

US Postal Service FY 2022 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.

1. 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	x	No	
b.	\$70,001 and above (GS-11 and above DC area equivalent) (PWD)	Yes	x	No	
The representation of PWD in the Salary Range of \$70,000 or less is 5.43%, which is below the 12% benchmark goal.					
The representation of PWD in the Salary Range of \$70,001 or above is 4.36%, which is below the 12% benchmark goal.					

2. 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	X	No	
b.	\$70,001 and above (GS-11 and above DC area equivalent) (PWTD)	Yes		No	x
The representation of PWTD in the Salary Range of \$70,000 or less is 1.86%, which is below the 2% benchmark goal.					

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

In April 2022, the Director, Diversity, Equity, and Inclusion (DEI) communicated with senior stakeholders via a virtual meeting and addressed the numerical goals and strategies to reach the 12% (PWD) and 2% (PWTD) goals. Additional communications entailed automating PS Form 2489 to simplify ease of reporting.

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	x	No	

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 PWTD	0	0	Over 200 Personnel Processing Specialists at Human Resources (HR) Shared Services Center	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	0	0	60 HR staff members	Joseph Bruce, Sr. Director, National Human Resources Joseph.r.bruce@usps.gov
Processing reasonable accommodation requests from applicants and employees	9 Disability Programs staff members	0	59 reasonable accommodation committees nationwide	Lisa Williams, Manager, Disability Programs Lisa.m.williams5@usps.gov
Section 508 Compliance	2 Section 508 Compliance Specialists	0	0	Yvonne Yoerger, Director, Employee Communication and Content Management Yvonne.Yoerger@usps.gov
Architectural Barriers Act Compliance	4 Facilities Program staff members	0		Martin Del Hierro, Facilities Program Analyst Facilities Program Management Office Jose.m.delhierro@usps.gov
Special Emphasis Program for PWD and PWTD	0	0	2	Tammie Turner a/Director DEI Tammie.Turner@usps.gov

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

Yes x No

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

- Reasonable Accommodation Training** – Disability Programs team members conducted live training sessions via Zoom for at least 2,923 Reasonable Accommodation Committee (RAC) members, newly hired supervisors, and other reasonable accommodation decision-makers, covering topics including, but not limited to, reasonable accommodation fundamentals, reassignment as reasonable accommodation, and use of service animals as reasonable accommodation.
- Publication of Policy** – Ensured the publication of revised policy on Providing Communication Accommodations to Employees and Applicants Who Are Deaf or Hard of Hearing, MI EL-670-2021-4, on October 1, 2021. Disability Programs team members also developed and conducted training on revisions for the RACs and District Disability Coordinators (DDCs) on March 10, 2022.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

- 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. As described below, the Postal Service executed its recruitment efforts through outreach to community, employment, professional and business organizations, employment and career agencies, and veterans’ organizations like Corporate Gray and Recruit Military.

As part of the agency’s diversity recruitment efforts, the Postal Service also engaged with various publications that promote diversity and inclusivity in different areas. For instance, the Postal Service partnered with CAREERS & the disABLED and DIVERSEability Magazine to support individuals with disabilities. Additionally, the Postal Service collaborated with publications such as U.S. Veterans Magazine, Corporate Gray (Military-to-Civilian Transition Guide), and USA TODAY’s Veterans Affairs Magazine to support veterans. The partnership with these publications aimed at promoting equal opportunities and raising awareness of the unique needs and challenges faced by people with disabilities and veterans in the

workforce. Recruitment outreach aimed at attracting current college students and recent graduates included attending a virtual career fair at Gallaudet, a renowned educational institution that primarily serves deaf and hard-of-hearing students.

The Postal Service has RACs throughout the country that reviewed requests for reasonable accommodation within their areas of coverage and through this process identify applicants with disabilities and applicants with targeted disabilities who have requested accommodation. To ensure applicants with disabilities can compete in the hiring process on a level playing field, the Postal Service also ensures applicants are informed how best to request reasonable accommodations throughout the application process and reassured that the Postal Service provides accommodations. Neither job applicants nor employees requesting reasonable accommodation are tracked as individuals with disabilities.

The Postal Service also grants veterans' preference to eligible external applicants for Postal Service employment, which assists with identifying disabled veterans.

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 grants veterans' preference to eligible external applicants for Postal Service employment. The Postal Service restricts certain positions, whether career or noncareer, to applicants eligible for veterans' preference under the Veterans' Preference Act of 1944. This rule applies only to appointments from external recruitment sources, whether competitive or noncompetitive. The Postal Service has restricted the following positions:

- a. Building maintenance custodian.
- b. Custodian laborer.
- c. Custodian.
- d. Laborer custodial.
- e. Postal police officer.

Appointing officials may consider applicants who are not entitled to veterans' preference *only* when preference eligibles are not available for appointment.

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.

Veterans' Preference Adjudication is performed by the HR Shared Service Center staff during the hiring process. Veterans should indicate their service on the Form 2591 (*Application for Employment*) and attachment the respective DD Form 214 (*Certificate of Release or Discharge from Active Duty*) along with other required documents. Once the Veteran's status is adjudicated, the calculation of Veteran's preference points in the external hiring process is programmed into our current applicant tracking system and influences their standing on the hiring worksheet that the hiring officials use to determine who is hired during the process.

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 <input checked="" type="checkbox"/>
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Regarding the application of Veteran’s preference, the processors are the HRSSC involved in the adjudication of Veteran’s preference in the context of the hiring process receive training and have extensive standard work about their role in this process. As mentioned above, the calculation of Veteran’s preference points in the external hiring process is programmed into our current applicant tracking system.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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.

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: AbilityJobs and CAREERS and the disABLED, and other disability-related employment organizations. The 21st Annual Diversity Employment and EOP (Equal Opportunity Publications), City Career Fair 21st Annual Virtual Video Career Fair, Professional Diversity Network Virtual Career Fair, CAREERS & disABLED Virtual Career Fair, and AbilityJobs Career Fair were attended virtual events that aimed at promoting diversity and inclusivity in the workplace by providing opportunities for individuals from diverse backgrounds, including people with disabilities and underrepresented groups, to connect with employers who value and prioritize diversity.

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

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	x	No	
b.	New Hires for Permanent Workforce (PWTD)	Yes		No	x
The representation of PWD among the new hires in the permanent or career workforce was 8.80%. The representation of PWTD among the new hires in the permanent or career workforce was 2.60%.					

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		No	x
b.	New Hires for MCO in the Permanent Workforce (PWTD)	Yes		No	x
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.					

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		No	x
b.	Qualified applicants for MCO in the Permanent Workforce (PWTD)	Yes		No	x
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.					
The Postal Service has four collective-bargaining agreements that govern the wages, hours and working conditions of its employees which covers how employees are selected for the majority of our mission critical positions. The majority of these positions require the senior person to be selected when a higher-level position is available.					

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		No	x
b.	Promotions for MCO in the Permanent Workforce (PWTD)	Yes		No	x
See comments above.					

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 in opportunities for employees with disabilities.

A. ADVANCEMENT PROGRAM PLAN

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

To ensure that PWD and PWTD have sufficient advancement opportunities within available training and mentoring programs, career development opportunities and similar programs that address advancement, the agency will develop a robust communications plan to all applicable employees notifying them of available programs through various mediums such as, but not limited to in-home mailings, USPS website, television monitors located in facilities around the nation, and career development conferences.

Representation is important within the Postal Service. For that reason, the agency will continue to strengthen our marketing campaign to encourage all PWD/PWTD to self-identify their disability via automated PS Form 2489 (Self-Identification of a Physical or Mental Disability).

The agency is striving to meet the EEOC goal of 12% and 2% PWD/PWTD. If/when they apply for these programs, PWD/PWTD will be better represented in overall opportunities for advancement.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

The Postal Service has robust employee development and succession planning programs, including a wide variety of self-paced, classroom and virtual training options; and on-the-job developmental opportunities. Employees have access to a robust library within our learning management system which contains over 120,000 resources including videos, books, audiobooks, and podcasts that are relevant, accessible, and accommodate various learning styles. Employees can attend career conferences in their geographical area & internal job fairs to explore career development opportunities as they prepare for current roles and promotionally opportunities.

Employees may also request funds to support non-postal training in their pursuit of professional certifications, training programs, individual college courses, or degree programs.

The agency will implement a robust communication plan and host overview sessions specifically for PWD/PWTD to increase awareness of career development opportunities.

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 (%)

The Postal Service understands for purposes of MD-715 reporting, a career development program would qualify a participant for a promotion to a senior grade level upon completion of the program. According to this definition, the USPS does not have a program that satisfies the definition of a career development program because none of our development programs are required for promotion, so there could be no triggers related to such a program.

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, \$4000-\$4999, and \$5000 or more.

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

The Postal Service currently does not have the data necessary to respond to this question, including all questions in section IV.D.

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.

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 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 PCES (PWD)	Yes	No x
b	New Hires to Pay Band (PWD)	Yes	No x
c	New Hires to EAS-26 and above (PWD)	Yes	No x
d	New Hires to EAS-25 and above (PWD)	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 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	Managers (PWD)		
	i. Qualified Internal Applicants (PWD)	Yes	No x
	ii. Internal Selections PWD	Yes	No x
b	Supervisors PWD		
	i. Qualified Internal Applicants (PWD)	Yes	No x
	ii. Internal Selections PWD	Yes	No x

6. Does the Postal Service 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	Managers (PWTD)		
	i. Qualified Internal Applicants (PWTD)	Yes	No x
	ii. Internal Selections PWTD	Yes	No x
b	Supervisors PWTD		
	i. Qualified Internal Applicants (PWTD)	Yes	No x
	ii. Internal Selections PWTD	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 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	No x
b	New Hires for Managers (PWTD)	Yes	No x
c	New Hires for Supervisors (PWTD)	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

1. 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 <input checked="" type="checkbox"/>
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The Postal Service does not use Schedule A hiring authority.
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2. 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	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Voluntary separations - Resignation (PWD)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
b.	Involuntary separations - Removal (PWD)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Permanent Employees	PWOD		PWD	
a.	Voluntary separations - Retirement	4.61%		5.70%	
	Voluntary separations - Resignation	3.39%		4.18%	
b.	Involuntary separations - Removal	0.75%		0.80%	
For PWD, the percentage of voluntary and involuntary separations exceed that of PWOD.					

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

a.	Voluntary separations - Retirement (PWTD)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Voluntary separations - Resignation (PWTD)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
b.	Involuntary separations - Removal (PWTD)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
	Permanent Employees	PWOTD		PWTD	
a.	Voluntary separations - Retirement	4.60%		7.84%	
	Voluntary separations - Resignation	3.43%		3.69%	
b.	Involuntary separations - Removal	0.75%		0.75%	
For PWTD, the percentage of voluntary 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 exit surveys did not identify a root cause for the separation rate for PWD and PWTDs.

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 the Post Leased Space Accessibility Program (Post LSAP) to ensure that Postal Service facilities comply with applicable requirements of the Architectural Barriers Act of 1968 (ABA) and USPS RE-4. FY2022 projects to improve accessibility for persons with disabilities included:

Total Projects	Category	Description	Example
149	COA	Certificate of Accessibility. Supporting documents showing pictures and measurements of specific paths, heights, and overreach structures to be used by handicap/ambulatory individuals in existing leased facilities. Measurements must meet ABA and RE-4 compliance. If elements did not meet compliance,	Cedar Grove MPO, NC – Installed accessible counter

		corrective action is initiated, and results are recorded and confirmed with a CoA.	
2	DRAC	District Reasonable Accommodation Committee. DRAC is responsible for accommodating specific requests from postal employees. If DRAC approves, any requests requiring accessibility upgrades were passed to my team for review and corrective action.	High Point MPO, NC – Install accessible bathroom
11	No CoA	Certificate of Accessibility (CoA) is not required because the leased space is not meant to be occupied by individuals who are handicap and/or ambulatory. Space is dedicated to LLVs, truck driver training and warehousing.	Brockton Trailer Parking, MA
25	Minor Accessibility Repairs	Accessibility repairs not requiring design.	Austin Oak Hill – correct stripping for accessibility parking

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 FY2022, 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*, contains the Postal Service's guidance, policy, and current procedures for processing requests for reasonable accommodation, and it is currently under revision to implement recommended improvements.

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.

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 section 501 regulations. It was published October 7, 2018. The RACs are responsible for processing all PAS requests.

In FY2022, there was one request for PAS.

Section VI: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During FY2022, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the government-wide average of 21.98%?

Yes		No	x	N/A	
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2. During FY2022, 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 FY2022, 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 14.03%?

Yes	x	No		N/A	
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2. During FY2022, 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	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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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 FY2022 accomplishments.

Trigger 1 RECRUITMENT HIRING	The representation of PWD among the new hires in the total workforce was 7.93%. The representation of PWD among the new hires in the permanent or career workforce was 8.80%.	
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 Shontay Porter, Director, Talent Acquisition	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	Total percentages and differences for PWOD (87%), not identified (6%), Persons with Disabilities (7%), and Persons with Targeted Disabilities (2%) in MD-715 FY22 B Workforce Tables.
Complaint Data (Trends)	No	
Grievance Data (Trends)	No	
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	No	
Climate Assessment Survey (e.g., Postal Pulse)	No	
Onboarding Survey Data	Yes	Workforce Planning & Analytics dashboard – Onboarding, Stay, and Exit Survey: Items concerning the onboarding process (e.g., “Someone welcomed me on my first day of work at my unit.”) revealed a similar agreement for PWD and PWOD joining the organization.

Focus Groups	No	
Interviews	No	
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	Yes	USPS OIG Reports: Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities, did not find any barriers to PWD or PWTD. Peak Season Hiring Report Number 20-316-R21 did not mention barriers for PWD.
Reports	No	
Other (Describe)	Yes	<p>Employee Labor Manual (ELM) 53 – Section 3 Employment & Placement: 311.2 Administrative Responsibilities Handbook EL-312, Employment and Placement: 232.1 & 511.12 Nondiscrimination in hiring: <i>It is Postal Service policy not to discriminate in personnel decisions on the basis of:</i></p> <p><i>a. 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 EEO-protected activity as provided by law; or</i></p> <p><i>b. Other non-meritorious factors, such as political affiliation; marital status; status as a parent; and past, present, or future military service.</i></p> <p><i>712.b: All employees and applicants for employment will be afforded equal opportunities in employment 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 EEO-protected activity as provided by law. As part of its program of equal employment opportunity, the Postal Service prohibits discrimination or harassment based on any of these categories.</i></p> <p><i>222.1.b Advertising policy: Send press releases to newspapers and other periodicals, including those directed toward women, minorities, veterans, and people with disabilities.</i></p>

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	09/30/2022	09/30/2022
09/30/2022	Develop and implement a formal recruitment program for PWD and PWTD.	Yes		9/30/2022
09/30/2022	Improve the HR Recruiting, Hiring & Onboarding (RHO) process by leveraging process-redesign efforts and technology.	Yes	09/30/2023	
09/30/2022	Conduct a survey of all employees to voluntarily self-identify disability status based on the revised PS Form 2489.	Yes		09/30/2022
Fiscal Year 2022	Accomplishments			

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. During recruitment and hiring, services are provided to employees as needed.

The Postal Service continued recruitment efforts, which included outreach to community, employment, professional and business organizations, employment and career agencies, and veterans' organizations.

Targeted Recruitment

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: AbilityJobs and CAREERS and the disABLED, and other disability-related employment organizations. The 21st Annual Diversity Employment and EOP (Equal Opportunity Publications), City Career Fair 21st Annual Virtual Video Career Fair, Professional Diversity Network Virtual Career Fair, CAREERS & disABLED Virtual Career Fair, and AbilityJobs Career Fair were attended virtual events that aimed at promoting diversity and inclusivity in the workplace by providing opportunities for individuals from diverse backgrounds, including people with disabilities and underrepresented groups, to connect with employers who value and prioritize diversity.

Recruitment outreach aimed at attracting current college students and recent graduates included attending a virtual career fair at Gallaudet, a renowned educational institution that primarily serves deaf and hard-of-hearing students. Additionally, the Postal Service attended Recruit Military job fairs to recruit veterans, to include those with disabilities.

Recruitment & Marketing Activities

As part of the agency's diversity efforts, the Postal Service also engaged with various publications that promote diversity and inclusivity in different areas.

The Postal Service partnered with CAREERS & the disABLED and DIVERSEability Magazine to support individuals with disabilities. Additionally, the Postal Service collaborated with publications such as U.S. Veterans Magazine, Corporate Gray (Military-to-Civilian Transition Guide), and USA TODAY's Veterans Affairs Magazine to advertise job opportunities for veterans, including disabled veterans. The partnership with these publications aimed at promoting equal opportunities and raising awareness of the unique needs and challenges faced by people with disabilities and veterans in the workforce.

The agency also increased the use of social media and internet sites such as Facebook, LinkedIn, Twitter, Indeed, Career Builder, USAJobs, and Craigslist to promote employment opportunities and available positions nationwide, to be inclusive of all groups and reach the widest and most diverse possible potential applicant pool.

The agency hosted virtual career/recruitment fairs. Notifications of employment opportunities were sent to external organizations including veteran services agencies.

	<p>As a result of recruitment efforts, the Postal Service received the following recognitions relevant to PWD recruitment during FY2022:</p> <ul style="list-style-type: none"> • Best of the Best 2022 <ul style="list-style-type: none"> ○ U.S. Veterans Magazine • Equal Opportunity Publication Awards <ul style="list-style-type: none"> ○ Top 20 Government Employer in Equal Opportunity
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Trigger 2 SEPARATIONS RETENTION	For PWD, the percentage of voluntary and involuntary separations exceed that of PWOD. For PWTD, the percentage of voluntary separations exceed that of 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)	
Tammie Turner, acting Director, Diversity, Equity and Inclusion Gail Hendrix, Sr. Director, Field HR Joseph Bruce, Sr. Director, National Human Resources	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	Total percentages for PWOD (87%), not identified (6%), Persons with Disabilities (7%), and Persons with Targeted Disabilities (2%) in MD-715 FY22 B Workforce Tables.
Complaint Data (Trends)	No	
Grievance Data (Trends)	No	
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	No	
Climate Assessment Survey (e.g., Postal Pulse)	No	

Exit Interview Data	Yes	Workforce Planning & Analytics dashboard – Onboarding, Stay, and Exit Survey: Items related to negatively affecting the likelihood a USPS employee will stay (e.g., “My immediate supervisor spent one-on-one time with me to discuss my workplace needs.” and “I was able to take time off when I needed to.”) were similar in agreement for PWD and PWOD exiting the organization. While items in the Exit survey were mostly disagreed by PWD when compared to PWOD (e.g., “I left USPS to take a job that is more in line with my career goals”).
Focus Groups	No	
Interviews	No	
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	Yes	USPS OIG Reports: Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities, did not find any barriers to PWD or PWTD.
Reports	No	
Other (Describe)	Yes	511 initiative materials and training - Step 5: Probationary Investment for Success - Separation Oversight Team. Required probationary tools to review when separation is recommended. Requirement of HR and LR review and concurrence prior to approval of requested separation.

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	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
09/30/2022	Analyze internal data to identify trends related to location, job category, tenure, and demographics for PWD and PWTB that are being separated at a higher rate than their USPS Workforce representation.	Yes	09/30/2024	
Fiscal Year 2022	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>Reasonable Accommodation Training – Disability Programs team members conducted live training sessions via Zoom for at least 2,923 Reasonable Accommodation Committee (RAC) members, newly hired supervisors, and other reasonable accommodation decision-makers, covering topics including, but not limited to, reasonable accommodation fundamentals, reassignment as reasonable accommodation, and use of service animals as reasonable accommodation.</p> <p>Publication of Policy – Ensured the publication of revised policy on Providing Communication Accommodations to Employees and Applicants Who Are Deaf or Hard of Hearing, MI EL-670-2021-4, on October 1, 2021. Disability Programs team members also developed and conducted training on revisions for the RACs and District Disability Coordinators (DDCs) on March 10, 2022.</p> <p>Federal Relay Service Transition – Disability Programs assisted with the transition from Federal Relay Services to GSA Ad Astra, including overseeing the update of information at USPS.com and training session conducted by Ad Astra; as well as disseminating guidance to DDCs, who serve as points of contact for employees who are deaf or hard of hearing.</p> <p>Provision of Sign Language Interpreting Services – In addition to funding these services, Disability Programs worked with DDCs to ensure that agreed-upon communication accommodations were provided under the terms of individuals' accommodation plans and offered guidance to districts regarding compliance to Postal policy. The team also continued to oversee deployment of and ensure the best use of Video Remote Interpreting (VRI) and videophone equipment.</p>			

	<p>Disability Employment Awareness – Team members worked with Postal Service Corporate Communications to draft and oversee the publication of articles in the Link (digital publication available at USPS.com, and the Postal Service Blue and Lite Blue pages) on:</p>
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- National Disability Employment Awareness Month - October 5, 2021
- Reasonable Accommodation - March 17, 2022
- Reasonable Accommodation (recurring feature) - June 23, 2022.

Trigger 3 AWARDS	The Postal Service has triggers involving PWD for awards of \$500 and under, \$501-\$999, \$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999 and \$5000 or more. The Postal Service has triggers involving PWD for awards of \$500 and under, \$501-\$999, \$1000-\$1999, \$2000-\$2999, \$3000-\$3999, \$4000-\$4999, and \$5000 or more.	
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	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	Total percentages for employees with no disability (87%), not identified (6%), Persons with Disabilities (7%), and Persons with Targeted Disabilities (2%) in MD-715 FY22 B Workforce Tables.
Complaint Data (Trends)	No	
Grievance Data (Trends)	No	
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)	No	
Climate Assessment Survey (e.g., Postal Pulse)	No	
Stay Interview Data	Yes	Workforce Planning & Analytics dashboard – Onboarding, Stay, and Exit SurveyThe item measuring recognition (e.g., “I was recognized for the work I did.”) had similar agreement for PWD than PWOD.
Focus Groups	No	
Interviews	No	
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	No	
Report	No	
Other	Yes	ELM 53 - 490 Recognition and Awards 491.2 Management Control: <i>Postal Service managers must use appropriate review and control procedures to identify the superior work of individuals, programs, and operational areas. Managers must ensure that related actions, such as performance evaluations, are fully considered to maintain compatibility</i>

		<p><i>between awards and other relevant factors. All levels of management are responsible for ensuring that all employees are treated fairly and equitably and for providing a workplace environment characterized by recognition and celebration of business success. Vice presidents, district managers, senior and lead plant managers, and the chief Human Resources officer periodically audit the awards process. Reviewed the <u>overview</u>, <u>eligibility</u>, and <u>basis</u> for the following types of awards:</i></p> <ul style="list-style-type: none"> • Certificates of Appreciation (492.1, 492.4, 492.5) • Service Awards (493.1, 493.22) • Informal Awards (494.1, 494.4, 494.5) • Formal Awards (495.1) <ul style="list-style-type: none"> a. Spot Award (495.23, 495.24) b. Noncareer gift certificate (495.33, 495.34) c. Quality Step increase award (495.4, 495.42, 495.43) • Special Awards (496.1, 496.23) • Other Awards (497.1) <ul style="list-style-type: none"> d. Contest Award (497.23) e. Safety Award (497.33)
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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	Communicate the data relevant to awards with PWD and PWTD with HR Leadership	Yes	09/30/2023	
Fiscal Year 2022	Accomplishments			
	N/A			

Trigger 4	Velva B. v. United States Postal Service Class Action			
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>C. 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>D. 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	Yes		09/30/2022

	and under the Federal Employee Compensation Act . . . The training must 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 2022	Accomplishments			
	<p>In Fiscal Year 2022, training was provided to all employees who are primarily responsible for the Agency's injury compensation and reasonable accommodation programs, to include human resources personnel, labor relations personnel, injury compensation personnel, health and resource management personnel, occupational health personnel, and complement coordinators. The required course, <i>FY 22 Reasonable Accommodations Human Resources Annual Program</i> ("Program"), comprised four (4) web-based courses: <i>Reasonable Accommodation Committees</i> (6-hours), <i>Managing Limited Duty Cases</i> (1 hour), <i>Reasonable Accommodations Fundamentals</i> (1 hour), and <i>Providing Communication Accommodations</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. • Guidance on how to respond to requests for reasonable accommodation. • Information on the relationship between the Postal Service's obligations under the Rehabilitation Act and Federal Employees' Compensation Act. • Information regarding the Postal Service's obligation to maintain the confidentiality of medical information, including CA-17s, at all times. <p>The course was taken by 1,351 employees in Fiscal Year 2022.</p>			

	<p>Employee Rights and Responsibilities notifications for CA-1 (Traumatic Injury) and CA-2 (Occupational Disease) claims are provided to employees when they file. These notices, among other things, provide information on confidentiality of medical information and reasonable accommodation under the Rehabilitation Act. Injury Compensation staff also provide notifications to employees when they have been released to limited duty and the search finds no available work or less than a full day of available work. The notification indicates that they will be referred to the Reasonable Accommodation Committee (RAC). In addition, Injury Compensation staff follow requirements under the Postal Service's Employee Labor Manual (ELM) 546.142 in assignment of limited duty. A <i>Priority for Assignment Worksheet</i>, which includes referral to the RAC as a last step, is provided to supervisors/managers when Injury Compensation staff request a work search, which must be completed and returned to the Injury Compensation office to document the search process. When they request a work search, Injury Compensation staff only provide supervisors/managers with the employee's restrictions in lieu of medical documentation to ensure the protection of any confidential information.</p>
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1. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

Related to the HR Recruitment, Hiring and Onboarding project, the Postal Service is actively deploying a new applicant tracking system (ATS) that will have the capability to track applicant flow data. We received organizational approval and funding in September of 2021 and awarded contracts and onboarded six vendor teams in April of 2022. Over the last 12 months, we have been working with the vendors, internal stakeholders, and others to re-engineer our processes and start the configuration and integration development with our internal IT teams and the vendors.

We are focused on deploying the ATS for our noncareer and external craft jobs first, with the first of the releases going out in January of 2024 and continuing through 2025. Following the releases, we will reassess our timelines to deploy the remaining jobs as we finalize the process redesign efforts for those specific jobs.

2. 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.

3. 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.

Bi-annual meetings with stakeholders will entail review of triggers, workforce demographic data and other data sources, to conduct a comprehensive analysis to determine if a barrier exists.