

## 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

Utilizing the goal of 12 percent as a benchmark, USAGM has a trigger in the permanent workforce involving PWD in cluster GS-11 to SES which had a rate of 8.45 percent in FY23.

\*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 No
- b. Cluster GS-11 to SES (PWTD) Answer Yes

Utilizing the goal of 2 percent as a benchmark, the agency has a trigger in the permanent workforce involving PWTD in cluster GS-11 to SES which had a rate of 0.72%.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-11 to SES	1112	91	8.18	8	0.72
Grades GS-1 to GS-10	16	3	18.75	1	6.25

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

USAGM continues to communicate the agency’s commitment to meeting the Federal goal of 12 percent PWD and 2 percent PWTD. Benchmarks are presented during the EEO State of the Agency Briefing, Foundations of Leadership Training, New Employee Orientation, Schedule A Briefings and Training, and Quarterly EEO & Management Directive 715 Workgroup Meetings. Additionally, the agency held a series of disability employment training sessions and briefings to highlight the requirements under the Rehabilitation Act and numerical 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 Yes

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	1	0	0	Karen Dupree, HR Specialist, kdupree@usagm.gov
Section 508 Compliance	1	0	0	James Reeves, CIO, jreeves@usagm.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Sylvia Maull, EEO Specialist, smaull@usagm.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Dupree, HR Specialist, kdupree@usagm.gov
Architectural Barriers Act Compliance	1	0	0	James Reeves, CIO, jreeves@usagm.gov
Processing reasonable accommodation requests from applicants and employees	1	0	0	Porscha Jones, EEO Specialist, pjones@usagm.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

USAGM provided disability program staff with virtual training sessions, webinars, workshops, and internal trainings, as well as EEOC’s Annual Conference, Examining Conflicts in Employment Law (EXCEL) and the cyberFEDS and LRP Media Group’s Annual Conference, Federal Dispute Resolution (FDR).

**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 Yes

**Section III: Program Deficiencies In The Disability Program**

<b>Brief Description of Program Deficiency</b>	B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]		
<b>Objective</b>	Evaluate staffing resources for the mandated Reasonable Accommodation Program.		
<b>Target Date</b>	Mar 31, 2024		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2023	The agency secured a detailee and interim Disability Program Manager for FY 2023.	
	2022	OCR obtained a detailee for the Disability Program Manager position.	
	2021	USAGM developed a Reasonable Accommodation (RA) Committee of three to handle the large number of RA and exemption requests during the height of the COVID-19 pandemic.	

<b>Brief Description of Program Deficiency</b>	B.4.a.8. to effectively administer its special emphasis programs (such as, Federal Women’s Program, Hispanic Employment Program, and People with Disabilities Program Manager)? [5 USC § 7201; 38 USC § 4214; 5 CFR § 720.204; 5 CFR § 213.3102(t) and (u); 5 CFR § 315.709]		
<b>Objective</b>	Evaluate staffing resources for EEO mandated positions.		
<b>Target Date</b>	Mar 31, 2024		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	

<b>Brief Description of Program Deficiency</b>	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.		
<b>Objective</b>	Process accommodation requests within the timeframe set forth in its reasonable accommodation procedures.		
<b>Target Date</b>	Sep 30, 2023		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2022	OCR secured a detailee for the Disability Program Manager position.	
	2023	OCR secured funding for a new RA database and tracking system, which will be implemented in FY24. In addition, the agency continued to conduct a series of RA training sessions for employees, including an overview of the process.	
	2021	USAGM developed a Reasonable Accommodation (RA) Committee of three to handle the large number of RA and exemption requests during the height of the COVID-19 pandemic.	

<b>Brief Description of Program Deficiency</b>	E.4.a.5. The processing of requests for reasonable accommodation? [29 CFR §1614.203(d)(4)]		
<b>Objective</b>	Implement Tyler Technologies' Entellitrak (ETK) RA database and tracking system.		
<b>Target Date</b>	Apr 30, 2024		
<b>Completion Date</b>			
<b>Planned Activities</b>	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
<b>Accomplishments</b>	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2023	Funding was secured for Tyler Technologies' ETK RA database and tracking system.	

## 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.

USAGM continues to utilize multiple strategies to recruit qualified applicants with disabilities and targeted disabilities, such as: • Encourage individuals with disabilities to apply under the Schedule A Hiring Authority to vacant positions posted on USAJOBS; • Advertise merit promotion vacancy announcements to candidates with disabilities (along with other eligibilities); • Accept and host a log of Schedule A applicants (which is utilized for a review of qualifications for vacant positions); and • Utilize the Workforce Recruitment Program (WRP) tool to search for potential candidates.

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

USAGM continues to use special hiring authorities that take disability into account to recruit PWD and PWTD for positions in the

permanent workforce, including Schedule A hiring. The agency includes language in vacancy announcements encouraging individuals with disabilities to apply for positions using the Schedule A hiring authority. Individuals with disabilities who meet minimum qualifications and provide the appropriate documentation are referred to the hiring official for consideration. In FY23, USAGM hired three (3) employees under the Schedule A Hiring Authorities. Additionally, the agency distributes a listing of Schedule A applicants to hiring officials monthly.

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.

USAGM's OHR conducts a qualifications review to include required documentation to determine if an individual is eligible for special hiring authority. If found eligible, the applicant's resume is forwarded to Hiring Manager for consideration on a certificate.

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.

Answer Yes

USAGM delivers the Foundations of Leadership: Skills for Supervisors Course, which is a comprehensive five-day course that new supervisors/managers are required to successfully complete during their probationary period and as a refresher course every 2-3 years. The training includes a section on disability employment and hiring initiatives, Schedule A and Reasonable Accommodation (RA) requirements. Additionally, OHR plans to collaborate with OCR to present Schedule A training for supervisors, managers and employees in FY24.

**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.

OHR continues to maintain contacts with agency stakeholders and work with organizations and programs, such as Department of Defense Operation Warfighter Program (OWF), Veterans and Department of Veteran Affairs Nonpaid Work Experience Program (NPWE), the Interagency Veterans Advisory Council and other Federal government agencies to promote employment opportunities. Moreover, OHR established connections with the Employer Assistance and Resource Network on Disability Inclusion (EARN), as well as the WRP.

**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

Using the goal of 12 percent as a benchmark, USAGM has a trigger involving PWDs among new hires in the permanent workforce which had a new rate of 2.54 percent in FY23. Additionally, using the goal of 2 percent as a benchmark, USAGM has a trigger involving PWTD among new hires in the permanent workforce which had no new hires in FY23.

New Hires	Total	Reportable Disability		Targeted Disability	
		Permanent Workforce	Temporary Workforce	Permanent Workforce	Temporary Workforce

	(#)	(%)	(%)	(%)	(%)
% of Total Applicants					
% of Qualified Applicants					
% of New Hires					

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 N/A

b. New Hires for MCO (PWTD) Answer N/A

USAGM will evaluate applicant data for MCO’s once a Barrier Analysis Team is established in FY24.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%

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 N/A

b. Qualified Applicants for MCO (PWTD) Answer N/A

USAGM will evaluate applicant data for MCO’s once a Barrier Analysis Team is established in FY24.

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 N/A

b. Promotions for MCO (PWTD) Answer N/A

USAGM will evaluate applicant data once a Barrier Analysis Team is established in FY24.

## 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.

OHR posts internal advancement and detail opportunities on the agency's internal website and House Announcements to ensure all employees are aware of opportunities in addition to promoting training courses and other internal resources to enhance growth and development.

**B. CAREER DEVELOPMENT OPPORTUNITES**

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

USAGM continues to offer career tools and resources to assist all employees. The agency's Career Development framework and resources for professional growth and development continue to be available to all agency employees. USAGM offered the following career development programs/courses: • Socrates Program/Nathanson Scholarship • New Leader Program • Executive Leadership Program • Excellence in Government Fellows • Mission support Leadership • USAGM Mentoring Program • Foundations of Leadership FY 2023 • Journalism Training § Balanced and Bias-Free Reporting § Storytelling for Journalists • General Skills through our Agency’s Learning Management System - Aglearn and 24/7 access to LinkedIn Learning course catalog to Agency Staff and Personal Service Contractors • Leadership Fundamentals Skills •The Impact of Unconscious Bias in the Workplace (2023) • Acquisitions Training § Provided VAO Acquisition LMS for the USAGM program contracting staff • Career Development center courses such as Holiday Networking, Successful Interviewing 101, Federal Resumes, Crafting Writing Accomplishment Statements, Successful Job Interviewing, Networking For Career Success, Successfully Navigating USA Jobs, Individual Development Plans - Tips To Grow Federal Resumes 101.

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 (%)
Detail Programs	N/A	N/A	N/A	N/A	N/A	N/A
Other Career Development Programs	10	3	N/A	N/A	N/A	N/A
Internship Programs	N/A	121	N/A	N/A	N/A	N/A
Fellowship Programs	11	3	N/A	N/A	N/A	N/A
Mentoring Programs	20	19	N/A	N/A	N/A	N/A
Coaching Programs	N/A	N/A	N/A	N/A	N/A	N/A
Training Programs	3	3	N/A	N/A	N/A	N/A

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

USAGM will evaluate career development programs for PWDs once a Barrier Analysis Team is established in FY24.

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 (PWTB)

Answer N/A

USAGM will evaluate career development programs for PWTBs once a Barrier Analysis Team is established in FY24.

**C. AWARDS**

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTB 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 (PWTB)

Answer Yes

USAGM will evaluate award data once a Barrier Analysis Team is established in FY24.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	57	10.31	4.09	0.00	11.36
Time-Off Awards 1 - 10 Hours: Total Hours	516	98.97	37.09	0.00	109.09
Time-Off Awards 1 - 10 Hours: Average Hours	9	9.28	0.82	0.00	10.23
Time-Off Awards 11 - 20 hours: Awards Given	53	9.28	3.82	22.22	7.95
Time-Off Awards 11 - 20 Hours: Total Hours	862	148.45	61.09	355.56	127.27
Time-Off Awards 11 - 20 Hours: Average Hours	16	16.49	1.45	177.78	0.00
Time-Off Awards 21 - 30 hours: Awards Given	44	7.22	3.27	11.11	6.82
Time-Off Awards 21 - 30 Hours: Total Hours	1129	222.68	80.82	266.67	218.18
Time-Off Awards 21 - 30 Hours: Average Hours	25	30.93	2.18	266.67	6.82
Time-Off Awards 31 - 40 hours: Awards Given	48	10.31	3.27	0.00	11.36
Time-Off Awards 31 - 40 Hours: Total Hours	2336	635.05	149.09	0.00	700.00
Time-Off Awards 31 - 40 Hours: Average Hours	48	62.89	4.09	0.00	69.32
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	42	7.22	2.91	11.11	6.82
Cash Awards: \$501 - \$999: Total Amount	34763	5701.03	2432.18	7666.67	5500.00
Cash Awards: \$501 - \$999: Average Amount	827	814.43	76.00	7666.67	113.64



Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$1000 - \$1999: Awards Given	504	46.39	41.00	44.44	46.59
Cash Awards: \$1000 - \$1999: Total Amount	649996	59260.82	52937.64	44844.44	60735.23
Cash Awards: \$1000 - \$1999: Average Amount	1289	1316.49	117.36	11211.11	304.55
Cash Awards: \$2000 - \$2999: Awards Given	213	20.62	17.18	11.11	21.59
Cash Awards: \$2000 - \$2999: Total Amount	535066	50639.18	43266.73	27777.78	52977.27
Cash Awards: \$2000 - \$2999: Average Amount	2512	2531.96	228.91	27777.78	-50.00
Cash Awards: \$3000 - \$3999: Awards Given	164	16.49	13.36	11.11	17.05
Cash Awards: \$3000 - \$3999: Total Amount	565549	56949.48	46111.64	39411.11	58743.18
Cash Awards: \$3000 - \$3999: Average Amount	3448	3558.76	313.64	39411.11	-107.95
Cash Awards: \$4000 - \$4999: Awards Given	63	6.19	4.91	22.22	4.55
Cash Awards: \$4000 - \$4999: Total Amount	272668	26859.79	21172.45	93722.22	20021.59
Cash Awards: \$4000 - \$4999: Average Amount	4328	4476.29	392.00	46855.56	142.05
Cash Awards: \$5000 or more: Awards Given	8	1.03	0.64	0.00	1.14
Cash Awards: \$5000 or more: Total Amount	103908	9872.16	8575.64	0.00	10881.82
Cash Awards: \$5000 or more: Average Amount	12988	9872.16	1225.09	0.00	10881.82

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

USAGM will evaluate award data for PWD and/or PWTD once a Barrier Analysis Team is established in FY24.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
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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

USAGM will evaluate employee recognition programs for PWDs and/or PWTDs once a Barrier Analysis Team is established in FY24.

**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 N/A

ii. Internal Selections (PWD) Answer N/A

c. Grade GS-14

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

ii. Internal Selections (PWD) Answer N/A

d. Grade GS-13

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

ii. Internal Selections (PWD) Answer N/A

USAGM will evaluate internal applications for PWTDs once a Barrier Analysis Team is established in FY24.

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 N/A

ii. Internal Selections (PWTD) Answer N/A

c. Grade GS-14

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

ii. Internal Selections (PWTD) Answer N/A

d. Grade GS-13

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

ii. Internal Selections (PWTD) Answer N/A

USAGM will evaluate internal applications for PWTDS once a Barrier Analysis Team is established in FY24.

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 N/A
  - c. New Hires to GS-14 (PWD) Answer N/A
  - d. New Hires to GS-13 (PWD) Answer N/A

USAGM will evaluate the applicant pool as a benchmark for PWDs once a Barrier Analysis Team is established in FY24.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTDS 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 (PWTDS) Answer N/A
  - b. New Hires to GS-15 (PWTDS) Answer N/A
  - c. New Hires to GS-14 (PWTDS) Answer N/A
  - d. New Hires to GS-13 (PWTDS) Answer N/A

USAGM will evaluate the applicant pool as a benchmark for PWTDS once a Barrier Analysis Team is established in FY24.

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 N/A
    - ii. Internal Selections (PWD) Answer N/A
  - b. Managers
    - i. Qualified Internal Applicants (PWD) Answer N/A
    - ii. Internal Selections (PWD) Answer N/A
  - c. Supervisors
    - i. Qualified Internal Applicants (PWD) Answer N/A
    - ii. Internal Selections (PWD) Answer N/A

USAGM will evaluate internal applicants for PWDs once a Barrier Analysis Team is established in FY24.

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 N/A
    - ii. Internal Selections (PWTD) Answer N/A
  - b. Managers
    - i. Qualified Internal Applicants (PWTD) Answer N/A
    - ii. Internal Selections (PWTD) Answer N/A
  - c. Supervisors
    - i. Qualified Internal Applicants (PWTD) Answer N/A
    - ii. Internal Selections (PWTD) Answer N/A

USAGM will evaluate internal applicants for PWTDs once a Barrier Analysis Team is established in FY24.

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 N/A
  - b. New Hires for Managers (PWD) Answer N/A
  - c. New Hires for Supervisors (PWD) Answer N/A

USAGM will evaluate the applicant pool as a benchmark for PWDs once a Barrier Analysis Team is established in FY24.

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 N/A
  - b. New Hires for Managers (PWTD) Answer N/A
  - c. New Hires for Supervisors (PWTD) Answer N/A

USAGM will evaluate the applicant pool as a benchmark for PWTDs once a Barrier Analysis Team is established in FY24.

## 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.

Answer Yes

USAGM converted four Schedule A employees to the competitive service.

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

USAGM will evaluate benchmarks for PWDs and separations once a Barrier Analysis Team is established in FY24.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	3	0.00	0.25
Permanent Workforce: Removal	10	5.10	0.42
Permanent Workforce: Resignation	6	1.02	0.42
Permanent Workforce: Retirement	41	9.18	2.69
Permanent Workforce: Other Separations	22	4.08	1.52
Permanent Workforce: Total Separations	82	19.39	5.30

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

USAGM will evaluate benchmarks for PWTDs and separations once a Barrier Analysis Team is established in FY24.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	3	0.00	0.23
Permanent Workforce: Removal	10	33.33	0.55
Permanent Workforce: Resignation	6	0.00	0.47
Permanent Workforce: Retirement	41	33.33	2.98
Permanent Workforce: Other Separations	22	0.00	1.72
Permanent Workforce: Total Separations	82	66.67	5.95

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.

There were nine (9) (21.96%) retirements of PWD and one (3) (7.32%) PWTD.

## 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.

Public website: <https://www.usagm.gov/accessibility/> File a complaint: [508complaints@usagm.gov](mailto:508complaints@usagm.gov)

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.

Public website: <https://www.usagm.gov/accessibility/>

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.

In FY23, OCR began to conduct EEO Field Assessments, which includes accessibility reviews for USAGM agency-occupied buildings. In addition, accessibility data reports are coordinated with the Chief Information Officer and USAGM's Facility Division.

## 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 frame for processing initial requests for reasonable accommodations during the reporting period was 30-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.

OCR provides reasonable accommodation training to all employees. The DPM collaborates with employees and leadership regularly regarding RA requests and provides guidance and clarification on the process.

## 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.

USAGM'S Reasonable Accommodation and Personal Assistance Services policies and procedures are posted on the agency's internal and external website. Employees are referred to the DPM for accommodation requests, personal assistance and disability-related questions and concerns.

### 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 No

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

N/A

#### B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

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 No

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

N/A

### Section 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

<b>Source of the Trigger:</b>		Workforce Data (if so identify the table)				
<b>Specific Workforce Data Table:</b>		Workforce Data Table - B1				
<b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b>		The agency has less than 12 percent of persons with disabilities and targeted disabilities at the GS-11 and above grade ranges in the permanent workforce.				
Provide a brief narrative describing the condition at issue.						
How was the condition recognized as a potential barrier?						
<b>STATEMENT OF BARRIER GROUPS:</b>		<i>Barrier Group</i>				
		People with Disabilities				
		People with Targeted Disabilities				
<b>Barrier Analysis Process Completed?:</b>		Y				
<b>Barrier(s) Identified?:</b>		Y				
<b>STATEMENT OF IDENTIFIED BARRIER:</b>		<b>Barrier Name</b>		<b>Description of Policy, Procedure, or Practice</b>		
Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.		Recruitment		USAGM does not hire persons with disabilities and targeted disabilities at rates equal to Federal hiring goals set by the EEOC for persons with disabilities (12%) and targeted disabilities (2%). 2.54 percent of the agency new hires for the permanent workforce identified as a person with a disability. There were no new hires for the permanent workforce who identified as having a targeted disability.		
<b>Objective(s) and Dates for EEO Plan</b>						
<b>Date Initiated</b>	<b>Target Date</b>	<b>Sufficient Funding / Staffing?</b>	<b>Date Modified</b>	<b>Date Completed</b>	<b>Objective Description</b>	
09/30/2022	09/30/2024	Yes			To increase the participation rates for persons with disabilities and targeted disabilities at the GS-11 and above grade levels.	
<b>Responsible Official(s)</b>						
<b>Title</b>		<b>Name</b>		<b>Standards Address The Plan?</b>		
Director, OHR		Vacant		Yes		
Director, OCR		Kenneth Edwards		Yes		
Senior Leadership		Senior Leadership		Yes		
<b>Planned Activities Toward Completion of Objective</b>						
<b>Target Date</b>	<b>Planned Activities</b>			<b>Sufficient Staffing &amp; Funding?</b>	<b>Modified Date</b>	<b>Completion Date</b>
12/31/2023	Resurvey the agency's workforce and encourage employees to identify/update disability status.			Yes	08/31/2024	



Planned Activities Toward Completion of Objective				
Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2023	Develop management toolkit on the hiring and recruitment for PWD and PWTD.	Yes	09/30/2024	
12/31/2023	Establish 3-year agency plan with targets to meet regulatory goals of 12 percent for PWD and 2 percent for PWTD.	Yes	12/31/2024	
12/31/2023	Increase the strategic recruitment of PWD and PWTD.	Yes	09/30/2024	
Report of Accomplishments				
Fiscal Year	Accomplishment			
2023	<p>USAGM made reasonable efforts to increase the number of low population groups in USAGM’s workforce, such as individuals with disabilities and targeted disabilities. In FY23, USAGM participated in 35 outreach and recruitment events of which 29 were among underrepresented groups. OHR’s Recruitment and Special Programs Team focuses primarily on outreach and recruitment efforts for low participation groups and underserved communities. Moreover, USAGM participated in the following major recruitment and outreach events specifically targeting low participation populations:</p> <ul style="list-style-type: none"> <li>• Operation Warfighter Program Career Fairs (veterans)</li> <li>• Federally Employed Women (FEW) Conference</li> <li>• National Association of Hispanic Journalists (NAHJ) Convention</li> <li>• National HBCU Week Conference and Career Fair</li> </ul> <p>The agency’s Selective Placement Coordinator works closely with OHR recruitment specialists and hiring officials to fill job vacancies with qualified Schedule A candidates. The agency also maintains a resume repository of individuals who qualify for the Schedule A Hiring Authority. Agency hiring officials use the repository as a means to filling job vacancies at a faster rate than traditional methods. During the fiscal year, USAGM converted four Schedule A employees to the competitive service.</p>			

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

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

USAGM's EEO and Management Directive 715 Workgroup meets quarterly to address any triggers/barriers and anomalies, including providing an overview of the workforce, PWDs and PWTDs. In addition, managers and supervisors receive annual mandatory training which includes an overview of the RA process and Schedule A hiring authorities. Furthermore, there was an increase in employment for PWD and PWTD.

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.

OCR plans to increase collaboration with HR and conduct quarterly meetings regarding workforce planning and data requirements. Additionally, the Agency will strengthen collaboration with colleges and universities to announce internships and vacancies, and also work with vocational rehabilitation. OHR 's Selective Placement Program Coordinator/Workforce Recruitment Program Coordinator will focus heavily on recruitment and low participation populations, and develop and Schedule A applicant database. Further, OCR will develop a toolkit to hiring PWD/PWTD for managers and supervisors, lead new disability employment and reasonable accommodation workgroups, and continue to collaborate with HR regarding advancement opportunities for all employees.