Affirmative Action Plan
for the Recruitment, Hiring, Advancement, and
Retention of Persons with Disabilities

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

Section I: Efforts to Reach Regulatory Goals

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

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

   a. Cluster GS-1 to GS-10 (PWD)   Answer   No

   b. Cluster GS-11 to SES (PWD)   Answer   Yes

CBP's population of GS-11 to SES employees only has 10.93 percent PWD, which is less than the 12 percent goal.

*For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

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

   a. Cluster GS-1 to GS-10 (PWTD)   Answer   Yes

   b. Cluster GS-11 to SES (PWTD)   Answer   Yes

CBP's population of GS-1 to GS-10 employees only has 1.22 percent PWD, which is less than the 2 percent goal. CBP's population of GS-11 to SES employees only has 0.59 percent PWTD, which is less than the 2 percent goal.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-11 to SES	56641	6429	11.35	331	0.58
Grades GS-1 to GS-10	7796	933	11.97	79	1.01

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

HRM hosts an internal webpage that lists the twelve percent and two percent hiring goals.

Section II: Model Disability Program

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

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

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

Answer   No

There are currently five RA Coordinators and a Supervisory RA Coordinator, in PDO. Plan to improve RA staffing: 1. During FY 2021, a workforce analysis revealed that the RA team needs additional positions to sufficiently perform its functions. 2. A priority for FY 2024 is continuing to increase staffing of the RA team until it is adequate to efficiently implement the disability program. 3. CBP's D&EEOD has five RA Coordinators and one Assistant Director for RA. All staff on the RA team are seasoned EEO professionals with a high level of experience of working on diversity, and disability related issues. 4. CBP's HRM has assigned a Supervisory Personnel Research Psychologist to be responsible for RA requests from applicants for entrance exams, security investigations, and physical fitness testing on a part-time basis. HRM has also assigned three additional employees to process RA requests from applicants on a part-time basis, and a fourth employee to process the RA requests as a collateral duty.

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 reasonable accommodation requests from applicants and employees	4	0	24	Reneè Pierce Deputy Director, Diversity and EEO Division Also: HRM, CBP Hiring Center
Answering questions from the public about hiring authorities that take disability into account	56	0	45	HRM, CBP Hiring Center, and HRM, National Recruitment Division
Processing applications from PWD and PWTD	0	0	24	Darius.D.Carrol@cbp.dhs.g
Section 508 Compliance	2	0	0	Timothy.Monaghan@cbp.d
Architectural Barriers Act Compliance	0	0	22	
Special Emphasis Program for PWD and PWTD	1	0	12	Reneé Pierce Deputy Director, Diversity and EEO Division Renee.Pierce@cbp.dhs.gov

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

Answer   Yes

There are currently three RA Coordinators and one Assistant Director for RA. All staff on the RA team are seasoned EEO professionals with a high level of experience of working with the workforce and management on EEO, diversity, and disability related issues. The RA team continued to receive on-the-job training during FY 2022 which included, but is not limited to, processing Ras within CBP, conducting interactive dialogues, and record keeping in Microsoft SharePoint, which CBP uses to track RA requests. Three Workforce Recruitment Program (WRP) webinars (in January, March, and May, 2022) were offered to both HR and office mission support staff. The webinars provided an overview of the WRP database, Schedule A and how to navigate the database for qualified students and graduates with disabilities. CBP HRM will continue to focus its efforts to increase the number of Schedule A hires on biannual educational sessions and on marketing webinars about various disability employment topics (e.g., the WRP, use of vocational rehabilitation agency internships, and disability etiquette).

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

> Answer   No

The Diversity and EEO Division (D&EEOD) has recently completed a workforce staffing model study to identify the appropriate level of staff for CBP's disability program and the timely processing of RA requests. The workforce staffing model ascertained that the disability and RA program is understaffed and the D&EEOD is significantly understaffed overall. D&EEOD has requested staffing in its budget request in line with the findings of the workforce staffing model study. To bridge the gap between the budget process and current needs, D&EEOD will proactively plan for vacancies and potential shifts in the composition and increasing workload of Disability Program staff and utilize existing D&EEOD staff to assist with the workload while working to fill existing vacancies. However, it should be noted that due to the significant understaffing of the D&EEOD that cross utilization of other D&EEOD staff is not a sustainable solution, as existing D&EEOD staff have responsibilities for other regulatory requirements (e.g., counseling, investigations, etc.), and additional staff is necessary to sufficiently resource the program.

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	C.2.b.5. Does the agency process all initial accommodation requests, excluding ongoing interpretative services, within the time frame set forth in its reasonable accommodation procedures? [see MD-715, II(C)] If "no", please provide the percentage of timely-processed requests, excluding ongoing interpretative services, in the comments column.

Section IV: Plan to Recruit and Hire Individuals with Disabilities

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

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

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

Training CBP's FY 2022-2026 Diversity Recruitment Roadmap is measuring the performance toward Leadership Commitment and Accountability on the "percent of recruiters who have completed the recommended diversity hiring training." Selective Placement Program The Selective Placement Program (SPP) runs a webpage and an email address for applicants with disabilities. The webpage explains the non-competitive hiring process, and how to apply for selective placement. The SPP email address receives application packages from interested people with disabilities, and further explains CBP's hiring process, which positions align with an applicant's skills and abilities. The SPP email box also gives resume writing tips to applicants and answers their questions and concerns. After upgrading the SPP application intake system in May, the SPP referred 33 qualified Schedule A applicants to hiring managers and referred 44 qualified 30-percent or more veterans. The SPP's goal for FY 2023 is to increase referrals of Schedule A applicants by 50 percent. Recruitment and Outreach CBP's Disability Recruitment Program is coordinated separately from the SPP

and focuses on hosting and attending diversity-focused career events. During FY 2023, CBP plans to increase by 50 percent its outreach activities to attract applicants with disabilities. CBP also uses other resources for identifying applicants with disabilities, including contact with the career services offices at various colleges, with vocational rehabilitation agencies, and with affinity organizations throughout the country. CBP also uses a Talent Network Form to track recruitment contacts and help PWD contacts connect with the SPP intake system. Workforce Recruitment Program (WRP) CBP uses the Department of Labor's WRP by having staff conduct resume searches of the WRP database and refer resumes to hiring managers. During FY 2022, 12 CBP employees volunteered to search the WRP database for promising candidates. In FY 2023, CBP will continue encouraging supervisors to use the WRP by promoting training webinars, posting articles spotlighting supervisors of WRP hires, and conducting resume mining for entry-level positions. DoD SkillBridge Internship Program CBP began using the Department of Defense's SkillBridge internship program in FY 2022, for transitioning service-members with and without service-connected disabilities. During FY 2022, CBP hired 11 interns through SkillBridge and selected an additional 15 interns who are still pending background investigation. CBP will continue to use SkillBridge in FY 2023. Department of Veterans Affairs (VA) Non-Paid Work Experience (NPWE) CBP collaborates with the VA's NPWE internship program that provides veterans with 30 percent or more disabled status from the VA's Vocational Rehabilitation and Employment Program the opportunity to transition into permanent positions, through concurrent training and practical job experience. During FY 2022, CBP got five interns from the NPWE, and hired four of them into permanent positions. Resume Mining CBP uses OPM's USAJOBS Agency Talent Portal for resume mining individuals who self-certified as eligible for either Schedule A or 30 percent veteran hiring authorities. During FY 2022, HRM referred approximately 25 resumes from this portal, which resulted in one hire.

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

CBP uses two hiring authorities that directly take disability into account: 1) Schedule A hiring authority under 5 CFR § 213.3102(u) for people with severe disabilities. 2) Veterans with a 30 percent or higher disability rating with the Department of Veterans Affairs are hired under 5 CFR § 316.302(b)(4) (this is a term appointment.) In FY 2022, there were 40 new hires under 5 CFR § 213.3102(u), which was 1.06 percent of all new hires. This represents a 26 percent decrease from FY 2021 (54 or 1.43 percent of all new hires), whereas new hires in total only decreased by 0.7 percent. In FY 2022, there were also 26 non-competitive appointments (0.69 percent of all new hires) under 5 CFR § 316.302(b)(4), which is fewer than the 33 who were appointed in FY 2021. CBP's FY 2022-2026 Diversity Recruitment Roadmap is measuring the performance toward Hiring and Onboarding on the "Percent of managers satisfied with the range of hiring authority options and advice to hire applicants from underrepresented groups."

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 Selective Placement Program Coordinator (SPPC) reviews the resumes of applicants from the Agency's SPP mailbox and determines if there are positions available that meet the applicants' skillset. After verifying the Schedule A documentation, the SPPC reviews the resumes to determine if the applicants meet the basic qualifications of a standing vacancy and refers the resumes to an office's servicing HR Specialist for consideration. HR Specialists place qualified applicants who apply directly to an announcement on a non-competitive eligible Schedule A list, and they provide managers with any non-competitive lists prior to referring competitive eligibles (those who applied under an announcement).

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.

<div align="center">Answer   Yes</div>

CBP's FY 2022-2026 Diversity Recruitment Roadmap is measuring the performance toward Leadership Commitment and Accountability on the "percent of hiring managers who have completed the recommended diversity hiring training". In FY 2020 CBP added the course Employment of People with Disabilities: A Roadmap to Success to its training system as a mandatory course for all supervisors and HR staff. During FY 2022, 5,103 employees took this training before it was removed from CBP's learning system for course revisions and updates. The CBP Hiring Center holds an annual hiring workshop and promotes the use of Schedule

A to CBP Program Offices.

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.

CBP's FY 2022-2026 Diversity Recruitment Roadmap is measuring the performance toward Recruitment Outreach and Partnerships on the "Percent increase in the number of recruitment and outreach events at MSIs." In FY 2022, CBP continued to conduct e-recruiting and outreach to college career services offices, vocational rehabilitation agencies, the disabled veteran community and affinity organizations throughout the country. Information shared consists of links to current job opportunity announcements along with Selective Placement and Disability Employment Program information. Staff routinely conducts presentations to transitioning military and other military organizations and to both the staff and clients of vocational rehabilitation agencies. CBP's diversity recruitment plan identifies organizations to attract qualified persons with disabilities: vocational rehabilitation centers, college, affinity groups and military organizations.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If "yes", please describe the triggers below.

   a. New Hires for Permanent Workforce (PWD)   Answer   Yes

   b. New Hires for Permanent Workforce (PWTD)   Answer   Yes

There was a trigger for new hires of PWDs and PWTDs in the permanent workforce: 4.77 percent is below the 12 percent goal and 0.57 percent is below the 2 percent goal. Note: Throughout Part J, statistics marked with * have a basis that is too low to be meaningful. i.e., if the benchmark is 2%, the denominator must be 50 for the numerator to be a one or more people. For 12% the denominator only needs to be 8. If the denominator is below these values, the result is not meaningful.

New Hires	Total	Reportable Disability		Targeted Disability	
		Permanent Workforce	Temporary Workforce	Permanent Workforce	Temporary Workforce
	(#)	(%)	(%)	(%)	(%)
% of Total Applicants	55411	3.62	0.00	1.14	0.00
% of Qualified Applicants	19640	4.50	0.00	0.81	0.00
% of New Hires	15881	3.87	0.00	0.67	0.00

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission- critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

   a. New Hires for MCO (PWD)   Answer   No

   b. New Hires for MCO (PWTD)   Answer   Yes

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. 1889: 0 percent PWTD* < 2.14 percent PWTD qualified.

New Hires to Mission-Critical Occupations	Total	Reportable Disability	Targetable Disability
		New Hires	New Hires
	(#)	(%)	(%)
Numerical Goal	--	12%	2%
0401 AGRICULTURAL SPECIALIST	0	0.00	0.00
1801 INVESTIGATOR	218	22.02	2.29
1881 AIR INTERDICTION AGENT	207	13.53	0.97
1889 IMPORT SPECIALIST	126	14.29	0.79
1895 CBP OFFICER	6682	3.82	0.39
1896 BORDER PATROL AGENT	8648	3.08	0.84

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

        a. Qualified Applicants for MCO (PWD)   Answer   Yes

        b. Qualified Applicants for MCO (PWTD)   Answer   Yes

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. 0401: 0.52 percent PWD < 4.09 percent PWD in the relevant pool. 0.26 percent PWTD < 0.82 percent PWTD in the relevant pool. 1801: 2.71 percent PWD < 17.85 percent PWD in the relevant pool. 1881: 0 percent PWD < 16.64 percent PWD in the relevant pool. 1889: 7.27 percent PWD < 18.99 percent PWD in the relevant pool. 1895: 4.50 percent PWD < 6.34 percent PWD in the relevant pool. 1896: 2.09 percent PWD < 3.92 percent PWD in the relevant pool.

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission- critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

        a. Promotions for MCO (PWD)   Answer   Yes

        b. Promotions for MCO (PWTD)   Answer   Yes

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. 0401: 0 percent PWD < 3.55 percent PWD qualified. 0 percent PWTD < 0.35 percent PWTD qualified. 1801: 2.68 percent PWD < 9.87 percent PWD qualified. 0.89 percent PWTD < 1.04 percent PWTD qualified. 1881: 0 percent* PWD < 21.05 percent PWD qualified. 0 percent* PWTD < 1.05 percent PWTD qualified.

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

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

A. ADVANCEMENT PROGRAM PLAN

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

Note: Advancement Program is informally defined in 29 CFR §1614.203(d)(1)(iii) as [paraphrasing] specific steps that ensure PWD have sufficient opportunities for advancement, such as informing them of opportunities to enroll in relevant training, development

or maintenance of a mentoring program, and administration of exit interviews that ask how the agency could improve recruitment, hiring, inclusion, and advancement of PWD. HOWEVER, Instructions to Federal Agencies for EEO MD-715, Section III, (II)(J)(IV)(A) provides a slightly different list of Advancement Program examples: Leadership development programs (e.g., pre-supervisory training); Formal mentoring programs for employees with disabilities; Training opportunities; Apprenticeship programs; On-the-Job training opportunities; SES candidate development programs; and Schedule A usage for internal promotions." Although CBP doesn't have a formal advancement program plan specifically for PWDs, including PWTDs, CBP program offices regularly promote their career opportunities for both competitive promotions and details to Agency staff via its CBP Postmaster distribution. CBP also has a Mentoring Program that is discussed in IV(B)1.

B. CAREER DEVELOPMENT OPPORTUNITES

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

Note: this response pertains to "Career Development Opportunities" as defined by Instructions to Federal Agencies for EEO MD-715, Section III as "opportunities that require competition or supervisory recommendation or approval to participate. However, please note that participants would still need to compete for a promotion after they complete the training." The only program to which this definition applies is the CBP Mentoring Program. The CBP Mentoring Program The CBP Mentoring Program allows all CBP employees to navigate challenging career opportunities and develop well-balanced work and personal lives through mentoring relationships. The program connects experienced personnel with those looking for advice and discussion, and it facilitates self-directed learning through the sharing of institutional and personal knowledge. In the five years. Since the program launched, more than 2,858 CBP employees participated in the program as mentees, and 2,679 employees have volunteered their time as mentors to give back to CBP and its employees. CBP Veterans Employment Program Manager (VEPM) Direct Assistance CBP's VEPM works with agency personnel eligible for non-competitive hiring authorities requesting promotion assistance by identifying opportunities available and forwarding their resumes to Headquarters Human Capital Managers for consideration. These disabled veterans can be promoted via this strategy outside of the typical USAJOBS.gov competitive process due to their Veterans Preference. Detail Opportunities DHS offers employee details, which provide employees with the opportunity to experience our diverse mission areas through hands-on assignments and enables DHS to leverage existing personnel to accomplish its key missions, goals, and objectives. Academic Programs Academic programs cultivate creative homeland security strategic analysis and decision-making skills through high-quality, fully accredited graduate degree programs at Department of Defense Senior Service Schools and other academic institutions. Many academic programs offer DHS employees the opportunity to earn a fully funded degree or to attend a professional development program that offers graduate credits toward a degree. CBP provides tuition assistance to employees for the aforementioned coursework that can assist in their career development and advancement.

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 (%)
Mentoring Programs		5537				
Internship Programs						
Fellowship Programs						
Coaching Programs						
Training Programs						
Detail Programs						
Other Career Development Programs						

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

      a. Applicants (PWD)   Answer   N/A

b. Selections (PWD) Answer N/A

CBP does not currently have any "Career Development Programs," which are defined by Instructions to Federal Agencies for EEO MD-715, Section IV as: "a career development program that would qualify a participant for a promotion to a senior grade level upon completion of the program. Unlike typical training pursuant to the Individual Development Program (IDP), employees must compete to participate in career development programs."

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

a. Applicants (PWTD) Answer N/A

b. Selections (PWTD) Answer N/A

CBP does not currently have any "Career Development Programs," which are defined by Instructions to Federal Agencies for EEO MD-715, Section IV as: "a career development program that would qualify a participant for a promotion to a senior grade level upon completion of the program. Unlike typical training pursuant to the Individual Development Program (IDP), employees must compete to participate in career development programs."

C. AWARDS

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

a. Awards, Bonuses, & Incentives (PWD) Answer Yes

b. Awards, Bonuses, & Incentives (PWTD) Answer Yes

Time Off Awards to the Permanent Workforce: Time-off awards of 21-30 hours: 32.95 percent of PWDs and 27.62 percent of PWDs received this, whereas 47.07 percent of the workforce did. Time-off awards of 31-40 hours: 2.62 percent of PWTDs received this, whereas 3.32 percent of the workforce did. Cash Awards to the Permanent Workforce: Cash Awards $501 - $999: 19.29 percent of PWTDs received this, whereas 19.42 percent of the workforce did. Cash Awards $1000 - $1999: 25.20 percent of PWDs received this, whereas 25.74 percent of the workforce did. Cash Awards $2000 - $2999: 18.51 percent of PWDs and 18.10 percent of PWTDs received this, whereas 21.29 percent of the workforce did. Cash Awards $3000 - $3999: 9.64 percent of PWDs and 10.48 percent of PWTDs received this, whereas 10.75 percent of the workforce did. Cash Awards $4000 - $4999: 2.13 percent of PWDs received this, whereas 2.26 percent of the workforce did. Cash Awards $5000 or more: 0.21 percent of PWDs and 0 percent of PWTDs received this, whereas 0.29 percent of the workforce did.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	4157	6.80	6.53	6.43	6.82
Time-Off Awards 1 - 10 Hours: Total Hours	32733	52.35	51.63	50.00	52.49
Time-Off Awards 1 - 10 Hours: Average Hours	7.87	0.10	0.01	1.85	0.00
Time-Off Awards 11 - 20 hours: Awards Given	2345	4.95	3.53	4.29	4.99
Time-Off Awards 11 - 20 Hours: Total Hours	37339	79.26	56.24	70.48	79.78
Time-Off Awards 11 - 20 Hours: Average Hours	15.92	0.21	0.03	3.91	-0.01
Time-Off Awards 21 - 30 hours: Awards Given	1663	3.02	2.58	1.90	3.08

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 21 - 30 Hours: Total Hours	40212	72.82	62.42	45.71	74.44
Time-Off Awards 21 - 30 Hours: Average Hours	24.18	0.32	0.05	5.71	0.00
Time-Off Awards 31 - 40 hours: Awards Given	2190	3.98	3.46	3.33	4.02
Time-Off Awards 31 - 40 Hours: Total Hours	83961	152.64	132.62	123.33	154.39
Time-Off Awards 31 - 40 Hours: Average Hours	38.34	0.51	0.07	8.81	0.02
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $501 - $999: Awards Given	11199	19.67	17.17	24.05	19.41
Cash Awards: $501 - $999: Total Amount	9411274.87	16266.81	14490.60	19972.05	16045.69
Cash Awards: $501 - $999: Average Amount	840.37	11.09	1.59	197.74	-0.05
Cash Awards: $1000 - $1999: Awards Given	17396	25.93	27.59	24.76	26.00
Cash Awards: $1000 - $1999: Total Amount	27796550.86	41053.31	44260.38	39042.74	41173.29
Cash Awards: $1000 - $1999: Average Amount	1597.87	21.23	3.02	375.41	0.09
Cash Awards: $2000 - $2999: Awards Given	12338	17.98	19.83	20.71	17.82
Cash Awards: $2000 - $2999: Total Amount	30917145.7	45385.17	49654.40	51400.94	45026.17
Cash Awards: $2000 - $2999: Average Amount	2505.85	33.84	4.71	590.81	0.61
Cash Awards: $3000 - $3999: Awards Given	8111	10.66	13.30	8.57	10.78
Cash Awards: $3000 - $3999: Total Amount	27863953.76	36818.96	45640.50	29522.37	37254.39
Cash Awards: $3000 - $3999: Average Amount	3435.33	46.31	6.46	820.07	0.14
Cash Awards: $4000 - $4999: Awards Given	1264	1.84	2.05	3.33	1.75
Cash Awards: $4000 - $4999: Total Amount	5878064.74	8746.11	9498.98	16184.24	8302.23
Cash Awards: $4000 - $4999: Average Amount	4650.37	63.84	8.72	1156.02	-1.34
Cash Awards: $5000 or more: Awards Given	213	0.20	0.36	0.24	0.20
Cash Awards: $5000 or more: Total Amount	2824167.45	2476.73	4725.88	1192.44	2553.37
Cash Awards: $5000 or more: Average Amount	13259	165.12	25.00	1192.44	103.81

2.

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

a. Pay Increases (PWD)   Answer   Yes

b. Pay Increases (PWTD)   Answer   Yes

For the Permanent Workforce: Quality Step Increases: No Triggers. Performance Based Pay Increases: 0.10 percent of PWDs and 0 percent of PWTDs* received this, whereas 0.17 percent of the workforce did.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	128	0.12	0.21	0.00	0.13

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

a. Other Types of Recognition (PWD)   Answer   N/A

b. Other Types of Recognition (PWTD)   Answer   N/A

This information is not currently tracked and would include smaller programs at a local level.

D. PROMOTIONS

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

a. SES

i. Qualified Internal Applicants (PWD)   Answer   N/A

ii. Internal Selections (PWD)   Answer   N/A

b. Grade GS-15

i. Qualified Internal Applicants (PWD)   Answer   Yes

ii. Internal Selections (PWD)   Answer   Yes

c. Grade GS-14

i. Qualified Internal Applicants (PWD)   Answer   Yes

ii. Internal Selections (PWD)   Answer   Yes

d. Grade GS-13

i. Qualified Internal Applicants (PWD)   Answer   Yes

ii. Internal Selections (PWD)   Answer   No

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not

include all relevant announcements. a. N/A b. i. 4.56 percent of qualified internal applicants were PWD, which is less than 12.42 percent in the relevant applicant pool. b. ii. 0.93 percent of selected internal applicants were PWD, which is less than the percentage that qualified. c. i. 1.85 percent of qualified internal applicants were PWD, which is less than 10.77 percent in the relevant applicant pool. c. ii. 0.98 percent of selected internal applicants were PWD, which is less than the percentage that qualified. d. i. 1.44 percent of qualified internal applicants were PWD, which is less than 7.14 percent in the relevant applicant pool.

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

    a. SES

i. Qualified Internal Applicants (PWTD)	Answer	N/A
ii. Internal Selections (PWTD)	Answer	N/A

    b. Grade GS-15

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

    c. Grade GS-14

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

    d. Grade GS-13

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

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. a. N/A b. ii. 0 percent of selected internal applicants were PWTD, which is less than the 1.64 percent that qualified. c. ii. 0.20 percent of qualified internal applicants were PWTD, which is less than the 0.82 percent that qualified. d. No trigger.

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

a. New Hires to SES (PWD)	Answer	N/A
b. New Hires to GS-15 (PWD)	Answer	Yes
c. New Hires to GS-14 (PWD)	Answer	Yes
d. New Hires to GS-13 (PWD)	Answer	No

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. a. N/A. b. 0 percent of GS-15 new hires were PWD – less than the 6.05 percent of PWD among qualified applicants. c. 12.50 percent of GS-14 new hires were PWD – less than the 13.37 percent of PWD among qualified

applicants. d. No Trigger.

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

a. New Hires to SES (PWTD)	Answer	N/A
b. New Hires to GS-15 (PWTD)	Answer	Yes
c. New Hires to GS-14 (PWTD)	Answer	No
d. New Hires to GS-13 (PWTD)	Answer	Yes

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. a. N/A. b. 0 percent* of GS-15 new hires were PWTD – less than the 1.73 percent of PWTD among qualified applicants. c. No Trigger. d. 0 percent* of GS-13 new hires were PWTD - less than the 1.53 percent of PWTD among qualified applicants.

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

a. Executives

i. Qualified Internal Applicants (PWD)	Answer	Yes
ii. Internal Selections (PWD)	Answer	Yes

b. Managers

i. Qualified Internal Applicants (PWD)	Answer	Yes
ii. Internal Selections (PWD)	Answer	Yes

c. Supervisors

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

Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. a.i. 4.51 percent of qualified Executive applicants were PWDs, which is less than 12.61 percent PWDs in the applicant pool. a.ii. 0.99 percent of Executive selectees were PWDs, which is less than the percent of qualified applicants. b.i. 1.16 percent of qualified Executive applicants were PWDs, which is less than 8.07 percent PWDs in the applicant pool. b.ii. 0.92 percent of Executive selectees were PWDs, which is less than the percent of qualified applicants. c.i. 3.79 percent of qualified Executive applicants were PWDs, which is less than 14.22 percent PWDs in the applicant pool. c.ii. No Trigger.

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

a. Executives

        i. Qualified Internal Applicants (PWTD)   Answer   No

        ii. Internal Selections (PWTD)   Answer   Yes

    b. Managers

        i. Qualified Internal Applicants (PWTD)   Answer   Yes

        ii. Internal Selections (PWTD)   Answer   Yes

    c. Supervisors

        i. Qualified Internal Applicants (PWTD)   Answer   No

        ii. Internal Selections (PWTD)   Answer   No

> Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. a.i. No Trigger. a.ii. 0 percent of Executive selectees were PWTDs, which is less than the 1.59 percent of qualified applicants. b.i. 0.47 percent of qualified Executive applicants were PWTDs, which is less than 0.53 percent PWTDs in the applicant pool. b.ii. 0.18 percent of Managerial applicants were PWTDs, which is less than the percent of qualified applicants. c. No Trigger.

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

        a. New Hires for Executives (PWD)   Answer   Yes

        b. New Hires for Managers (PWD)   Answer   No

        c. New Hires for Supervisors (PWD)   Answer   Yes

> Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. a. 0 percent of Executive new hires were PWD - less than the 5.88 percent of PWD among qualified applicants. b. No Trigger. c. 0 percent* of Supervisor new hires were PWD - less than the 36.84 percent of PWD among qualified applicants.

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

        a. New Hires for Executives (PWTD)   Answer   Yes

        b. New Hires for Managers (PWTD)   Answer   Yes

        c. New Hires for Supervisors (PWTD)   Answer   No

> Note: The applicant flow data below reflects all certificates that closed in FY 2022 and have been audited. The results may not include all relevant announcements. a. 0 percent* of Manager new hires were PWTD - less than the 1.55 percent of PWTD among qualified applicants. b. 0 percent* of Manager new hires were PWTD - less than the 3.09 percent of PWTD among qualified applicants. c. No Trigger.

Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with

disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

<div align="right">Answer   No</div>

In FY 2022, CBP converted 60 Scheduled A employees to competitive positions. 40 percent of the Schedule A employees who were eligible for conversion by August 1, 2021 had not been converted by the end of FY 2022. CBP created a bot that sends applicable supervisors automated reminders 90 and 30 days before their employee is eligible for conversion. At that time, the supervisor may inform HRM that they need more time to observe the employee's performance before requesting the conversion. During FY 2023, CBP will analyze whether the bot is increasing conversion timeliness.

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

  a. Voluntary Separations (PWD)   Answer   Yes

  b. Involuntary Separations (PWD)   Answer   Yes

a. 8.41 percent of CBP's PWDs in the permanent workforce voluntarily separated, whereas 2.77 percent of the persons without disabilities in the permanent workforce voluntarily separated. b. 0.39 percent of CBP's PWDs in the permanent workforce involuntarily separated, whereas 0.16 percent of the persons without disabilities in the permanent workforce involuntarily separated.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	201	0.37	0.30
Permanent Workforce: Resignation	618	1.73	0.85
Permanent Workforce: Retirement	1647	3.59	2.40
Permanent Workforce: Other Separations	1052	2.91	1.45
Permanent Workforce: Total Separations	3518	8.59	5.00

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

  a. Voluntary Separations (PWTD)   Answer   Yes

  b. Involuntary Separations (PWTD)   Answer   Yes

a. 10.24 percent of CBP's PWTDs in the permanent workforce voluntarily separated, whereas 2.77 percent of the persons without disabilities in the permanent workforce voluntarily separated. b. 0.48 percent of CBP's PWTDs in the permanent workforce involuntarily separated, whereas 0.16 percent of the persons without disabilities in the permanent workforce involuntarily separated.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	201	0.24	0.31
Permanent Workforce: Resignation	618	0.71	0.95
Permanent Workforce: Retirement	1647	5.65	2.51
Permanent Workforce: Other Separations	1052	2.59	1.61

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Total Separations	3518	9.18	5.39

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.

PDO worked with HRM to deploy expanded exit survey questions at the end of FY 2022 about our PWDs and PWTDs, and results will be available during FY 2023. In the permanent workforce, 4.5 percent of the 617 PWD separations were removals, 22.2 percent were resignations, 40.7 percent were retirements and 32.6 percent were other separations. The inclusion rate for each of these is above the inclusion rates for PWODs. In the permanent workforce, 4.4 percent of the 45 PWTD separations were removals, 13.3 percent were resignations, 57.8 percent were retirements, and 24.4 percent were other separations. The inclusion rate for each of these is above the inclusion rates for PWODs.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

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

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

https://www.cbp.gov/site-policy-notices/accessibility

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

www.cbp.gov/site-page/architectural-barriers-act-1968

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.

Policies and Practices The following are areas that CBP is currently engaged in the active enforcement of the Architectural Barriers Act (ABA): a. Design Standards - Master Designs and Room Data Sheets provide for ABA compliant areas and features, and these features are included in the budgets with all requests for facility construction funds. General statement in its facility: "The ABA Accessibility Standard, 36 CFR Section 1191, Appendices C and D, applies to Federal construction begun after May 8, 2006." b. SOW – Current SOWs contain accessibility requirements for all new construction and renovation projects. c. Facility Condition Assessments – Reports accessibility deficiencies or if additional studies are required. d. GSA Support – GSA requires all designs and renovations to comply with ABA standards. e. Team Members – CBP has employed Architects with skill sets to support and review compliance of ABA standards on our projects. f. The EVSE pilot program is addressing ABA compliant charging for electric vehicles not exempted by F208.1 Programs The CBP Design Standards for Field Operations, U.S. Border Patrol, and Air and Marine Operations facilities cite compliance with the ABA, and considers exceptions cited in ABA section 203. Statements of Work for operational services, maintenance contracts, and construction contracts include requirements for compliance with the ABA. The Facility Condition Assessment program requires assessment and reporting of ABA non-compliance as deficiencies for each facility. ABA non-compliance is reported as an opportunity for corrective action within the TRIRIGA facility management system and acted on as part of the funding allocation for repair projects. OFAM conducts annual portfolio investment reviews to identify facility sustainment and operational requirements, including those involved accessibility compliance and improved accessibility components. The list of improvement projects is extensive. OFAM registered architects review each executed project for code and ABA compliance. Approval of each project is required by the position description of the Chief Architect. OFAM provides immediate response and corrective action for requests or complaints received. All new construction, renovation, and alteration projects in the National Capital Region include applicable code requirements for accessibility including modifications

needed for any specific RA to support specific employees. Renovations to restrooms within the Ronald Reagan Building, which began in December, 2021, will include updated accessibility features.

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

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

The average processing time for the 324 requests that were closed during FY 2022 was 69.6 days. This is a very large increase in volume from last year, both for requests and for completions. Last year 176 requests were processed on average in 42.8 days. This year, 614 new RA requests entered the RA process, which is a 107 percent increase from last year.

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.

During FY 2022, an overwhelming 447 percent increase in RA requests from COVID-19 vaccine exemptions as a RA swamped CBP's RA program. Despite that challenge, CBP completed deploying the new RA Directive and provided RA Interactive Process for Supervisors and Managers Training via both in-person and webinar capabilities. The RA team also provided specific training to certain groups within CBP (such as OCC or HRM) on an as needed basis.

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

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

No CBP employees have submitted a request for PAS, but CBP has policies and procedures in place to address their needs once an employee requests PAS.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

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

                                                                                            Answer   No

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

                                                                                            Answer   Yes

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.

There was one finding of discrimination in FY 2022 with harassment based on disability status as an issue. Corrective measures included: • Conduct a supplemental investigation on compensatory damages; • Pay compensatory damages; • Training; • Consider taking discipline against responsible officials (final decision pending); • Opportunity for attorney's fees; and • Posting notice for 60 days.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

Answer   No

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

Answer   Yes

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.

There were two findings of discrimination in FY 2022 involving a failure to provide a RA. Corrective measures included: • Engaging in the interactive process with the Complainant and providing a reasonable accommodation; • Extend an unconditional written offer to retroactively place the Complainant in a similar job; • Training; • Consider taking discipline against the responsible officials; • Conduct a supplemental investigation on compensatory damages; • Opportunity and payment for compensatory damages; • Opportunity and payment for back pay and front pay; • Opportunity for attorney's fees; and • Posting notices for 60 days.

Section VIII: Identification and Removal of Barriers

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

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

Answer   Yes

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

Answer   Yes

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

Source of the Trigger:	Other
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	RA processing time frames.

STATEMENT OF BARRIER GROUPS:	***Barrier Group***
	People with Disabilities

Barrier Analysis Process Completed?:	Y
Barrier(s) Identified?:	Y

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	Practice - Issuing Decisions	Practice – Managers are not documenting or issuing decisions in a timely manner.

Objective(s) and Dates for EEO Plan

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
01/01/2018	06/30/2019	Yes	06/30/2020		To issue written determinations in a timely manner.

Responsible Official(s)

Title	Name	Standards Address The Plan?
Director, Diversity and EEO Division	Darlene Sedwick	Yes

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
03/30/2018	Activity 1: Conduct internal systematic review of policy, procedures, and practices for bottlenecks (i.e. establish specific time frames for review)	Yes		03/30/2018
06/30/2018	Activity 2: Update agency policies and MOUs, and responsible roles. May include potential negotiations with unions (i.e. Adopt simplified forms to replace template letters and automate processing for Decision maker).	Yes		09/30/2019
03/31/2022	Activity 3: Submit draft RA Policy for program office review and concurrence.	Yes	12/30/2021	11/30/2020

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2023	Activity 4: Create a communication Plan.	Yes	11/18/2022	
03/31/2023	Activity 5: Provide training to managers and supervisors	Yes	12/31/2021	
Report of Accomplishments				
Fiscal Year	**Accomplishment**			
2018	Conducted internal systematic review of policy, procedures, and practices for bottlenecks (i.e., establish specific time frames for review) and identified need for additional RA Coordinators to address backlog. An additional RA Coordinator was brought onboard in August 2018.			
2020	• New RA procedures were submitted for final approval. • A new supervisory RA Coordinator and RA Coordinator were brought onboard.			
2021	• Detailed additional employee to aid with processing. • Improved RA processing time by 25%. • Cleared majority of backlogged cases.			
2023	• Nine reasonable accommodation training sessions conducted for supervisors and managers. • Implementation of a monthly roundtable with Reasonable Accommodation Coordinators to discuss hot topics or commonly seen requests to support growth of Reasonable Accommodation Coordinators in their technical skills.			
2022	• CBP Commissioner signed the updated RA Directive. • Increased processing of RA requests during FY 2022. • Collaborated with the Office of Information Technology to create a software bot to facilitate the processing of COVID-19 Vaccine Exemption requests.			

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

Continued staffing turnover and required coordination across organizational elements.

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

A review of policies, procedures, and practices identified need for additional RA Coordinators to address the backlog in RA requests based on a disability. Planned activities will also improve timeliness of accommodation requests. Future plans will involve streamlining the RA process through increased use of standardized forms.

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.

CBP is working on further improvements to the accommodation process to improve timeliness, such as with process automation from creating software bots.