		
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	Yes	Annual Report to Congress
Reports	Yes	OIG Report – Views of the Postal Service As an Employer - Report Number RISC-WP-22-001 - October 8, 2021
Other (Describe)	No	

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2022	Conduct a survey of all employees to voluntarily self-identify disability status based on the revised PS Form 2489.	Yes		09/30/2021
09/30/2022	Provide training and guidance to field managers and supervisors on best practices and requirements, policies, and regulations pertaining to persons with disabilities and persons with targeted disabilities.	Yes		
09/30/2022	Analyze internal data, including exit surveys, to identify trends related to location, job category, tenure, and demographics for PWD and PWTD that are being separated at a higher rate than their USPS Workforce representation.	Yes		
Fiscal Year 2021	Accomplishments			
	<p>The national Disability Programs office monitors the Postal Service's compliance with reasonable accommodation (RA) law and policy. Disability Programs continued to provide direction, assistance, education, and consultative services to RA decision-makers, as well as HR and LR professionals, Law Department, and other postal functions. Disability Programs served as subject matter expert contributors to policy, standup talks, as well as training materials covering various disability-related topics. The team also promoted disability employment awareness and inclusion.</p> <p>The Postal Service Employee Assistance Program (EAP) continued its 24 hour a day, 7 day a week, 365 day a year confidential counseling, coaching, critical incident response, and self-directed educational and therapy services to Postal Service employees and family members. The Postal Service EAP accomplished an overall increase in activity in FY 2021.</p> <p>A cellphone app was introduced in FY 2021, allowing users to access the EAP website from their cellphone.</p> <p>EAP also conducted a Suicide Prevention Campaign in September with promotional materials made available at all levels of the organization.</p> <p>The Postal Service conducted activities related to reducing separations and supporting employees and employee retention.</p> <ul style="list-style-type: none"> • National Workforce Planning and Complement team developed a Turnover/Retention dashboard to visualize, track and trend performance by craft and by facility. • Ensured the required course "Managing for Retention" was completed by all newly promoted EAS employees. This training focused on high attrition rates and the impacts on the business, productivity and employee morale. • Introduced and expanded texting options for employees to get updates and current information related to Wellness/Benefits. 			

	<ul style="list-style-type: none">• Expanded LiteBlue (employee website) material to include Wellness/Benefits resources and other resources for all employees.• EAP and Wellness and Benefits distributed a monthly newsletter with health and wellness topics of interest, which was made available to all employees.• Districts partnered with EAP consultants to inform new employees during new-employee orientation sessions of available services and support through EAP.• Health and benefits fairs were held to provide employees with updated information and options available during Open Season.
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Trigger 3 AWARDS	<p>The Postal Service has triggers involving PWD for awards of \$500 and under, \$501-\$999, \$1000-\$1999, \$2000-\$2999, \$3000-\$3999, and \$4000-\$4999.</p> <p>The Postal Service has triggers involving PWTD for awards of \$500 and under, \$501-\$999, \$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999, and \$5000 or more.</p>	
Barrier(s)	Barriers were not identified.	
Objective	To ensure that the Recognition and Awards Program is managed in accordance with Postal Service policy and guidelines and that all employees, including employees with disabilities and employees with targeted disabilities, are treated fairly and equitably and provided a workplace environment characterized by recognition and celebration of business success.	
Responsible Official(s)	Performance Standards Address the Plan? (Yes or No)	
Steve Darragh, Executive Director, Compensation and Benefits Lisa Williams, Manager, Disability Programs Jenny Utterback, Vice President, Organization Development Jeryl Wilson, Director, Diversity, Equity and Inclusion	Yes	
Barrier Analysis Process Completed? (Yes or No)	Barrier(s) Identified? (Yes or No)	
Yes	No	
Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected
Workforce Data Tables	Yes	MD-715 FY21 B Workforce Tables
Complaint Data (Trends)	Yes	EEO Complaints and REDRESS data
Grievance Data (Trends)	No	
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	No	
Climate Assessment Survey (e.g., Postal Pulse)	Yes	Postal Pulse Survey
Exit Interview Data	Yes	Workforce Analytics Exit Survey Dashboard
Focus Groups	No	
Interviews	No	
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	No	
Report	No	

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
09/30/2020	Review awards procedures and nomination processes to ensure procedures are being followed in accordance with Postal Service policy and that distribution is fair and inclusive.	Yes	09/30/2022	09/30/2021
04/30/2022	Add a statement to the Awards Handbook addressing the need to award and recognize our employees without regard to race, color, sex (including pregnancy, sexual orientation, and gender identity, including transgender status) national origin, religion, age (40 or over), genetic information, disability, or retaliation for engaging in an EEO-protected activity.	Yes		03/16/2022
09/30/2020	Communicate the data relevant to awards with PWD and PWTD with the Steering Committee.	Yes	09/30/2022	
9/30/2023	Identify plan to close the gaps relevant to awards for PWD and PWTD.	Yes		
Fiscal Year 2021	Accomplishments			
	<p>In FY21 the Director of DEI began conducting “Beyond Bias” training to managers with leadership development selection responsibilities to reduce potential bias and expand the mindset of those leaders who recognized and reward others. This was done in conjunction with our standard reviewed of procedures and policies to ensure fair and inclusive performance-based recognition, including PWD and PWTD.</p> <p>The Executive Director, Compensation and Benefits, and the Deputy Postmaster General/Chief Human Resources Officer reviewed the awards data.</p>			

Trigger 4	<i>Velva B. v. United States Postal Service Class Action</i>			
Barrier(s)	The <i>Velva B. v. United States Postal Service</i> , previously known as the McConnell class action, identified as a barrier the National Reassessment Process (NRP) that affected employees who had suffered workplace injuries. The NRP was utilized by the Postal Service between May 2006 and July 2011.			
Objective(s)	<p>As provided in the EEOC's order in <i>Velva B.</i>, the Postal Service will "take meaningful and effective measures to ensure that discrimination against qualified individuals with disabilities, particularly injured-on-duty employees who are currently working in, who apply for, or who are being evaluated for limited-duty and permanent rehabilitation positions, does not continue." The required measures include the following:</p> <p>a. All officials, managers, and employees who are responsible for finding adequate work for employees who are injured on duty will be given at least 8 hours of training annually on the Agency's responsibilities to provide reasonable accommodations to qualified individuals with disabilities under the Rehabilitation Act. This training must include a segment on the relationship between the Agency's obligations under the Rehabilitation Act and under the Federal Employees' Compensation Act. The training must also include a segment on ensuring that employees' medical information, including Form CA-17s and other relevant documents, remains confidential at all times.</p> <p>b. The Agency shall make certain that, in whatever process it utilizes to find adequate work for injured-on-duty employees who need to be placed into limited-duty or rehabilitation assignments, such employees are notified at the beginning of and throughout that process that if they meet the statutory requirements of the Rehabilitation Act, they have the right to request a reasonable accommodation, and explain the procedures for doing so as they are set forth in EL-307. Employees shall also be notified that the process of finding adequate work necessarily entails that compensation specialists and other personnel may need access to their confidential medical information in order to assist them in finding adequate work, and that the confidentiality of such medical documentation will be maintained at all times. The Agency shall ensure that information pertaining to reasonable accommodations and confidentiality of medical documentation is included in any printed and electronic materials pertinent to the process of finding adequate work for injured-on-duty employees.</p>			
Responsible Official(s)		Performance Standards Address the Plan? (Yes or No)		
Lisa Williams, Manager, Disability Programs		No		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yy yy)	Completion Date (mm/dd/yyyy)
04/09/2018	All officials, managers, and employees who are responsible for finding adequate work for employees who are injured on duty will be given at least 8 hours of training annually on the Agency's responsibilities to provide reasonable accommodations to qualified individuals with disabilities under the Rehabilitation Act. This training must include a segment on the relationship between the Agency's obligations under the Rehabilitation Act and under the Federal Employee Compensation Act . . . The training must	Yes	09/30/2022	

	also include a segment on ensuring that employees' medical information, including Form CA-17's and other relevant documents, remains confidential at all times.			
04/09/2018	The Agency shall make certain that, in whatever process it utilizes to find adequate work for injured-on-duty employees who need to be placed into limited-duty or rehabilitation assignments, such employees are notified at the beginning of and throughout that process that if they meet the statutory requirements of the Rehabilitation Act, they have the right to request a reasonable accommodation, and explain the procedures for doing so as they are set forth in EL-307. Employees shall also be notified that the process of finding adequate work necessarily entails that compensation specialists and other personnel may need access to their confidential medical information in order to assist them in finding adequate work, and that the confidentiality of such medical documentation will be maintained at all times. The Agency shall ensure that information pertaining to reasonable accommodations and confidentiality of medical documentation is included in any printed and electronic materials pertinent to the process of finding adequate work for injured-on-duty employees.	Yes	09/30/2022	
Fiscal Year 2021	Accomplishments			
	<p>In FY2021, the required training was provided to all employees who are primarily responsible for the Agency's injury compensation and reasonable accommodation programs, including complement coordinators, HR personnel, LR personnel, injury compensation personnel, health and resource management personnel, and occupational health personnel. The required course, <i>Reasonable Accommodations Human Resources Annual Program</i> ("Program"), is comprised of three web-based courses: <i>Reasonable Accommodation Committees</i> (6-hours), <i>Managing Limited Duty Cases</i> (1 hour), and <i>Reasonable Accommodations Fundamentals</i> (1 hour). The Program includes, but is not limited to:</p> <ul style="list-style-type: none"> - Information regarding an employee's right to seek reasonable accommodation; - Information on the relationship between the Postal Service's obligations under the Rehabilitation Act and Federal Employees' Compensation Act; and - Information regarding the Postal Service's obligation to maintain the confidentiality of medical information, including CA-17s, at all times. <p>The Program was taken by 921 employees in FY2021.</p> <p>Employee Rights and Responsibilities notifications for CA-1 (Traumatic Injury) and CA-2 (Occupational Disease) claims are provided to employees when filing. It explains confidentiality of medical information as well as the right to reasonable accommodation. The</p>			

	<p>Safety & Health group also provides notifications to employees when they have been released to limited duty and the search finds no work or not a full day of available work. The notification indicates they will be referred to a RAC. In addition, the Safety & Health staff follow the Employee and Labor Relations Manual 546.142 regarding obligations in assignment of limited duty. A <i>Priority for Assignment Worksheet</i>, which includes a last step of referral to RAC, is provided to supervisors when Safety & Health requests a work search, which must be completed and returned to Safety & Health to document the search process. When they request a work search, Safety & Health only provides supervisors with the employee's restrictions in lieu of medical documentation to ensure the protection of any confidential information.</p>
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4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

Due to the confidentiality surrounding employee disability status, we have been unable to implement a way to connect employees' reasons for separating, such as those identified in an exit survey, with their status as a PWD or PWTD, which would better allow the Postal Service to investigate potential barriers in employment for PWD and PWTD.

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

The NRP was eliminated in 2011, so the activities for that barrier have not impacted its elimination. The Postal Service did not identify any additional barriers in its last report.

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 Postal Service will continue toward the implementation of the planned activities noted above and evaluate whether different activities or plan adjustments are appropriate.