US Postal Service FY 2023 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 your agency have a trigger involving <u>PWD</u> by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a.	$70,000 and below Cluster (GS-1 to GS-10 (PWD)	Yes X No
b.	$70,001 and above Cluster GS-11 to SES (PWD)	Yes X No

> The representation of PWD in the Salary Range of $70,000 or less is 6.37%, which is below the 12% benchmark goal.
>
> The representation of PWD in the Salary Range of $70,001 or above is 4.94%, which is below the 12% benchmark goal.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving <u>PWTD</u> by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a.	$70,000 and below Cluster (GS-1 to GS-10 (PWD)	Yes No X
b.	$70,001 and above Cluster GS-11 to SES (PWD)	Yes No X

> N/A

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

> At the beginning of FY2023, a meeting was held with stakeholders to discuss the numerical goals, current state and opportunities to increase representation of PWD and PWTD.

Section II: Model Disability Program

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

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

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

<div align="center">Yes X   No</div>

> N/A

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

Disability Program Task	# of FTE Staff by Employment Status			Responsible Official (Name, Title, Office, Email)
	Full Time	Part Time	Collateral Duty	
Processing 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

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 Accommodation Training – Conducted live training sessions via Zoom for at least 4,600 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, communication accommodations for employees and applicants who are deaf or hard of hearing, and use of service animals as reasonable accommodation.

Policy Guidance:

Created and implemented policy on recording all reasonable accommodation requests in the Reasonable Accommodation Data Activity Reporting System (RADAR), issued May 11, 2023. An information bulletin on the subject was disseminated to management on May 31, 2023, and a related Postal Link article (digital publication available at USPS.com, and the Postal Service Blue and LiteBlue pages), published on June 1, 2023.

Created and implemented policy and guidance on accommodating pregnant and nursing mothers on July 13, 2023, to promote compliance with the Pregnant Workers Fairness Act.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Yes X   No

N/A

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 agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

The Postal Service engaged in career fairs, collaborated with organizations supporting employment for individuals with disabilities, including targeted disabilities, and advertised in disability-related publications.

The organization continued the use of social media such as Facebook, LinkedIn, "X", and job boards to include Indeed, Career Builder, and USAJobs to promote employment opportunities and available positions nationwide, to be inclusive of all groups, and to reach the widest and most diverse applicant pool available. To promote virtual career/recruitment fairs, notifications of employment opportunities were sent to external organizations, including veteran services agencies.

The Postal Service has continued to participate in career fairs and partner with organizations that focus on employment for individuals with disabilities, including targeted disabilities, such as Corporate Gray, Recruit Military, and the CAREERS & the disABLED publication, a career guidance and recruitment magazine for people with disabilities.

The Postal Service ensures applicants are informed on how best to request reasonable accommodations throughout the application process. The Postal Service has RACs throughout the country that review 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.

The Postal Service does not have the ability to track applicants based on disability status at this time to provide the outcomes of these efforts.

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

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.

Veterans' preference adjudication is performed by the HR Shared Service Center staff during the hiring process. Preference eligibles should indicate their service on the Form 2591 (Application for Employment) and attach the respective DD Form 214 (Certificate of Release or Discharge from Active Duty) along with other required documents. Once the preference eligible's status is adjudicated, the calculation of individual'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 agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

Yes X   No   N/A

Regarding the application of veterans' preference, the processors in the HRSSC involved in the adjudication of veterans' preference in the hiring process receive training and have extensive standard work about their role in this process. As mentioned above, the calculation of veterans' 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 agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The Postal Service maintained ongoing partnerships with organizations that assist disabled veterans in securing and maintaining employment such as the Wounded Warrior Project and Disabled American Veterans (DAV).

To expand outreach efforts, a new partnership was established with the Veterans Employment Program Office (VEPO), which affords members opportunities to share and learn best practices from other government agencies in the realm of veteran affairs, including those impacting disabled veterans. Additional partnerships with Viqtory Military Recruitment and the Military Officers Association of America (MOAA) provided additional access to active-duty personnel and veterans, including disabled veterans, which resulted in additional recruitment opportunities.

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 8.35%.

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below.

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

> The Postal Service does not currently 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 (PWD)   Yes   No X
   b. Qualified Applicants for MCO (PWTD)   Yes   No X

> The Postal Service does not currently 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 (PWD)   Yes   No X
   b. Promotions for MCO (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 opportunities for employees with disabilities.

A. ADVANCEMENT PROGRAM PLAN

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

To ensure that PWD and PWTD have sufficient opportunities for advancement, the agency will continue to market and promote career development opportunities, enhance internal websites to ensure widespread visibility and understanding, conduct workshops, and promote self-development activities during diversity awareness campaigns.

The agency will continue to encourage employees to voluntarily disclose their disability status to further benchmark inclusion.

B. CAREER DEVELOPMENT OPPORTUNITIES

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

Developing a talented, diverse pipeline of successors to fill our executive positions through our leadership programs remains a core strategy under the Delivering for America plan driven by the Executive Diversity Council.

The Managerial Leadership Program (MLP) addresses key competencies outlined in the Managerial Competency Model. Participants are introduced to specific leadership skills and are engaged in structured learning experiences and address the most critical skillsets and behaviors for strategic leaders.

The Advanced Leadership Program (ALP) addresses all nine of the executive competencies outlined in the Executive Competency Model. Participants are introduced to specific leadership skills and are engaged in structured learning experiences and address the most critical skillsets and behaviors for strategic leaders.

USPS currently offers an internship program designed to bring awareness of career positions and four development programs designed for recent college graduates that serve future hiring needs for various Executive Leadership functions.

This Internship Program looks for motivated rising juniors and seniors as well as first-year master's degree students who are dedicated to developing new ideas that will help drive our business. The program allows interns to gain real work experience that will be applicable towards their major, as well as their career.

The Professional Development Program (PDP) allows recent college graduates the opportunity to improve their knowledge, skills and abilities in a full-time career position, gain career work experience in their respective fields of study, and grow their network of colleagues and peers within the Postal Service. This program focuses on recruiting individuals for entry-level positions in various disciplines.

The Emerging Professional Program (EPP) focuses on developing future leaders of the Postal Service by providing impactful training and skill-building opportunities to allow Emerging Professionals to contribute significantly to the growth of the organization. This program focuses on recruiting individuals for entry-level positions in Finance.

Industrial Engineer Program (IE) program seeks highly motivated and qualified Industrial Engineers (IEs). This program helps to re-engineer how mail is collected, processed and delivered to the American public in a way that is faster, safer and more economical. The Honors Attorney Program allows for entry-level attorneys to gain experience by handling a variety of legal matters independently. The honors attorney will receive mentoring and supervision throughout the development process.

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/approval to participate.

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs	Unavailable	30	Unavailable	1	Unavailable	1
Fellowship Programs						
Mentoring Programs						
Coaching Programs						
Training Programs	Unavailable	111	Unavailable	5	Unavailable	3
Detail Programs						
Other Career Development Programs – Leadership Development Programs	Unavailable	279	Unavailable	5	Unavailable	0

3. Do triggers exist for <u>PWD</u> 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

The Postal Service does not currently have the ability to track PWD applicant flow.

4. Do triggers exist for <u>PWTD</u> 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

The Postal Service does not currently have the ability to track PWTD applicant flow.

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If "yes", please describe the trigger(s) in the text box.

    a. Awards, Bonuses, & Incentives (PWD)   Yes X   No
    b. Awards, Bonuses, & 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 $1000-$1999, $2000-$2999, $3000-$3999, $4000-$4999, and $5000 or more.

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance-based pay increases? If "yes", please describe the trigger(s) in the text box.

    a. Pay Increases (PWD)   Yes   No X
    b. Pay Increases (PWTD)   Yes   No X

> N/A

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If "yes", describe the employee recognition program and relevant data in the text box.

    a. Other Types of Recognition (PWD)   Yes   No X   N/A
    b. Other Types of Recognition (PWTD)   Yes   No X   N/A

> N/A

D. PROMOTIONS

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

   a. SES

       i. Qualified Internal Applicants (PWD)   Yes   No X

      ii. Internal Selections (PWD)   Yes   No X

   b. Grade GS-15

       i. Qualified Internal Applicants (PWD)   Yes   No X

      ii. Internal Selections (PWD)   Yes   No X

   c. Grade GS-14

       i. Qualified Internal Applicants (PWD)   Yes   No X

      ii. Internal Selections (PWD)   Yes   No X

   d. Grade GS-13

       i. Qualified Internal Applicants (PWD)   Yes   No X

      ii. Internal Selections (PWD)   Yes   No X

The Postal Service does not currently 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 your agency have a trigger involving <u>PWTD</u> among the qualified *internal* applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

    a. SES

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

    b. Grade GS-15

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

    c. Grade GS-14

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

    d. Grade GS-13

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

N/A

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWD</u> among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

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

N/A

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWTD</u> among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

    a. New Hires to SES (PWTD)   Yes   No X

    b. New Hires to GS-15 (PWTD)   Yes   No X

    c. New Hires to GS-14 (PWTD)   Yes   No X

    d. New Hires to GS-13 (PWTD)   Yes   No X

N/A

5. Does your agency have a trigger involving <u>PWD</u> among the qualified *internal* applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

    a. Executives

        i. Qualified Internal Applicants (PWD)   Yes   No X

        ii. Internal Selections (PWD)   Yes   No X

    b. Managers

        i. Qualified Internal Applicants (PWD)   Yes   No X

        ii. Internal Selections (PWD)   Yes   No X

    c. Supervisors

        i. Qualified Internal Applicants (PWD)   Yes   No X

        ii. Internal Selections (PWD)   Yes   No X

N/A

6. Does your agency have a trigger involving <u>PWTD</u> among the qualified *internal* applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

    a. Executives

        i. Qualified Internal Applicants (PWTD)   Yes   No X

        ii. Internal Selections (PWTD)   Yes   No X

    b. Managers

        i. Qualified Internal Applicants (PWTD)   Yes   No X

        ii. Internal Selections (PWTD)   Yes   No X

    c. Supervisors

        i. Qualified Internal Applicants (PWTD)   Yes   No X

        ii. Internal Selections (PWTD)   Yes   No X

N/A

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWD</u> 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

N/A

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving <u>PWTD</u> 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

N/A

Section V: Plan to Improve Retention of Persons with Disabilities

To be a model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace personal assistance services.

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If "no", please explain why the agency did not convert all eligible Schedule A employees.

    Yes   No   N/A X

The Postal Service does not employ any Schedule A individuals with disabilities.

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

    a. Voluntary Separations (PWD)   Yes X   No

    b. Involuntary Separations (PWD)   Yes   No X

Permanent Employees	PWOD	PWD
Voluntary separations - Retirement	1.58%	1.67%
Voluntary separations - Resignation	1.09%	1.29%
Involuntary separations - Removal	0.31%	0.31%
For PWD, the percentage of voluntary separations exceed that of PWOD.		

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

    a. Voluntary Separations (PWTD)   Yes X   No

    b. Involuntary Separations (PWTD)   Yes X   No

Permanent Employees	PWOTD	PWTD
Voluntary separations - Retirement	1.56%	2.33%
Voluntary separations - Resignation	1.09%	1.27%
Involuntary separations - Removal	0.31%	0.35%
For PWTD, the percentage of voluntary separations 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's exit survey did not identify a root cause for the separation rate for PWD and PWTDs. The agency also reviewed the following data sources: Employee Labor Manual (ELM), Postal Pulse results, Bureau of Labor Statistics (BLS), and OIG Reports. Sources did not unveil why PWD/PWTD left the agency.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 C.F.R. § 1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b)), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

http://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.

http://about.usps.com/who-we-are/legal/arch-barriers-act/welcome.htm

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

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. FY2023 projects to improve accessibility for persons with disabilities included:

112 - Certificate of Accessibility projects.
133 - Active projects under ABA Standards

Examples

- Clearwater FL Countryside Store – Installed a new sidewalk to meet ABA/RE-4 Compliance
- New York Chelsea STA – Modify entrance into facility to meet ABA/RE-4 Compliance
- Iowa City IA – Add Van Compliant ABA / RE-4 parking spaces.
- Decatur IL – Add Van Compliant ABA / RE-4 parking spaces.

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), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

In FY2023, the average time for processing requests for reasonable accommodations was 49 days.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

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 FY2023, there was 1 request for PAS, which was approved and implemented timely.

Section VI: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

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

   Yes   No X   N/A

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

   Yes X   No   N/A

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

In 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 the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

   Yes X   No   N/A

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

   Yes X   No   N/A

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

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

    Yes   No X

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

    Yes   No   N/A X

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

Trigger 1	The representation of PWD among the new hires in the permanent or career workforce was 8.35%.
Barrier(s)	Barriers were not identified.
Objective(s)	

Responsible Official(s)	**Performance Standards Address the Plan?** (Yes or No)

Barrier Analysis Process Completed? (Yes or No)	**Barrier(s) Identified?** (Yes or No)
Yes	No

Sources of Data	**Sources Reviewed?** (Yes or No)	**Identify Information Collected**
Workforce Data Tables	Yes	Table B1
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., FEVS)	Yes	Postal Pulse
Exit Interview 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)	No	
Other (Please Describe)	Yes	Employee and Labor Relations Manual Handbook EL-312 Employment and Placement

Target Date (mm/dd/yyyy)	**Planned Activities**	**Sufficient Staffing & Funding** (Yes or No)	**Modified Date** (mm/dd/yyyy)	**Completion Date** (mm/dd/yyyy)

Fiscal Year	Accomplishments
2023	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. During recruitment and hiring, services are provided to employees as needed.
2023	To improve the Recruiting, Hiring, & Onboarding process, the Postal Service is actively deploying a new applicant tracking system (ATS) that will have the capability to track applicant flow data. 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 continuing to focus on deploying the ATS. The first release is on schedule for February 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.
2023	The Postal Service has a multi-faceted approach to our targeted recruitment efforts and continued its recruitment and employment efforts for applicants with disabilities, including individuals with targeted disabilities, with the following activities: • Outreach included print and digital recruitment advertisements in the CAREERS & the disABLED publication, a career guidance and recruitment magazine for people with disabilities. • Participated in outreach aimed at attracting a diverse pool of current college students and recent graduates, including attending a virtual career fair at Gallaudet, a renowned educational institution that primarily serves deaf and hard-of-hearing students. • 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. As a result of recruitment efforts, the Postal Service received the following recognition relevant to PWD recruitment during FY2023: Equal Opportunity Publication Awards • Top 20 Government Employer in CAREERS & the disABLED

Trigger 2	For PWD, the percentage of voluntary separations exceed that of PWOD. For PWTD, the percentage of voluntary separations and involuntary separations exceed that of PWOTD.
Barrier(s)	Barriers were not identified.
Objective(s)	

Responsible Official(s)	**Performance Standards Address the Plan?** (Yes or No)

Barrier Analysis Process Completed? (Yes or No)	**Barrier(s) Identified?** (Yes or No)
Yes	No

Sources of Data	**Sources Reviewed?** (Yes or No)	**Identify Information Collected**
Workforce Data Tables	Yes	B1
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., FEVS)	No	
Exit Interview Data	Yes	Workforce Planning & Analytics dashboard – Onboarding, Stay, and Exit Survey: Exit survey items were similar in agreement by PWD when compared to PWOD (e.g., "I left USPS because I did not like the work environment.").
Focus Groups	No	
Interviews	No	
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)	Yes	GAO, USPS OIG Reports
Other (Please Describe)	Yes	Employee and Labor Relations Manual

Target Date (mm/dd/yyyy)	**Planned Activities**	**Sufficient Staffing & Funding** (Yes or No)	**Modified Date** (mm/dd/yyyy)	**Completion Date** (mm/dd/yyyy)
Fiscal Year	**Accomplishments**			

2023	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. USPS developed an Exit Survey to track trends related to PWD/PWTD separations. The agency will continue to analyze data received, assess, and address as warranted.

Trigger 3	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 $1000-$1999, $2000-$2999, $3000-$3999, $4000-$4999, and $5000 or more.
Barrier(s)	Barriers were not identified.
Objective(s)	

Responsible Official(s)	Performance Standards Address the Plan? (Yes or No)

Barrier Analysis Process Completed? (Yes or No)	Barrier(s) Identified? (Yes or No)
Yes	No

Sources of Data	Sources Reviewed? (Yes or No)	Identify Information Collected
Workforce Data Tables	Yes	Table B1. Total percentages for employees with no disability (84%), not identified (4%), Persons with Disabilities (8%), and Persons with Targeted Disabilities (2%).
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., FEVS)	No	
Stay Interview Data	Yes	Workforce Planning & Analytics dashboard – Onboarding, Stay, and Exit Survey. The 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)	Yes	OIG Report 21-263-R22
Other (Please Describe)	Yes	Employee and Labor Relations Manual

Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)
Fiscal Year	Accomplishments			

2023	USPS implemented processes to track employees with a designated disability code (DDC) categorized as PWD and PWTD. This data was communicated to senior leadership detailing relevant awards for EOY FY23.

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

N/A

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

Barriers were not identified.

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.

To ensure effective outcomes, the Postal Service will evaluate activities to measure their effectiveness and make adjustments as needed. Regular meetings will also be held with stakeholders to keep them informed of progress and, if necessary, to devise new activities.