



FEDERAL AGENCY ANNUAL EEO PROGRAM STATUS REPORT

Management Directive 715 | October 1, 2019 to September 30, 2020

PREPARED BY
COURT SERVICES AND OFFENDER SUPERVISION AGENCY
Office of Equal Employment Opportunity, Diversity, and Special Programs

Court Services and Offender Supervision Agency for the District of Columbia

For period covering October 1, 2019 to September 30, 2020

PART A Department or Agency Identifying Information	1. Agency	1. Court Services and Offender Supervision Agency for the District of Columbia		
	1.a 2nd level reporting component			
	2. Address	2. 633 Indiana Avenue, NW		
	3. City, State, Zip Code	3. Washington, DC 20004		
	4. Agency Code 5. FIPS code(s)	4. FQ00	5. 8840	

PART B Total Employment	1. Enter total number of permanent full-time and part-time employees	1. 1065
	2. Enter total number of temporary employees	2. 2
	3. TOTAL EMPLOYMENT [add lines B 1 through 2]	4. 1067

PART C	Title Type	Name	Title
Agency Official(s) Responsible For Oversight of EEO Program(s)	Head of Agency	Richard S. Tischner	Director
	Head of Agency Designee	James Berry	Deputy Director
	Principal EEO Director/Official	Denise Clark	Director of EEO, Diversity and Special Programs (As of 01/01/2020)
	Affirmative Employment Program Manager	Michelle Payton-Kenner	Senior EEO Specialist
	Complaint Processing Program Manager	Kathie Lacy-Storost	EEO Specialist
	Diversity & Inclusion Officer	Denise Clark	Director of EEO, Diversity and Special Programs
	Hispanic Program Manager (SEPM)	Nydia Quinones-Ramos	Pretrial Service Officer
	Women's Program Manager (SEPM)	Stacey Abraham	CEAC Coordinator
	Disability Program Manager (SEPM)	Gznee Jones	Community Supervision Officer
	Special Placement Program Coordinator (Individuals with Disabilities)	Karen Schmitz	Senior HR Specialist
	Reasonable Accommodation Program Manager	Denise Clark	Director of EEO
	Anti-Harassment Program Manager	Eugene Quinn Jr.	Director, Office of Professional Responsibility
	ADR Program Manager	LeVale Jenkins	Director of ADR
	Compliance Manager	Kathie Lacy-Storost	EEO Specialist
	Principal MD-715 Preparer	Michelle Payton-Kenner	Senior EEO Specialist
Other EEO Staff	Sunghye Park	Policy Analyst (Asian Employment Program Manager)	

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PART D List of Subordinate Components Covered in This Report	Subordinate Component and Location (City/State)	Country	Agency Code
EEOC FORMS and Documents	Required	Uploaded	
EEO Policy Statement	Y	Y	
Personal Assistance Services Procedures	Y	Y	
Organization Chart	Y	Y	
Reasonable Accommodation Procedure	Y	Y	
Anti-Harassment Policy and Procedures	Y	Y	
Agency Strategic Plan	Y	Y	
Alternative Dispute Resolution Procedures	Y	Y	
Human Capital Strategic Plan	N	N	
Disabled Veterans Affirmative Action Program (DVAAP) Report	N	N	
EEO Strategic Plan	N	N	
Federal Equal Opportunity Recruitment Program (FEORP) Report	N	N	
Results from most recent Federal Employee Viewpoint Survey or Annual Employee Survey	N	N	
Diversity Policy Statement	N	Y	

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EXECUTIVE SUMMARY: MISSION

Part E – Executive Summary

PART E.1 – EXECUTIVE SUMMARY: MISSION

Introduction

Pursuant to the Equal Employment Opportunity Commission's Management Directive 715 (MD-715), the Court Services and Offender Supervision Agency for the District of Columbia (CSOSA) and the Pretrial Services Agency for the District of Columbia (PSA), an independent entity within CSOSA, present this report which assesses the progress made toward establishing a model equal employment opportunity (EEO) program in Fiscal Year (FY) 2020. Throughout this report, CSOSA and PSA will be referred to collectively as the Agency, but will also be referred to individually as appropriate. The Agency's Annual EEO Program Status Report highlights our accomplishments and efforts to identify and eliminate barriers to the equitable treatment of all employees within the Agency and reaffirms our commitment to ensuring equal employment opportunity and promoting workforce diversity. In FY 2020, like most federal agencies, the Agency had to drastically alter its operations in response to the national pandemic caused by COVID 19. In mid-March 2020, the Agency implemented full-time telework for most of its workforce. For those employees responsible for certain critical functions that could not be performed remotely, the Agency established a plan that limited the amount of time these employees were required to be physically present at the worksite. Notwithstanding the significant challenges created by COVID 19, the Agency continued to make progress in meeting its goals and objectives in maintaining a model EEO program as detailed below.

The Office of Equal Employment Opportunity, Diversity, and Special Programs

The Office of Equal Employment Opportunity, Diversity, and Special Programs (EEO Office) provides leadership, direction, and guidance carrying out the Agency's EEO program. The EEO Office ensures compliance with federal nondiscrimination employment laws, regulations, and executive orders. EEO continues to be a top priority with leadership by recognizing that building and supporting a diverse and talented workforce is critical to the Agency's mission.

Agency's Mission and Mission Related Functions

The Agency was established by Congress to consolidate parole, probation, supervised release, and pretrial functions for the District of Columbia under a single federal executive branch agency. CSOSA provides community supervision to adult offenders on probation, parole, and supervised release in the District of Columbia. Its mission is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. PSA's mission is to promote pretrial justice and enhance community safety. PSA assists judicial officers in making appropriate release decisions, and provides supervision and pro-social interventions to defendants released into the community before trial.

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The Agency's FY 2020 summary of the Annual EEO Program Status Report outlines the progress the Agency made towards achieving a model EEO program; identifies program deficiencies and barriers to achieving such a program; and sets forth the planned actions designed to address and/or eliminate the program deficiencies and barriers. We are confident that, by continuing the progress outlined in this report, we will reach our goal of operating a model EEO program as envisioned by the Equal Employment Opportunity Commission (EEOC).

The MD-715 divides the essential elements of a model agency EEO program into the six broad categories reflected below:

- Demonstrated Commitment from Agency Leadership;
- Integration of EEO into the Agency's Strategic Mission;
- Management and Program Accountability;
- Proactive Prevention of Unlawful Discrimination;
- Efficiency; and
- Responsiveness and Legal Compliance.

These six elements serve as the organizing principles by which the Agency can assess and improve its EEO program. Accordingly, the Agency reviewed its EEO and personnel programs, policies, and performance in light of these elements to identify areas where the EEO program has made progress and those where it can become more effective. The major initiatives implemented in FY 2020 and planned for FY 2021 are listed below.

Essential Element A: Demonstrated Commitment from Agency Leadership

The Agency is dedicated to the principles of EEO and maintaining a successful EEO program. This commitment is evident at all levels of the Agency, including senior executives, managers, and employees. Demonstration of this commitment includes, but is not limited to, activities that help maintain an environment free from discrimination, harassment, and retaliation.

The Director of CSOSA and the Director of PSA issued a joint EEO and Diversity Policy Statement on September 17, 2020. In this statement, the Directors reaffirmed their commitment to promoting diversity and inclusion and ensuring equal employment opportunity for every employee and applicant for employment. The statement also outlined avenues of redress for filing EEO complaints.

In furtherance of that commitment, the EEO Office, CSOSA's Office of Human Resources (OHR), and the Senior Executive Leadership Team (SELT) continued to be involved in the recruitment, promotion, and hiring processes in various ways. The Office of Human Resources (OHR) continued its work on developing a strategic recruitment plan to promote greater diversity and better reach those groups that have been identified as being underrepresented in the Agency's workforce.

In FY 2020, the Agency created a new Special Act monetary award entitled "The Diversity and Inclusion Award", which was submitted to the Office of Management and Budget (OMB) as part of the Agency's updated awards program. Similar to the non-monetary version of this award, the monetary award was designed to provide recognition to an employee who has successfully promoted diversity and inclusion at CSOSA. The Agency has not yet selected its first recipient for this award. The Agency hopes to utilize it (or a version of it) in FY 2021, budget permitting, to recognize superior accomplishment in EEO. Additionally, the EEO Office also recognized EEO Counselors and the members of the Special Emphasis Programs, all of whom performed these duties on a collateral basis, with Special Act awards in FY 2020.

Essential Element B – Integration of EEO into the Agency's Strategic Mission

CSOSA's core mission is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. PSA's mission is to promote pretrial justice and community safety by assisting judicial officers in making appropriate release decisions, and by providing supervision and pro-social interventions to

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defendants released into the community. The Agency is committed to developing and maintaining a highly-skilled, diverse, and engaged workforce as the Agency appreciates how critical such a workforce is to accomplishing its missions.

Additionally, the Agency is committed to the integration of EEO into several critical areas of management including, but not limited to, the following:

Reporting Structure: The EEO Director continued to have appropriate authority and resources to effectively carry out a successful EEO program. The EEO Director continued to provide technical guidance in the implementation of EEO programs, including action plans in accordance with MD-715 guidance. During FY 2020, the Director reported the EEO Office's day-to-day operations to CSOSA's Chief of Staff to ensure accountability throughout the Agency and had direct access to the Directors of CSOSA and PSA.

Communication: The annual MD-715 report, covering the Agency's FY 2019 accomplishments, planned activities, and strategies, was posted on the Agency's intranet as well as its public website domain found at www.csosa.gov. Once finalized, the annual report for FY 2020 will be posted in both locations as well.

Special Emphasis Programs: In FY 2020, the Agency's Special Emphasis Programs (SEPs) transitioned to operating in an entirely virtual environment. Despite the technological challenges inherent in such a transition, the SEPS continued to support equal opportunities throughout the Agency including during various points within the employment life cycle such as recruitment, hiring, advancement, training, and promotions. By utilizing SEPs and engaging with affinity groups, the Agency continued to raise employee awareness about the importance of EEO, diversity, and inclusion while demonstrating the Agency's commitment to a model EEO workplace.

With respect to the Federal Employee Viewpoint Survey (FEVS) for FY 2020, the Agency's score as it related to the Inclusion Quotient (IQ) Index continued to equal or exceed the government-wide score. The survey was posted on the Agency's intranet.

Essential Element C – Management and Program Accountability

In support of the Agency's priority to empower management staff to embrace their role as leaders and champions of diversity and inclusion, the Agency created leadership development plans for mid and upper level managers that included a component focused on EEO. Additionally, the Agency continued to provide employment development opportunities to its employees in its efforts to attract and engage a diverse and effective workforce. For example, in the first quarter of FY 2020, CSOSA offered qualified employees the opportunity to apply for a year-long leadership program sponsored by the American Probation and Parole Association. This program was designed to assist the participants with developing the knowledge and competencies needed to advance into senior-level positions within the Agency. Four women, three of whom were African American and one of whom was White, were selected to participate in this program. The program began in January 2020, but it was suspended due to the circumstances created by COVID 19. The selectees are now scheduled to complete the program virtually in FY 2021.

Upon the installation of the current CSOSA Director in February 2019, CSOSA began a comprehensive review of a number of its policies and procedures, including EEO policies and procedures to ensure that they were current, met the needs of the Agency, and were in compliance with any applicable laws and regulations. As a result, the Anti-Harassment policy and procedures were revised and posted on the Agency's websites on September 14, 2020. CSOSA's Office of Professional Responsibility began training new employees on the revised policy and procedures in the first quarter of FY 2021.

Additionally, the Reasonable Accommodation policy and procedures were revised and submitted to the EEOC for its review on June 10, 2020. On February 3, 2021, the EEOC provided its written feedback on the Reasonable Accommodation policy and procedures. Thereafter, the Agency revised the policy and procedures in accordance with that feedback and resubmitted those documents for review on April 13, 2021. One week later, on April 20, 2021, the EEOC approved the Reasonable Accommodation policy and procedures, which were then implemented and posted on the Agency's websites on April 30, 2021. The Agency began training supervisors and managers, in particular, on that policy and their responsibilities thereunder in July 2021.

Essential Element D – Proactive Prevention of Unlawful Discrimination

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The Agency continued its proactive efforts to prevent unlawful discrimination in FY 2020. The Training and Career Development Centers for both CSOSA and PSA provided mandatory training courses in the areas of EEO, sexual harassment prevention and the No Fear Act. These courses were completed by 37 supervisors and 562 non-supervisory employees. Training has begun on the new Anti-Harassment and the Reasonable Accommodation policies and procedures.

During FY 2020 into FY 2021, the Agency continued its discussions about Part J of its Affirmative Action Plan for People with Disabilities, including those with targeted disabilities. The Agency's goal over the next several years is to strengthen our partnerships with Veterans' and rehabilitation services organizations to reach the Agency's adopted goals of 12% participation rate in our workforce for People with Disabilities (PWD) and 2% participation rate for People with Targeted Disabilities (PWTD).

In order to reach our adopted goals, the Agency continued its focus on outreach and recruitment of employees with disabilities in FY 2020. To that end, over the last fiscal year, even with limited resources, the Agency continued to utilize a variety of recruitment strategies designed to increase the number of qualified applicants with disabilities and with targeted disabilities. These multi-pronged recruitment strategies, which the Agency will continue to use in FY 2021 into FY 2022, include partnerships with the Virginia's and the District of Columbia's Vocational Rehabilitation Services and disability resource centers at local colleges and universities; Workforce Recruitment Program; Operation Warfighter Program; and the Wounded Warrior Regiment, M4Life Program.

The Agency continued to develop collaborative recruiting partnerships with other community, academic and governmental groups that reach individuals with targeted disabilities to increase the pool of potential candidates at the GS-11 level and above, including managerial and supervisory positions at grades GS-13 to SES. The Agency continued to have a presence at meetings, conferences, and career fairs sponsored by organizations serving individuals with targeted disabilities to reach a larger pool of potential candidates. The Agency also continued to send job announcements in real-time to government, state, and local agencies serving persons with disabilities.

In FY 2020, the Agency continued providing training opportunities and funding for employees to participate in career and leadership programs. While the national pandemic caused by COVID 19 in March 2020 impacted the rate of attendance and amount of programming, employees participated in the following programs for at least part of the fiscal year:

- CSOSA's Mentoring Program for supervisory and non-supervisory employees.
- The American Parole and Probation Association Leadership Institute, which is an annual conference attended by Community Supervision Officers that focuses on leadership competencies unique to community justice employees at grade levels GS-12-15; and
- OPM's Virtual Training for Supervisors and Leaders, including sessions on coaching, dealing with poor performers, employee engagement, and diversity and inclusion, in addition to refresher courses on various subjects for Supervisors and Leaders;

Essential Element E – Efficiency

EEO Complaint Trends

In FY 2020, the Agency continued to promote and offer Alternative Dispute Resolution (ADR) to resolve both EEO and non-EEO inquiries and complaints. Of the fourteen (14) EEO pre-complaints filed, five (5) elected ADR, although in one (1) of the five (5) pre-complaints the Aggrieved changed his or her mind and elected EEO counseling instead. A total of seven (7) of the fourteen (EEO) pre-complaints withdrew from something is missing here were closed without filing a formal complaint because the Aggrieved withdrew from the process or was not responsive to attempts to contact them.

Every quarter, the Agency reviewed the complaints data in conjunction with the No Fear Report to identify potential barriers and complaint trends. In FY 2020, the EEO Office completed the investigations in all but one of the formal complaints that had been pending from previous fiscal years. With respect to the one prior year complaint that remained pending, the Agency began settlement negotiations in FY 2020 that ultimately resulted in the resolution of that complaint in October 2020. The average number of days to conduct an investigation decreased from 287.5 in FY 2019 to 248.7 in FY 2020.

The number of formal complaints filed decreased from fifteen (15) in FY 2019 to seven (7) in FY 2020. The overall number of

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EEO contacts also continued to decrease. Although the Agency had been experiencing a decrease in the number of contacts and formal complaints over the last few years, the dramatic decrease in FY 2020 is likely attributable to the fact that most employees were working remotely and focused on the challenges inherent in navigating the COVID 19 pandemic.

Essential Element F - Responsiveness and Legal Compliance

EEO personnel continued to be held accountable for the timely completion of actions required to comply with EEOC orders. In FY 2020, the Agency submitted its revised Anti-Harassment and Reasonable Accommodation policies and procedures to the EEOC for review. Upon receiving the EEOC's feedback, the Agency promptly revised those policies and procedures accordingly. The EEOC approved the Anti-Harassment policy and procedures on September 1, 2020, which became effective on September 14, 2020. Moreover, it must be noted that the Agency timely submitted its oversight reports in FY 2020, including the No FEAR Annual Report to Congress, the Federal Equal Opportunity Program (FEORP) report and the Disabled Veterans Affirmative Action Program (DVAAP) report.

EXECUTIVE SUMMARY: WORKFORCE ANALYSES

Workforce Analysis Summary

The Agency analyzed cumulative data from October 1, 2019 through September 30, 2020, to identify triggers that may require further inquiry to determine if barriers to equal employment opportunities for employee groups based on race and national origin (RNO), sex, or disability exist. Where applicable, the Agency's plans for completing barrier analyses are included in this EEO Program Status Report. The Agency's total workforce consists of permanent and temporary employees. The workforce distribution by disability includes permanent and temporary employees as well as employees with "no disability," employees "with a disability," employees "with a targeted disability," and employees who "did not identify" any disability. In this report, when comparisons are made, only the triggers with statistically significant decreases or increases are noted.

Total Workforce

The Agency's total workforce, including permanent and temporary employees, decreased from 1103 in FY 2019 to 1067 in FY 2020, a difference of 36 employees and a net change of -3.36%. In FY 2020, women continued to comprise the majority of the Agency's workforce totaling 686 employees and 64.3% of the workforce. Correspondingly, the male employees totaled 381 and comprised 35.7% of the Agency's total workforce. (Workforce Data Table A1).

The 35.7% participation rate of males in the Agency's total workforce was below the 2010 National Civilian Labor Force's (CLF) benchmark of 51.84%. The Agency's female participation rate of 64.3% was above the 2010 CLF benchmark of 48.16%. In comparison, as of October 1, 2019, there were 395 males who comprised 35.8% and 708 females who comprised 64.2% of the Agency's total workforce. Between October 1, 2019, and September 30, 2020, the number of male employees decreased by 14, and the number of female employees decreased by 22.

In FY 2019, Black employees continued to constitute the major racial group in the Agency's workforce, totaling 874 of 1103 employees. In FY 2020, this group decreased by 31 to 843 of the 1067 employees, and constituted 79.0% of the Agency's workforce. The number of White employees decreased by 5 from 128 in FY 2019 to 123 in FY 2020. However, the number of Asian employees remained unchanged at 36 employees between FY 2019 and FY 2020. The number of employees who identified as being of two or more races increased from 3 in FY 2019 to 4 in FY 2020, and the number of employees identifying as American Indian/Alaskan Native decreased by 1 from 4 in FY 2019 to 3 in FY 2020. With respect to Hispanic employees, there was an increase from 57 in FY 2019 to 58 in FY 2020.

Hispanic Employment

Hispanic employment in the Agency's permanent workforce represented 5.45% (58 of the 1065 employees) of the workforce as of September 30, 2020, compared to 9.96% of the civilian labor force (CLF) based on the 2010 Census data, and 7.95% compared to the government-wide participation rate in 2011. Twenty-two (22) Hispanic men represented 2.06% of the Agency's workforce in comparison to 5.17% of the CLF; and 36 Hispanic women represented 3.38% of the Agency's workforce in comparison to 4.79% of the CLF. (Workforce Data Table A1).

Mission-Critical Occupation

In FY 2019, the EEOC simplified the process of identifying triggers, and substantially revised and consolidated the workforce data tables by topic. For example, the new A6 workforce data table incorporates data for employees in mission-critical occupations (formerly referred to as major occupations) and applicant flow data for external hires and internal promotions. These new tables make it easier to assess the impact of the Agency's workplace policies on the overall participation and upward mobility of various EEO groups.

The Agency has one mission-critical occupation necessary for the Agency to fulfill its missions, which is the Social Science series of 0101. In FY 2020, 710 employees, or 66.5% of the Agency's workforce, were in the Social Science series. Of those 710 employees, 241, or 33.94%, were male, which was below the Occupational Civilian Labor Force (OCLF) rate of 50.1%, and 469 or 66.06% were female, which was well above the OCLF rate of 49.90%. Black employees constituted 568, or 80.00% of the employees in this series, which was above the OCLF rate of 6.20%. Seventy (70) White employees comprised 9.86% of this series, which was below the OCLF rate of 82.40%. Forty-four (44) Hispanic employees comprised 6.20% of the series, which was above the OCLF rate of 4.10%. Twenty-three (23) Asian employees comprised 3.24% of the series, which

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was above the OCLF rate of 0.10%, and 3 American Indian/Alaska Native employees comprised 0.42% of the series, which was below the OCLF rate of 4.10%. Two (2) employees, who identified as being of two or more races, comprised 0.28% of the series, which was below the OCLF rate of 1.4% for this occupational category. (Workforce Data Table A6-P).

Mission Critical Occupation By Pay Plan and Grade Level

As previously mentioned, the Agency has one mission-critical occupation (MCO) necessary to fulfill its mission in the Social Science series of 0101. In FY 2020, a barrier analysis was conducted by Pay Plan and Grade Levels GL/GS 7 through 15 of the permanent workforce in this series. The analysis revealed that in the feeder group of Pay Plan and Grade Level 7-9, there were a total of 10 or 1.41% of 710 employees. Of those 10 employees, there were 1 White male at 10.0%, 3 Black males at 30.0%, and 6 Black females at 60.0%. There were no employees who identified as Hispanic, Asian, or American Indian/Alaskan Native or employees who identified as having two or more races at the GS-7-9 grade level in series 0101.

In feeder group of Pay Plan and Grade Level GL/GS 11, 59 or 8.31% of the 710 MCO employees, 19 were males at 32.20% and 40 or 67.80% were females. Of the 59 employees, there were 2 Hispanic males at 3.39%, a Hispanic female at 1.69%, a White male at 1.69%, a White female at 1.69%, 16 Black males at 27.12%, 37 Black females at 62.71%, and 1 Asian female at 1.69%. There were no Asian males or employees who identified as American Indian/Alaskan Native or having two or more races in the GL/GS 11 Pay Plan and Grade Level for series 0101.

In Pay Plan and Grade Level GS-12, there were 465 or 65.49% of the 710 MCO employees in this grade level. Of the 465 employees, 145 or 31.18% were male and 320 or 68.82% were female. Thirty-five (35) or 7.53% identified as Hispanic, 46 or 9.89% identified as White, 372 or 80.00% identified as Black, 9 or 1.93% identified as Asian, 1 or 0.21% identified as American Indian/Alaskan Native, and 2 or 0.43% identified as having two or more races.

In Pay Plan and Grade Level GS-13, there were 149 or 20.98% of the 710 MCO employees in the grade level. Of the 149 employees, 4 or 2.68% were Hispanic, 21 or 14.09% were White, 114 or 76.51% were Black, 8 or 5.37% were Asian, and 2 or 1.34% identified as an American Indian/Alaskan Native.

In Pay Plan and Grade Level GS-14, there were 21 or 2.96% of 710 MCO employees in this grade level. Of the 21 employees, 8 or 38.10% were males and 13 or 61.90% were females. Two (2) or 9.52% were Hispanic females, 14 or 66.67% were Black, and 5 or 23.81% were Asian males. There were no Hispanic or White males, no White or Asian females, no American Indian/Alaskan Native males or females, and no males or females identifying as having two or more races at the GS-14 grade level.

In an analysis of Pay Plan and Grade Level GS-15, there were 7 or 0.92% of 710 MCO employees in this grade level. Of the 7 employees, 2 or 28.57% were Black male and 5 or 71.43% were Black females. There were no employees identifying as having two or more races or identifying as Hispanic, White, Asian, or American Indian/Alaskan Native at this grade level for series 0101. (Workforce Data Table A6-P).

New Hires by Type of Appointment

In FY 2020, the Agency had a total of 30 new permanent and temporary hires. Eleven (11), or 36.7%, were male and 19, or 63.3%, were female. (Workforce Data Table A8). Of the 30 permanent and temporary new hires, 26, or 86.7%, had no disability; 2, or 6.7%, had a disability; and 2, or 6.7%, did not identify if they had a disability. (Workforce Data Table B8). The EEOC has provided Federal agencies with an ongoing Federal benchmark of 12% for PWD and 2% for People with Targeted Disabilities (PWTD) within their respective workforces.

Internal Selections for Senior Level Positions (GS 13/14/15)

In FY 2020, there were 11 employees selected for senior-level positions at the GS-13 through SES grade levels. Of the 3 employees selected at the GS-13 grade level, 1 employee, or 33.3%, was male, and 2 employees, or 66.7% were female. One (1) selectee, or 33.3%, was White; 2 selectees, or 66.7%, were Black. In the GS-14 grade level, there were 6 selectees. Two (2) selectees, or 33.3%, were male and 4, or 66.7%, were female. Two (2) of the 6 selectees, or 33.3%, were White, and 3 selectees, or 50.0%, were Black; and 1 of the 6 selectees, or 16.7%, was Asian. At the GS-15 grade level, there was a single selectee -- a Black female. At the SES grade level, the single selectee was a Black male. (Workforce Data Table A11).

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Employee Recognition and Awards

In FY 2020, the Agency determined that the best approach to allocating awards was to establish a consistent percentage cash amount tied to the overall performance rating.

In FY 2020, the Agency provided 273 time-off awards. Of the 273 time-off awards, 180 or 65.9% of those awards were provided to female employees, which was 1.3% above the inclusion benchmark of 64.29% of total women in the Agency's workforce. Female employees also benefitted disproportionately from the largest time-off awards. They received 83% of the Agency's time-off awards of 21 hours or more.

Overall, with regard to awards allocated to employees by race and gender, there were some variations. For example, Hispanic employees received a disproportionately greater number of total awards in FY 2020, but this may be explained by the type of awards received. Hispanic men received 2.03% of total awards and Hispanic females received 4.63% of total awards, which are higher than the inclusion benchmarks of 2.06% and 3.37%, respectively. However, upon further analysis, these groups receive a disproportionately high percentage of awards in the "\$500 and under" category. This variance may be explained by the Agency's commitment to Foreign Language awards and EEO awards that are usually approved within the \$100-\$500 range and benefit this demographic. However, only one (1) of the Agency's 158 awards above \$2,000 was awarded to a Hispanic employee, which indicates that this group is underrepresented at the highest cash award ranges.

The inverse variance is exhibited with the Agency's population of white employees. White men and women receive proportionately fewer cash awards under \$1,000, yet they receive a higher percentage of cash awards above \$2,000. For example, 27 (17%) of the Agency's awards of \$2,000 (or greater) were approved to white employees, although they represent 10% of the Agency's total population. Notably, white females received 9.5% of the Agency's \$2,000+ awards, although they constitute 6.09% of the workforce.

The largest demographic group in the Agency, Black females, represent 53.05% of the Agency's population. However, in FY 2020, they received barely 50.0% of total awards, and notably received relatively few of the Agency's highest cash awards (only 38.46% of awards equal to or greater than \$3,000). Importantly, the Agency's top cash awards (the performance awards) are paid as a consistent percentage of salary based on performance rating. This analysis highlights areas of variance, but the causes of such variance (e.g., why certain employees received a higher percentage of top-cash awards) are likely due to employment demographics (e.g., the grade-levels of certain demographics).

With respect to PSA specifically, most time-off awards issued were awarded to female employees (70%) who represented about 61% of the employee population with both African American and White females being overrepresented throughout all award categories. Thirty-nine percent (39%) of time off awards were awarded to males, with fewer than expected being awarded to African American males except for awards between 11 and 20 hours. Cash awards were overwhelmingly issued to females (86%) with only 14% being awarded to males. However, it should be noted that PSA's performance cycle changed in FY 2020 from August 1–July 30 to October 1 to September 30. Performance awards (cash or otherwise) were awarded for 2019 in fiscal year 2019 and performance awards for 2020 were awarded in fiscal year 2021, substantially reducing the number of awards that are being reported for FY 2020. In addition, no QSIs were awarded in FY 2020. (Workforce Data Table A13).

Separations

In FY 2020, 65 employees separated either voluntarily or involuntarily due to removals, resignations, retirements and other separations (which include death and transfer to other Federal agencies) from the Agency. Thirty-nine (39) or 60%, of the separating employees in FY 2020 were female, and 26, or 40%, were male. Of the 65 separations, 50, or 76.9%, were Black; 9, or 13.8%, were White; 4, or 6.2%, were Asian; and 2, or 3.1%, was of two or more races. Regarding separations by PWD, 53, or 81.5%, of separating employees identified as having no disability; 4, or 6.15%, did not identify; and 8, or 12.3%, identified as having a disability. Voluntary separations accounted for 100% of all separations in FY 2019 and 96.9% of all separations in FY 2020. (Workforce Data Tables A16 and B16).

Persons with Targeted Disabilities

In FY 2016, the EEOC proposed an amendment to its regulations requiring the Federal government to engage in affirmative action for individuals with disabilities. These changes clarified the obligations that the Rehabilitation Act of 1973 imposed on federal agencies as employers, in addition to the obligation not to discriminate based on disability. This amendment codified a

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EXECUTIVE SUMMARY: WORKFORCE ANALYSES

variety of obligations placed on Federal agencies by management directives and executive orders, and added three substantive affirmative action requirements including that: (1) agencies must meet goals set by the EEOC for employment of people who have disabilities as defined under Section 501; (2) agencies must meet sub-goals set by the EEOC for the employment of people with targeted/severe disabilities (hereinafter "targeted") as defined by the Office of Personnel Management's ("OPM's") Standard Form 256 ("SF-256"); and (3) agencies must provide Personal Assistants to employees who, because of disabilities, require such assistance in order to be at work or participate in work-related travel, unless the provision of such services would impose an undue hardship on the agency.

From FY 2019 to FY 2020, the number of persons with targeted disabilities (PWTD) employed by the Agency remained unchanged. The Federal goal for PWTD is 2.00%. Given that the Agency is a law enforcement agency, the vast majority of our employees are required to meet certain physical and mental qualifications. However, the Agency's goal is to increase its PWTD participation rate to 2.00% by focusing its recruitment efforts in the Agency's administrative components that are not law-enforcement related, such as OHR, the Office of Financial Management, the Office of General Counsel, the Office of Administration, and the Office of Information Technology. As of the FY 2020 reporting period, we were still striving towards this goal.

Seventy (70), or 6.57%, of our permanent workforce self-identified as having a disability in FY 2020. The majority of PWD were at the GS-12 and above-grade levels. In fact, of the 70 permanent employees with disabilities in FY 2020, 46 employees, or 65.7%, held positions at the GS-12 and above grade level, while 24, or 34.3%, were at grades GS-11 and below. (Workforce Data Tables B1 and B4-P).

Applicant Flow

The Agency uses automated employment platforms. Identification of race, gender, and ethnicity was voluntary, and typically, 94% of job applicants self-identified. The quality of the applicant flow data that the Agency received through the employment platforms was reliable. The Agency used this data to target its recruitment efforts to underrepresented groups in the Agency's workforce and to evaluate the effectiveness of this targeted recruitment effort. Thus far, the process has been working smoothly.

Unlike the national civilian labor force (NCLF), White employees were identified as an underrepresented group in the Agency's workforce in FY 2020 and were targeted for our recruitment efforts. The participation rate of White employees in the Agency's workforce decreased from 128, or 11.60%, in FY 2019, to 123, or 11.53%, in FY 2020.

Triggers and Barriers

In FY 2020, the Agency continued to have a lower participation rate of White, Hispanic, and Asian employees in its total workforce, as compared to each group's availability in the 2010 CLF. White employees' availability in the CLF was 72.36%, and their participation rate in the Agency was 11.53%. Hispanic employees' availability in the CLF was 9.96%, and their participation rate in the Agency was 5.43%. Asian employees' availability in the CLF was 3.9%, and their participation rate in the Agency was 3.37%.

In FY 2020, the Agency continued to have a substantially lower participation rate of White employees in its mission critical occupational series 0101 at 9.86% when compared to their representation in the CLF of 82.40%. (Workforce Data Tables A1 and A6-P).

In FY 2020, the Agency continued to have a relatively low representation of both Hispanic and Black female employees in senior grade levels GS-13 through SES compared to their participation rate in the Agency's permanent workforce. Specifically, we note that of the 328 employees at these grade levels, 9, or 2.74%, were Hispanic, and 140, or 42.68%, were Black females. (Workforce Data Tables A1 and A6-P).

Fifty (50) Black employees separated from the Agency. Black employees separated at a higher rate (76.9%) than any other racial or ethnic group. While White employees separated from the Agency at a rate of 13.85%, this separation rate was higher than White employees' participation rate of 11.53% in the Agency's workforce as a whole. The attrition rate of all of the other protected groups was lower than their participation rate in the workforce as a whole. (Workforce Data Tables A1, A4-P and A16).

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EXECUTIVE SUMMARY: ACCOMPLISHMENTS

The Agency's accomplishments are highlighted throughout the Executive Summary.

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For period covering October 1, 2019 to September 30, 2020

EXECUTIVE SUMMARY: PLANNED ACTIVITIES

FY 2020 – FY 2021 Plan Requirement to Correct Deficiencies

Outlined below are program deficiencies identified in the Agency's FY 2017 Affirmative Action Plan, which the Agency projects will be addressed as part of a multi-year strategy.

Plan to Recruit and Hire Individuals with Disabilities

The Agency plans to determine whether barriers exist for PWD and PWTD in the recruitment and/or selection processes for the mission critical occupational category of 0101 (Social Science) series. This data will be incorporated into the Agency's comprehensive recruitment plan, which is under development. The Agency is also open to expanding its contacts to include the America Job Centers.

Plan to Improve Retention of Persons with Disabilities

The Agency will establish a plan to collect exit interview data by disability status and identify reasons highly performing PWD are leaving the agency. The Agency also plans to explore the possibility of conducting interviews to encourage valued PWD who may be considering leaving to remain with the Agency

Identification and Removal of Barriers

The Agency will explore the idea of including the requirement to investigate triggers involving the low participation rate of PWD in the mission-critical occupation series 0101 into the responsible officials' performance plans. The Agency also expects to utilize additional sources of data to: (1) identify policies, procedures, and practices that limit PWD's and PWTD's employment opportunities; (2) investigate whether PWD and PWTD are experiencing barriers that either prevent them from applying for and/or being selected for promotions or new hires to the senior grade levels; (3) identify the proportion of mission-critical occupation series 0101 that lead to managerial positions, and if PWD and PWTD have a low participation rate, conduct a focus group with the population to identify impediments to their advancement within the Agency; (4) examine whether any of policies, procedures, and practices are motivating PWD and PWTD to leave the Agency; (5) evaluate policies, practices and procedures surrounding reasonable accommodation requests, career development opportunities, job assignments, performance appraisals, awards, and the work environment; and (6) conduct climate assessment surveys, and focus groups.

CERTIFICATION of ESTABLISHMENT of CONTINUING EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS

I, Denise M. Clark, EEO Director, GS 15 am the

(Insert name above)

(Insert official title/series/grade above)

Principal EEO Director/Official for

Court Services and Offender Supervision Agency

(Insert Agency/Component Name above)

The agency has conducted an annual self-assessment of Section 717 and Section 501 programs against the essential elements as prescribed by EEO MD-715. If an essential element was not fully compliant with the standards of EEO MD-715, a further evaluation was conducted and, as appropriate, EEO Plans for Attaining the Essential Elements of a Model EEO Program, are included with this Federal Agency Annual EEO Program Status Report.

The agency has also analyzed its work force profiles and conducted barrier analyses aimed at detecting whether any management or personnel policy, procedure or practice is operating to disadvantage any group based on race, national origin, gender or disability. EEO Plans to Eliminate Identified Barriers, as appropriate, are included with this Federal Agency Annual EEO Program Status Report.

I certify that proper documentation of this assessment is in place and is being maintained for EEOC review upon request.

Denise M. Clark

July 29, 2021

Signature of Principal EEO Director/Official

Date

Certifies that this Federal Agency Annual EEO Program Status Report is in compliance with EEO MD-715.

RICHARD TISCHNER

Digitally signed by RICHARD TISCHNER Date: 2021.07.29 09:32:25 -04'00'

Signature of Agency Head or Agency Head Designee



Date

Court Services and Offender Supervision Agency for the District of
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Agency Self-Assessment Checklist



Essential Element: A Demonstrated Commitment From agency Leadership

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715- 01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	A.1. The agency issues an effective, up-to-date EEO policy statement.				
	A.1.a. Does the agency annually issue a signed and dated EEO policy statement on agency letterhead that clearly communicates the agency's commitment to EEO for all employees and applicants? If "Yes", please provide the annual issuance date in the comments column. [see MD-715, II(A)]	X			The Agency issued its annual EEO policy statement memorandum on Agency letterhead on September 23, 2020. 9/23/2020
	A.1.b. Does the EEO policy statement address all protected bases (age, color, disability, sex (including pregnancy, sexual orientation and gender identity), genetic information, national origin, race, religion, and reprisal) contained in the laws EEOC enforces? [see 29 CFR § 1614.101(a)] If the EEO policy statement covers any additional bases (e.g., marital status, veteran status and political affiliation), please list them in the comments column.	X			See Comments in A.1.a

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	A.2. The agency has communicated EEO policies and procedures to all employees.				
A.2.a. Does the agency disseminate the following policies and procedures to all employees:					
A.2.a.1. Anti-harassment policy? [see MD 715, II(A)]		X			On September 14, 2020, the revised Agency's Anti-Harassment policy was posted on the intranet and internet sites.
A.2.a.2. Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)]		X			The FY 2001 Reasonable Accommodation procedures continued to be posted on the Agency's intranet and internet sites in FY 2020. However, these procedures were revised and submitted for the EEOC's review on June 10, 2020. The EEOC provided its feedback on the revised procedures on February 3, 2021. The Agency revised the procedures accordingly and resubmitted them on April 13, 2021. A week late
A.2.b. Does the agency prominently post the following information throughout the workplace and on its public website:					
A.2.b.1. The business contact information for its EEO Counselors, EEO Officers, Special Emphasis Program Managers, and EEO Director? [see 29 C.F.R § 1614.102(b)(7)]		X			

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Agency Self-Assessment Checklist

A.2.b.2. Written materials concerning the EEO program, laws, policy statements, and the operation of the EEO complaint process? [see 29 CFR §1614.102(b)(5)]	X		During FY 2020, the written materials concerning the EEO program, laws, and policy statements, and the operation of the EEO complaint process continued to be posted on the Agency's intranet and internet websites.
A.2.b.3. Reasonable accommodation procedures? [see 29 CFR § 1614.203(d)(3)(i)] If so, please provide the internet address in the comments column.	X		https://intranet.csosa.gov/Pages/Directives-EEO.aspx
A.2.c. Does the agency inform its employees about the following topics:			
A.2.c.1. EEO complaint process? [see 29 CFR §§ 1614.102(a)(12) and 1614.102(b)(5)] If "yes", please provide how often and the means by which such training is delivered.	X		See Comments above at A.2.a
A.2.c.2. ADR process? [see MD-110, Ch. 3(II)(C)] If "yes", please provide how often.	X		See Comments above at A.2.a
A.2.c.3. Reasonable accommodation program? [see 29 CFR § 1614.203(d)(7)(ii)(C)] If "yes", please provide how often.	X		See Comments above at A.2.a
A.2.c.4. Anti-harassment program? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1] If "yes", please provide how often.	X		See Comments above at A.2.a
A.2.c.5. Behaviors that are inappropriate in the workplace and could result in disciplinary action? [5 CFR §2635.101(b)] If "yes", please provide how often.	X		Training is provided annually and on an as needed basis.

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Agency Self-Assessment Checklist

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	A.3. The agency assesses and ensures EEO principles are part of its culture.				
A.3.a. Does the agency provide recognition to employees, supervisors, managers and units demonstrating superior accomplishment in equal employment opportunity? [see 29 CFR § 1614.102(a)(9)] If "yes", provide one or two examples in the comments section. .			X		The Agency continued to recognize the contributions of its EEO Counselors and Special Emphasis Programs staff, all of whom perform the duties on a collateral basis, with Special Act Awards. Moreover, the Agency created a Diversity and Inclusion Award to recognize employees for their efforts in modeling inclusive behavior and attitudes and welcoming the broad range of human diversity.
A.3.b. Does the agency utilize the Federal Employee Viewpoint Survey or other climate assessment tools to monitor the perception of EEO principles within the workforce? [see 5 CFR Part 250]		X			

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Agency Self-Assessment Checklist

Essential Element: B Integration of EEO into the agency's Strategic Mission

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Agency Self-Assessment Checklist

 Compliance Indicator	 Measures	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
B.1. The reporting structure for the EEO program provides the principal EEO official with appropriate authority and resources to effectively carry out a successful EEO program.					
B.1.a. Is the agency head the immediate supervisor of the person ("EEO Director") who has day-to-day control over the EEO office? [see 29 CFR §1614.102(b)(4)]			X		During FY 2020, the Agency Chief of Staff served as the immediate supervisor of the EEO Director, who had direct responsibility for the Office of Equal Employment Opportunity, Diversity, and Special Programs (the EEO Office). The Agency Head was the second-line supervisor to whom the EEO Director had direct access. In FY 2021, the Agency Head became the EEO Director's first line supervisor.
B.1.a.1. If the EEO Director does not report to the agency head, does the EEO Director report to the same agency head designee as the mission-related programmatic offices? If "yes," please provide the title of the agency head designee in the comments.		X			Lisa Greene, CSOSA Chief-of-Staff.
B.1.a.2. Does the agency's organizational chart clearly define the reporting structure for the EEO office? [see 29 CFR §1614.102(b)(4)]		X			
B.1.b. Does the EEO Director have a regular and effective means of advising the agency head and other senior management officials of the effectiveness, efficiency and legal compliance of the agency's EEO program? [see 29 CFR §1614.102(c)(1); MD-715 Instructions, Sec. I]		X			
B.1.c. During this reporting period, did the EEO Director present to the head of the agency, and other senior management officials, the "State of the agency" briefing covering the six essential elements of the model EEO program and the status of the barrier analysis process? [see MD-715 Instructions, Sec. I] If "yes", please provide the date of the briefing in the comments column.		X			The briefings occurred on September 23, 2020 and September 24, 2020.

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Agency Self-Assessment Checklist

<p>B.1.d. Does the EEO Director regularly participate in senior-level staff meetings concerning personnel, budget, technology, and other workforce issues? [see MD-715, II(B)]</p>	<p>X</p>			<p>During FY 2020, the EEO Director continued to regularly participate in senior level staff meetings concerning personnel, budget, technology, and other workforce issues.</p>
<p> Compliance Indicator</p>	<p>B.2. The EEO Director controls all aspects of the EEO program.</p>			<p>Measure Has Been Met</p> <p>For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report</p>
<p> Measures</p>		<p>Yes</p>	<p>No</p>	<p>N/A</p>
<p>B.2.a. Is the EEO Director responsible for the implementation of a continuing affirmative employment program to promote EEO and to identify and eliminate discriminatory policies, procedures, and practices? [see MD-110, Ch. 1(III)(A); 29 CFR §1614.102(c)] If not, identify the office with this authority in the comments column.</p>	<p>X</p>			
<p>B.2.b. Is the EEO Director responsible for overseeing the completion of EEO counseling? [see 29 CFR §1614.102(c)(4)]</p>	<p>X</p>			
<p>B.2.c. Is the EEO Director responsible for overseeing the fair and thorough investigation of EEO complaints? [see 29 CFR §1614.102(c)(5)] [This question may not be applicable for certain subordinate level components.]</p>	<p>X</p>			
<p>B.2.d. Is the EEO Director responsible for overseeing the timely issuance of final agency decisions? [see 29 CFR §1614.102(c)(5)] [This question may not be applicable for certain subordinate level components.]</p>	<p>X</p>			
<p>B.2.e. Is the EEO Director responsible for ensuring compliance with EEOC orders? [see 29 CFR §§ 1614.102(e); 1614.502]</p>	<p>X</p>			
<p>B.2.f. Is the EEO Director responsible for periodically evaluating the entire EEO program and providing recommendations for improvement to the agency head? [see 29 CFR §1614.102(c)(2)]</p>	<p>X</p>			
<p>B.2.g. If the agency has subordinate level components, does the EEO Director provide effective guidance and coordination for the components? [see 29 CFR §§ 1614.102(c)(2); (c)(3)]</p>			<p>X</p>	<p>The Agency has no subordinate level components.</p>

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	B.3. The EEO Director and other EEO professional staff are involved in, and consulted on, management/personnel actions.				
	B.3.a. Do EEO program officials participate in agency meetings regarding workforce changes that might impact EEO issues, including strategic planning, recruitment strategies, vacancy projections, succession planning, and selections for training/career development opportunities? [see MD-715, II(B)]	X			
	B.3.b. Does the agency's current strategic plan reference EEO / diversity and inclusion principles? [see MD-715, II(B)] If "yes", please identify the EEO principles in the strategic plan in the comments column.	X			The Agency's current plan is supported by four strategic goals and seven management objectives. The EEO relevant measures are encompassed within management directive 1 and performance goal M.1.3.

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	B.4. The agency has sufficient budget and staffing to support the success of its EEO program.				
B.4.a. Pursuant to 29 CFR §1614.102(a)(1), has the agency allocated sufficient funding and qualified staffing to successfully implement the EEO program, for the following areas:					
B.4.a.1. to conduct a self-assessment of the agency for possible program deficiencies? [see MD-715, II(D)]		X			
B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]			X		In FY 2020, this continued to be identified as a deficiency, although the program has since been revised. In April 2021, the EEOC approved and the Agency implemented the Agency's revised reasonable accommodation policy and procedures. Under the new policy and procedures, a staff member from CSOSA's Office of Human Resources (OHR) has been designated as the Reasonable Accommodation Coordinator.
B.4.a.11. to ensure timely and complete compliance with EEOC orders? [see MD-715, II(E)]		X			
B.4.a.2. to enable the agency to conduct a thorough barrier analysis of its workforce? [see MD-715, II(B)]		X			
B.4.a.3. to timely, thoroughly, and fairly process EEO complaints, including EEO counseling, investigations, final agency decisions, and legal sufficiency reviews? [see 29 CFR §§ 1614.102(c)(5); 1614.105(b) – (f); MD-110, Ch. 1(IV)(D) & 5(IV); MD-715, II(E)]			X		This issue has been identified as a deficiency and is addressed in Part H.
B.4.a.4. to provide all supervisors and employees with training on the EEO program, including but not limited to retaliation, harassment, religious accommodations, disability accommodations, the EEO complaint process, and ADR? [see MD-715, II(B) and III(C)] If not, please identify the type(s) of training with insufficient funding in the comments column.		X			
B.4.a.5. to conduct thorough, accurate, and effective field audits of the EEO programs in components and the field offices, if applicable? [see 29 CFR §1614.102(c)(2)]				X	The Agency has no components or field EEO offices.

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Agency Self-Assessment Checklist

B.4.a.6. to publish and distribute EEO materials (e.g. harassment policies, EEO posters, reasonable accommodations procedures)? [see MD-715, II(B)]	X			
B.4.a.7. to maintain accurate data collection and tracking systems for the following types of data: complaint tracking, workforce demographics, and applicant flow data? [see MD-715, II(E)] If not, please identify the systems with insufficient funding in the comments section.	X			
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]	X			
B.4.a.9. to effectively manage its anti-harassment program? [see MD-715 Instructions, Sec. I; EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1]	X			Although this issue had previously been identified as a deficiency, it was rectified in FY 2020 as the Agency will fully explain in Part H. But in brief, the Office of Professional Responsibility (OPR) assumed responsibility for managing the Anti-Harassment Program in FY 2020. The Director of OPR was designated as the Anti-Harassment Coordinator effective September 14, 2020. See Comment below
B.4.b. Does the EEO office have a budget that is separate from other offices within the agency? [see 29 CFR § 1614.102(a)(1)]	X			
B.4.c. Are the duties and responsibilities of EEO officials clearly defined? [see MD-110, Ch. 1(III)(A), 2(III), & 6(III)]	X			
B.4.d. Does the agency ensure that all new counselors and investigators, including contractors and collateral duty employees, receive the required 32 hours of training, pursuant to Ch. 2(II) (A) of MD-110?	X			
B.4.e. Does the agency ensure that all experienced counselors and investigators, including contractors and collateral duty employees, receive the required 8 hours of annual refresher training, pursuant to Ch. 2(II)(C) of MD-110?	X			

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Agency Self-Assessment Checklist



 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	B.5. The agency recruits, hires, develops, and retains supervisors and managers who have effective managerial, communications, and interpersonal skills				
	B.5.a. Pursuant to 29 CFR §1614.102(a)(5), have all managers and supervisors received orientation, training, and advice on their responsibilities under the following areas under the agency EEO program:				
	B.5.a.1. EEO complaint process? [see MD-715(II)(B)]	X			
	B.5.a.2. Reasonable Accommodation Procedures? [see 29 CFR § 1614.102(d)(3)]	X			
	B.5.a.3. Anti-harassment policy? [see MD-715(II)(B)]	X			
	B.5.a.4. Supervisory, managerial, communication and interpersonal skills in order to supervise most effectively in a workplace with diverse employees and avoid disputes arising from ineffective communications? [see MD-715, II(B)]	X			
	B.5.a.5. ADR, with emphasis on the federal government's interest in encouraging mutual resolution of disputes and the benefits associated with utilizing ADR? [see MD-715(II)(E)]	X			
 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
	B.6. The agency involves managers in the implementation of its EEO program.				
	B.6.a. Are senior managers involved in the implementation of Special Emphasis Programs? [see MD-715 Instructions, Sec. I]	X			
	B.6.b. Do senior managers participate in the barrier analysis process? [see MD-715 Instructions, Sec. I]	X			
	B.6.c. When barriers are identified, do senior managers assist in developing agency EEO action plans (Part I, Part J, or the Executive Summary)? [see MD-715 Instructions, Sec. I]	X			
	B.6.d. Do senior managers successfully implement EEO Action Plans and incorporate the EEO Action Plan Objectives into agency strategic plans? [29 CFR §1614.102(a)(5)]	X			

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Essential Element: C Management and Program Accountability

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715- 01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	C.1. The agency conducts regular internal audits of its component and field offices.				
	C.1.a. Does the agency regularly assess its component and field offices for possible EEO program deficiencies? [see 29 CFR §1614.102(c)(2)] If "yes", please provide the schedule for conducting audits in the comments section.			X	The Agency has no sub-components.
	C.1.b. Does the agency regularly assess its component and field offices on their efforts to remove barriers from the workplace? [see 29 CFR §1614.102(c)(2)] If "yes", please provide the schedule for conducting audits in the comments section.			X	The Agency has no sub-components.
	C.1.c. Do the component and field offices make reasonable efforts to comply with the recommendations of the field audit? [see MD-715, II(C)]			X	The Agency has no sub-components.

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Agency Self-Assessment Checklist

 Compliance Indicator	 Measures	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
C.2. The agency has established procedures to prevent all forms of EEO discrimination.					
C.2.a. Has the agency established comprehensive anti-harassment policy and procedures that comply with EEOC's enforcement guidance? [see MD-715, II(C); Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (Enforcement Guidance), EEOC No. 915.002, § V.C.1 (June 18, 1999)]		X			This issue had previously been identified as a deficiency, but was rectified in FY 2020 as the Agency will fully explain in Part H. In brief, the Agency's Anti-Harassment policy and procedures were revised and approved by the EEOC in FY 2020. The revised policy and procedures were posted on the Agency's website on September 14, 2020.
C.2.a.1. Does the anti-harassment policy require corrective action to prevent or eliminate conduct before it rises to the level of unlawful harassment? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.1]		X			
C.2.a.2. Has the agency established a firewall between the Anti-Harassment Coordinator and the EEO Director? [see EEOC Report, Model EEO Program Must Have an Effective Anti-Harassment Program (2006)]		X			This issue had previously been identified as a deficiency, but was rectified in FY 2020 as the Agency will fully explain in Part H. In brief, the Agency's Anti-Harassment policy and procedures were revised and approved by the EEOC in FY 2020. The revised policy and procedures were posted on the Agency's website on September 14, 2020.

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C.2.a.3. Does the agency have a separate procedure (outside the EEO complaint process) to address harassment allegations? [see Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (Enforcement Guidance), EEOC No. 915.002, § V.C.1 (June 18, 1999)]	X			
C.2.a.4. Does the agency ensure that the EEO office informs the anti-harassment program of all EEO counseling activity alleging harassment? [See Enforcement Guidance, V.C.]	X			
C.2.a.5. Does the agency conduct a prompt inquiry (beginning within 10 days of notification) of all harassment allegations, including those initially raised in the EEO complaint process? [see Complainant v. Dep't of Veterans Affairs, EEOC Appeal No. 0120123232 (May 21, 2015); Complainant v. Dep't of Defense (Defense Commissary Agency), EEOC Appeal No. 0120130331 (May 29, 2015)] If "no", please provide the percentage of timely-processed inquiries in the comments column.	X			
C.2.a.6. Do the agency's training materials on its anti-harassment policy include examples of disability-based harassment? [see 29 CFR §1614.203(d)(2)]	X			
C.2.b. Has the agency established disability reasonable accommodation procedures that comply with EEOC's regulations and guidance? [see 29 CFR §1614.203(d)(3)]		X		In FY 2020, this continued to be identified as a deficiency, although the program has since been revised. In April 2021, the EEOC approved and the Agency implemented the Agency's revised reasonable accommodation policy and procedures. These updates will be fully explained by the Agency in Part H.
C.2.b.1. Is there a designated agency official or other mechanism in place to coordinate or assist with processing requests for disability accommodations throughout the agency? [see 29 CFR §1614.203(d)(3)(D)]	X			In FY 2020, the Employee and Labor Relations staff of CSOSA's OHR as well as PSA's OHCM continued to coordinate and/or assist with processing requests for disability accommodations.

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<p>C.2.b.2. Has the agency established a firewall between the Reasonable Accommodation Program Manager and the EEO Director? [see MD-110, Ch. 1(IV)(A)]</p>		<p>X</p>	<p>In FY 2020, this continued to be identified as a deficiency, although the reasonable accommodation program has since been revised. In April 2021, the EEOC approved and the Agency implemented the Agency's revised reasonable accommodation policy and procedures. Under the new policy and procedures, a designated staff member from CSOSA's Office of Human Resources (OHR) has been designated the RAC.</p>
<p>C.2.b.3. Does the agency ensure that job applicants can request and receive reasonable accommodations during the application and placement processes? [see 29 CFR §1614.203(d)(1)(ii)(B)]</p>	<p>X</p>		
<p>C.2.b.4. Do the reasonable accommodation procedures clearly state that the agency should process the request within a maximum amount of time (e.g., 20 business days), as established by the agency in its affirmative action plan? [see 29 CFR §1614.203(d)(3)(i)(M)]</p>	<p>X</p>		
<p>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.</p>		<p>X</p>	<p>In FY 2020, 83% of accommodation requests were processed within the timeframe set forth within the procedures. This issue has been identified as a deficiency and will be addressed in Part H.</p>

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C.2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]

X

In FY 2020, this continued to be identified as a deficiency, although the issue has since been rectified. Once the EEOC approved the reasonable accommodation policy and procedures in April 2021, the Agency implemented the revised reasonable accommodation policy and procedures along with the personal assistance services procedures.

C.2.c.1. Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If "yes", please provide the internet address in the comments column.



X

See above response to C.2.c.

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			Yes	No	N/A	
		C.3. The agency evaluates managers and supervisors on their efforts to ensure equal employment opportunity.				
		C.3.a. Pursuant to 29 CFR §1614.102(a)(5), do all managers and supervisors have an element in their performance appraisal that evaluates their commitment to agency EEO policies and principles and their participation in the EEO program?	X			
		C.3.b. Does the agency require rating officials to evaluate the performance of managers and supervisors based on the following activities:				
		C.3.b.1. Resolve EEO problems/disagreements/conflicts, including the participation in ADR proceedings? [see MD-110, Ch. 3.I]	X			
		C.3.b.2. Ensure full cooperation of employees under his/her supervision with EEO officials, such as counselors and investigators? [see 29 CFR §1614.102(b)(6)]	X			
		C.3.b.3. Ensure a workplace that is free from all forms of discrimination, including harassment and retaliation? [see MD-715, II(C)]	X			
		C.3.b.4. Ensure that subordinate supervisors have effective managerial, communication, and interpersonal skills to supervise in a workplace with diverse employees? [see MD-715 Instructions, Sec. I]	X			
		C.3.b.5. Provide religious accommodations when such accommodations do not cause an undue hardship? [see 29 CFR §1614.102(a)(7)]			X	There has not been an occasion for this issue to be addressed in 15 years.
		C.3.b.6. Provide disability accommodations when such accommodations do not cause an undue hardship? [see 29 CFR §1614.102(a)(8)]	X			
		C.3.b.7. Support the EEO program in identifying and removing barriers to equal opportunity?. [see MD-715, II(C)]	X			
		C.3.b.8. Support the anti-harassment program in investigating and correcting harassing conduct?. [see Enforcement Guidance, V.C.2]	X			
		C.3.b.9. Comply with settlement agreements and orders issued by the agency, EEOC, and EEO-related cases from the Merit Systems Protection Board, labor arbitrators, and the Federal Labor Relations Authority? [see MD-715, II(C)]	X			
		C.3.c. Does the EEO Director recommend to the agency head improvements or corrections, including remedial or disciplinary actions, for managers and supervisors who have failed in their EEO responsibilities? [see 29 CFR §1614.102(c)(2)]	X			
		C.3.d. When the EEO Director recommends remedial or disciplinary actions, are the recommendations regularly implemented by the agency? [see 29 CFR §1614.102(c)(2)]	X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	C.4. The agency ensures effective coordination between its EEO program and Human Resources (HR) program.				
	C.4.a. Do the HR Director and the EEO Director meet regularly to assess whether personnel programs, policies, and procedures conform to EEOC laws, instructions, and management directives? [see 29 CFR §1614.102(a)(2)]	X			
	C.4.b. Has the agency established timetables/schedules to review at regular intervals its merit promotion program, employee recognition awards program, employee development/training programs, and management/personnel policies, procedures, and practices for systemic barriers that may be impeding full participation in the program by all EEO groups? [see MD-715 Instructions, Sec. I]	X			
	C.4.c. Does the EEO office have timely access to accurate and complete data (e.g., demographic data for the workforce, applicants, training programs, etc.) required to prepare the MD-715 workforce data tables? [see 29 CFR §1614.601(a)]	X			
	C.4.d. Does the HR office timely provide the EEO office with access to other data (e.g., exit interview data, climate assessment surveys, and grievance data), upon request? [see MD-715, II(C)]	X			
	C.4.e. Pursuant to Section II(C) of MD-715, does the EEO office collaborate with the HR office to:				
	C.4.e.1. Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]		X		The Affirmative Action Plan for Individuals with Disabilities, which was developed in FY 2017, is undergoing revision, including ensuring that the Agency's targeted recruitment plan includes all Agency positions. This issue has been identified as a deficiency that will be addressed in Part H.
	C.4.e.2. Develop and/or conduct outreach and recruiting initiatives? [see MD-715, II(C)]	X			
	C.4.e.3. Develop and/or provide training for managers and employees? [see MD-715, II(C)]	X			
	C.4.e.4. Identify and remove barriers to equal opportunity in the workplace? [see MD-715, II(C)]	X			
	C.4.e.5. Assist in preparing the MD-715 report? [see MD-715, II(C)]	X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	C.5. Following a finding of discrimination, the agency explores whether it should take a disciplinary action.	Yes	No	N/A	
	C.5.a. Does the agency have a disciplinary policy and/or table of penalties that covers discriminatory conduct? [see 29 CFR §1614.102(a)(6); see also Douglas v. Veterans Administration, 5 MSPR 280 (1981)]	X			
	C.5.b. When appropriate, does the agency discipline or sanction managers and employees for discriminatory conduct? [see 29 CFR §1614.102(a)(6)] If "yes", please state the number of disciplined/sanctioned individuals during this reporting period in the comments.	X			One case of disciplinary action was undertaken during the relevant time period.
	C.5.c. If the agency has a finding of discrimination (or settles cases in which a finding was likely), does the agency inform managers and supervisors about the discriminatory conduct (e.g., post mortem to discuss lessons learned)? [see MD-715, II(C)]	X			
 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
	C.6. The EEO office advises managers/supervisors on EEO matters.	Yes	No	N/A	
	C.6.a. Does the EEO office provide management/supervisory officials with regular EEO updates on at least an annual basis, including EEO complaints, workforce demographics and data summaries, legal updates, barrier analysis plans, and special emphasis updates? [see MD-715 Instructions, Sec. I] If "yes", please identify the frequency of the EEO updates in the comments column.	X			In FY 2020, the EEO office continued to share its monthly Complaint Tracker with the Directors and Deputy Directors of CSOSA and PSA. The EEO Director also conducted the annual briefing on the MD-715 report.
	C.6.b. Are EEO officials readily available to answer managers' and supervisors' questions or concerns? [see MD-715 Instructions, Sec. I]	X			

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Essential Element: D Proactive Prevention

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	D.1. The agency conducts a reasonable assessment to monitor progress towards achieving equal employment opportunity throughout the year.				
	D.1.a. Does the agency have a process for identifying triggers in the workplace? [see MD-715 Instructions, Sec. I]	X			
	D.1.b. Does the agency regularly use the following sources of information for trigger identification: workforce data; complaint/grievance data; exit surveys; employee climate surveys; focus groups; affinity groups; union; program evaluations; special emphasis programs; and/or external special interest groups? [see MD-715 Instructions, Sec. I]	X			In FY 2020, the Agency continued to use the following sources for trigger identification: workforce data; complaint/grievance data; exit surveys; and employee climate surveys.
	D.1.c. Does the agency conduct exit interviews or surveys that include questions on how the agency could improve the recruitment, hiring, inclusion, retention and advancement of individuals with disabilities? [see 29 CFR §1614.203(d)(1)(iii)(C)]	X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	D.2. The agency identifies areas where barriers may exclude EEO groups (reasonable basis to act.)				
	D.2.a. Does the agency have a process for analyzing the identified triggers to find possible barriers? [see MD-715, II)(B)]	X			
	D.2.b. Does the agency regularly examine the impact of management/personnel policies, procedures, and practices by race, national origin, sex, and disability? [see 29 CFR §1614.102(a)(3)]	X			
	D.2.c. Does the agency consider whether any group of employees or applicants might be negatively impacted prior to making human resource decisions, such as re-organizations and realignments? [see 29 CFR §1614.102(a)(3)]	X			
	D.2.d. Does the agency regularly review the following sources of information to find barriers: complaint/grievance data, exit surveys, employee climate surveys, focus groups, affinity groups, union, program evaluations, anti-harassment program, special emphasis programs, and/or external special interest groups? [see MD-715 Instructions, Sec. I]] If "yes", please identify the data sources in the comments column.	X			In FY 2020, the Agency continued to regularly review its complaint activity through eComplaints (its EEO complaint tracking system), the annual and quarterly No Fear Reports, and Requests for Quarterly Workforce data, which include exit surveys and climate assessments, as well as other tools to find barriers.
 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures	D.3. The agency establishes appropriate action plans to remove identified barriers.	Yes	No	N/A	
	D.3.a. Does the agency effectively tailor action plans to address the identified barriers, in particular policies, procedures, or practices? [see 29 CFR §1614.102(a)(3)]	X			
	D.3.b. If the agency identified one or more barriers during the reporting period, did the agency implement a plan in Part I, including meeting the target dates for the planned activities? [see MD-715, II(D)]	X			
	D.3.c. Does the agency periodically review the effectiveness of the plans? [see MD-715, II(D)]	X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	D.4. The agency has an affirmative action plan for people with disabilities, including those with targeted disabilities.				
	D.4.a. Does the agency post its affirmative action plan on its public website? [see 29 CFR §1614.203(d)(4)] If yes, please provide the internet address in the comments.	X			See https://www.csosa.gov/wp-content/uploads/bsk-pdf-manager/2018/10/FY2017-Annual-EEO-Program-Status-Report.pdf .
	D.4.b. Does the agency take specific steps to ensure qualified people with disabilities are aware of and encouraged to apply for job vacancies? [see 29 CFR §1614.203(d)(1)(i)]	X			
	D.4.c. Does the agency ensure that disability-related questions from members of the public are answered promptly and correctly? [see 29 CFR §1614.203(d)(1)(ii)(A)]	X			
	D.4.d. Has the agency taken specific steps that are reasonably designed to increase the number of persons with disabilities or targeted disabilities employed at the agency until it meets the goals? [see 29 CFR §1614.203(d)(7)(ii)]	X			

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Essential Element: E Efficiency

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 Compliance Indicator	 Measures	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715- 01 PART H to the agency's status report
		Yes	No	N/A	
E.1. The agency maintains an efficient, fair, and impartial complaint resolution process.					
E.1.a. Does the agency timely provide EEO counseling, pursuant to 29 CFR §1614.105?		X			
E.1.b. Does the agency provide written notification of rights and responsibilities in the EEO process during the initial counseling session, pursuant to 29 CFR §1614.105(b)(1)?		X			
E.1.c. Does the agency issue acknowledgment letters immediately upon receipt of a formal complaint, pursuant to MD-110, Ch. 5(I)?		X			
E.1.d. Does the agency issue acceptance letters/dismissal decisions within a reasonable time (e.g., 60 days) after receipt of the written EEO Counselor report, pursuant to MD-110, Ch. 5(I)? If so, please provide the average processing time in the comments.		X			In FY 2020, the average processing time for the issuance of acceptance letters and dismissal decisions was 46.5 days.
E.1.e. Does the agency ensure that all employees fully cooperate with EEO counselors and EEO personnel in the EEO process, including granting routine access to personnel records related to an investigation, pursuant to 29 CFR §1614.102(b)(6)?		X			
E.1.f. Does the agency timely complete investigations, pursuant to 29 CFR §1614.108?			X		This issue has been identified as a deficiency and will be addressed in Part H.
E.1.g. If the agency does not timely complete investigations, does the agency notify complainants of the date by which the investigation will be completed and of their right to request a hearing or file a lawsuit, pursuant to 29 CFR §1614.108(g)?		X			
E.1.h. When the complainant did not request a hearing, does the agency timely issue the final agency decision, pursuant to 29 CFR §1614.110(b)?			X		This issue has been identified as a deficiency and will be addressed in Part H.
E.1.i. Does the agency timely issue final actions following receipt of the hearing file and the administrative judge's decision, pursuant to 29 CFR §1614.110(a)?			X		This issue has been identified as a deficiency and will be addressed in Part H.
E.1.j. If the agency uses contractors to implement any stage of the EEO complaint process, does the agency hold them accountable for poor work product and/or delays? [See MD-110, Ch. 5(V)(A)] If "yes", please describe how in the comments column.		X			The Agency reviewed contractors' work product for sufficiency and if not sufficient, payment was withheld.
E.1.k. If the agency uses employees to implement any stage of the EEO complaint process, does the agency hold them accountable for poor work product and/or delays during performance review? [See MD-110, Ch. 5(V)(A)]		X			

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E.1.1. Does the agency submit complaint files and other documents in the proper format to EEOC through the Federal Sector EEO Portal (FedSEP)? [See 29 CFR § 1614.403(g)]		X			
 Compliance Indicator	E.2. The agency has a neutral EEO process.	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures		Yes	No	N/A	
E.2.a. Has the agency established a clear separation between its EEO complaint program and its defensive function? [see MD-110, Ch. 1(IV)(D)] If "yes", please explain.		X			The Office of the General Counsel is the defensive function in the EEO process, and it is a clear separation between its EEO Complaints program.
E.2.b. When seeking legal sufficiency reviews, does the EEO office have access to sufficient legal resources separate from the agency representative? [see MD-110, Ch. 1(IV)(D)] If "yes", please identify the source/ location of the attorney who conducts the legal sufficiency review in the comments column.		X			In FY 2020, the EEO Director was an attorney who conducted sufficiency reviews of EEO cases.
E.2.c. If the EEO office relies on the agency's defensive function to conduct the legal sufficiency review, is there a firewall between the reviewing attorney and the agency representative? [see MD-110, Ch. 1(IV)(D)]		X			See comments in E.2.b
E.2.d. Does the agency ensure that its agency representative does not intrude upon EEO counseling, investigations, and final agency decisions? [see MD-110, Ch. 1(IV)(D)]		X			
E.2.e. If applicable, are processing time frames incorporated for the legal counsel's sufficiency review for timely processing of complaints? [see EEOC Report, Attaining a Model Agency Program: Efficiency (Dec. 1, 2004)]		X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	E.3. The agency has established and encouraged the widespread use of a fair alternative dispute resolution (ADR) program.				
	E.3.a. Has the agency established an ADR program for use during both the pre-complaint and formal complaint stages of the EEO process? [see 29 CFR §1614.102(b)(2)]	X			
	E.3.b. Does the agency require managers and supervisors to participate in ADR once it has been offered? [see MD-715, II(A)(1)]	X			
	E.3.c. Does the Agency encourage all employees to use ADR, where ADR is appropriate? [See MD-110, Ch. 3(IV)(C)]	X			
	E.3.d. Does the agency ensure a management official with settlement authority is accessible during the dispute resolution process? [see MD-110, Ch. 3(III)(A)(9)]	X			
	E.3.e. Does the agency prohibit the responsible management official named in the dispute from having settlement authority? [see MD-110, Ch. 3(I)]	X			
	E.3.f. Does the agency annually evaluate the effectiveness of its ADR program? [see MD-110, Ch. 3(II)(D)]	X			
 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures	E.4. The agency has effective and accurate data collection systems in place to evaluate its EEO program.	Yes	No	N/A	
	E.4.a. Does the agency have systems in place to accurately collect, monitor, and analyze the following data:				
	E.4.a.1. Complaint activity, including the issues and bases of the complaints, the aggrieved individuals/complainants, and the involved management official? [see MD-715, II(E)]	X			
	E.4.a.2. The race, national origin, sex, and disability status of agency employees? [see 29 CFR §1614.601(a)]	X			
	E.4.a.3. Recruitment activities? [see MD-715, II(E)]	X			
	E.4.a.4. External and internal applicant flow data concerning the applicants' race, national origin, sex, and disability status? [see MD-715, II(E)]	X			
	E.4.a.5. The processing of requests for reasonable accommodation? [29 CFR §1614.203(d)(4)]	X			
	E.4.a.6. The processing of complaints for the anti-harassment program? [see EEOC Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (1999), § V.C.2]	X			
	E.4.b. Does the agency have a system in place to re-survey the workforce on a regular basis? [MD-715 Instructions, Sec. I]	X			The Agency use the Federal Employee Viewpoint Survey.

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 Compliance Indicator	 Measures	Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
E.5.a. Does the agency monitor trends in its EEO program to determine whether the agency is meeting its obligations under the statutes EEOC enforces? [see MD-715, II(E)] If "yes", provide an example in the comments.	E.5. The agency identifies and disseminates significant trends and best practices in its EEO program.	X			In FY 2020, the EEO Director continued to prepare annual and quarterly trend analysis for the Executive Staff upon request.
E.5.b. Does the agency review other agencies' best practices and adopt them, where appropriate, to improve the effectiveness of its EEO program? [see MD-715, II(E)] If "yes", provide an example in the comments.		X			The Agency reviewed other agencies' policies when crafting EEO policies. For example, the Agency reviewed policies from the Departments of Veterans Affairs and Justice as well as NASA in revising its Diversity and Inclusion Strategic Plan.
E.5.c. Does the agency compare its performance in the EEO process to other federal agencies of similar size? [see MD-715, II(E)]			X		In FY 2020, the Agency began consulting with similarly sized agencies about their benchmarks to measure performance in the EEO process. This issue has been identified as a deficiency that will be addressed in Part H.

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Essential Element: F Responsiveness and Legal Compliance

 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	F.1. The agency has processes in place to ensure timely and full compliance with EEOC orders and settlement agreements.				
	F.1.a. Does the agency have a system of management controls to ensure that its officials timely comply with EEOC orders/directives and final agency actions? [see 29 CFR §1614.102(e); MD-715, II(F)]	X			
	F.1.b. Does the agency have a system of management controls to ensure the timely, accurate, and complete compliance with resolutions/settlement agreements? [see MD-715, II(F)]	X			
	F.1.c. Are there procedures in place to ensure the timely and predictable processing of ordered monetary relief? [see MD-715, II(F)]	X			
	F.1.d. Are procedures in place to process other forms of ordered relief promptly? [see MD-715, II(F)]	X			
	F.1.e. When EEOC issues an order requiring compliance by the agency, does the agency hold its compliance officer(s) accountable for poor work product and/or delays during performance review? [see MD-110, Ch. 9(IX) (H)]	X			
 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
 Measures	F.2. The agency complies with the law, including EEOC regulations, management directives, orders, and other written instructions.	Yes	No	N/A	
	F.2.a. Does the agency timely respond and fully comply with EEOC orders? [see 29 CFR §1614.502; MD-715, II(E)]	X			
	F.2.a.1. When a complainant requests a hearing, does the agency timely forward the investigative file to the appropriate EEOC hearing office? [see 29 CFR §1614.108(g)]	X			
	F.2.a.2. When there is a finding of discrimination that is not the subject of an appeal by the agency, does the agency ensure timely compliance with the orders of relief? [see 29 CFR §1614.501]	X			
	F.2.a.3. When a complainant files an appeal, does the agency timely forward the investigative file to EEOC's Office of Federal Operations? [see 29 CFR §1614.403(e)]	X			
	F.2.a.4. Pursuant to 29 CFR §1614.502, does the agency promptly provide EEOC with the required documentation for completing compliance?	X			

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 Compliance Indicator		Measure Has Been Met			For all unmet measures, provide a brief explanation in the space below or complete and attach an EEOC FORM 715-01 PART H to the agency's status report
		Yes	No	N/A	
 Measures	F.3. The agency reports to EEOC its program efforts and accomplishments.				
	F.3.a. Does the agency timely submit to EEOC an accurate and complete No FEAR Act report? [Public Law 107-174 (May 15, 2002), §203(a)]	X			
	F.3.b. Does the agency timely post on its public webpage its quarterly No FEAR Act data? [see 29 CFR §1614.703(d)]	X			

Essential Element: Other

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PART H.1

Brief Description of Program Deficiency: A.3.a. Does the agency provide recognition to employees, supervisors, managers and units demonstrating superior accomplishment in equal employment opportunity? [see 29 CFR § 1614.102(a)(9)] If "yes", provide one or two examples in the comments section. .

The Agency does not have a formal recognition program for superior accomplishment in EEO for employees, supervisors, managers, and organizational units.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
01/30/2018	12/31/2019	09/30/2022		Establish a formal EEO recognition program for superior accomplishment in EEO for employees, supervisors, managers and organizational units.

Responsible Officials

Title	Name	Standards Address the Plan?
CSOSA's OHR Associate Director, PSA's Director of HCM and Director, EEO	Linda Mays, Najuma Lake and Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
03/30/2018	Meet with CSOSA's OHR to discuss how to utilize the Diversity and Inclusion Award to recognize superior accomplishments in EEO.	Yes	09/30/2021	
04/30/2018	Once approved, brief Directors of CSOSA and PSA on the recognition program to get final approval.	Yes	09/30/2022	
06/30/2018	Once final approval is obtained, post information to CSOSA and PSA intranet websites.	Yes	09/30/2022	
08/30/2018	Evaluate applications and make selections.	Yes	09/30/2022	
07/30/2018	Determine the selection process for recognizing superior EEO accomplishments.	Yes	09/30/2022	

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency had further discussions regarding this objective.
2020	The Agency established a Diversity and Inclusion Award, although there was no selectee.
2021	The Agency is discussing how to utilize the Diversity and Inclusion Award (or some version of it) in FY 2021-22, budget permitting, to recognize superior accomplishments in EEO.

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PART H.2

Brief Description of Program
Deficiency:

B.1.a. Is the agency head the immediate supervisor of the person ("EEO Director") who has day-to-day control over the EEO office?
[see 29 CFR §1614.102(b)(4)]

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PART H.3

Brief Description of Program Deficiency: B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]

The Agency has not provided sufficient staffing, training, and funding to effectively manage the reasonable accommodation program.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
10/30/2018	12/30/2019	09/30/2022		Evaluate Agency's current staffing, training, and funding levels to determine sufficiency for effectively managing the Reasonable Accommodation program.

Responsible Officials

Title	Name	Standards Address the Plan?
CSOSA's OHR Associate Director, PSA's Director of HCM and EEO Director	Linda Mays, CSOSA; Najuma Lake, PSA; and Denise Clark. EEO	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
11/30/2018	Review the staffing of the EEO Office to determine if a full-time and/or part-time FTE can be established to manage the Agency's Reasonable Accommodation program.	Yes		05/30/2019
12/30/2018	Review the staffing of the OHR Office to determine if a full-time or part-time FTE is available to perform duties of Disability Program Manager/Reasonable Accommodation Coordinator.	Yes		06/30/2019
12/30/2018	Identify the OHR position to serve as Reasonable Accommodation Coordinator in revised Reasonable Accommodation policy and procedures.	Yes		06/30/2019
12/30/2018	Revise the Reasonable Accommodation policy and procedures.	Yes	09/30/2020	05/10/2020
01/30/2019	Once revised Reasonable Accommodation policy and procedures are implemented, begin the process of monitoring timeliness of responses to Reasonable Accommodation requests under the revised program.	Yes	09/30/2022	

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency completed the review of the staffing levels of EEO and OHR and identified the OHR position to serve as the Reasonable Accommodation Coordinator.
2020	The Agency sent the Revised Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.
2021	Based on the EEOC's February 3, 2021, feedback, the Agency further revised the Reasonable Accommodation policy and procedures and resubmitted them on April 13, 2021. The policy and procedures were approved by the EEOC on April 20, 2021 and were effective as of April 30, 2021. The Agency will now begin monitoring the timeliness of the responses under the revised program.

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PART H.4

Brief Description of Program Deficiency: B.4.a.3. to timely, thoroughly, and fairly process EEO complaints, including EEO counseling, investigations, final agency decisions, and legal sufficiency reviews? [see 29 CFR §§ 1614.102(c)(5); 1614.105(b) – (f); MD-110, Ch. 1(IV)(D) & 5(IV); MD-715, II(E)]

The Agency has not provided sufficient staffing, training, and funding to timely, thoroughly, and fairly process EEO complaints, including EEO counseling, investigations, final agency decisions, and legal sufficiency reviews.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/15/2019	09/30/2022			Evaluate the EEO's current staffing, training, and funding to determine sufficiency for the timely processing of EEO complaints.

Responsible Officials

Title	Name	Standards Address the Plan?
Director, EEO	Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
12/30/2019	Review the staffing of the EEO Office to determine if training and staffing are sufficient.	Yes	09/30/2020	09/30/2020
01/30/2020	If training insufficient, identify additional training resources to provide.	Yes	09/30/2020	09/30/2020
03/30/2020	If staffing level is insufficient, determine if a full-time and/or part-time FTE can be established to increase timeliness in complaint processing.	Yes	09/30/2022	

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency had preliminary discussions about this objective.
2020	The Agency has continued its discussions regarding this objective and expects to complete this objective by the end of the fiscal year.
2021	The Agency has increased the refresher training for the EEO staff to assist with their proficiency in conducting EEO counseling and investigating EEO complaints. The Agency has also determined that the EEO Office needs to increase the number of collateral duty EEO counselors to assist with counseling and add staffing to assist with more complicated investigations and final agency decisions. Recruitment for the collateral duty EEO counselors will begin by the end of the fiscal year. The Agency expects to begin advertising the additional position to assist the EEO Office by the end of FY 2021.

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PART H.5

Brief Description of Program Deficiency: B.1.d. Does the EEO Director regularly participate in senior-level staff meetings concerning personnel, budget, technology, and other workforce issues? [see MD-715, II(B)]

In FY 2019, the EEO Director did not regularly participate in senior-level staff meetings concerning personnel, budget, technology, and other workforce issues.I

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
01/30/2018	03/30/2018	09/30/2020	09/30/2020	Ensure that the EEO Director is a regular participant in senior-level staff meetings concerning personnel, budget, technology, and other workforce issues.

Responsible Officials

Title	Name	Standards Address the Plan?
Director's of CSOSA and PSA	Richard Tischner, CSOSA and Leslie Cooper, PSA	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
01/30/2018	EEO Director will meet monthly with CSOSA's Deputy Director and other members of the Senior Executive Leadership Team on a monthly basis. This planned activity was partially completed on 07/30/2018.	Yes	07/30/2018	07/30/2018
01/30/2018	Senior-level management will solicit input from the EEO Director concerning personnel, budget, technology, and other workforce issues on a regular basis.	Yes	09/30/2020	09/30/2020
09/30/2020	EEO Directory regularly will meet with senior leadership concerning personnel, budget, technology, and other workforce issues	Yes	09/30/2020	09/30/2020

Accomplishments

Fiscal Year	Accomplishment
2019	The EEO Director began meeting monthly with the Deputy Director of the Agency. However, the EEO Director did not meet with Senior Leadership on a monthly basis concerning personnel, budget, technology, and other workforce issues.
2020	The EEO Director has begun participating in meetings with senior-level management regarding personnel and other workforce issues.
2021	All planned activities for this objective were completed in FY 2020.

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PART H.6

Brief Description of Program Deficiency: C.2.b.2. Has the agency established a firewall between the Reasonable Accommodation Program Manager and the EEO Director?
[see MD-110, Ch. 1(IV)(A)]

The Agency has not established a firewall between Reasonable Accommodation Coordinator and the EEO Director.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/30/2019	03/30/2019	09/30/2020	04/30/2021	Establish a firewall between the Director of EEO and the Reasonable Accommodation Coordinator.

Responsible Officials

Title	Name	Standards Address the Plan?
Directors of CSOSA's OHR, CSOSA's OPR, PSA's OHCM and EEO	Linda Mays, OHR; Najuma Lake, PSA; and Denise Clark, EEO	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
01/30/2016	Discuss revision of current Reasonable Accommodation policy and procedures.	Yes		09/30/2020
12/31/2016	Review proposed changes to policy and recommend changes to stakeholders.	Yes		09/30/2020
06/18/2018	Vet policy and procedures with stakeholders for review and comment.	Yes		09/30/2020
12/01/2019	Further revise policy to incorporate feedback and identify the Reasonable Accommodation Coordinator.	Yes		09/30/2020
09/30/2019	Submit revised policy to EEOC to ensure compliance with EEOC guidance.	Yes		06/10/2020
08/30/2020	Post revised Reasonable Accommodation policy and procedures on Agency's intranet and internet sites.	Yes		04/30/2021
08/30/2020	Revise current Reasonable Accommodation training module.	Yes		07/30/2021
09/30/2020	Schedule training on the new Reasonable Accommodation policy and procedures.	Yes		07/26/0021

Accomplishments

Fiscal Year	Accomplishment
2019	The working group completed a draft on November 1, 2018, which was submitted for further review.
2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020. In the revised policy and procedures, an OHR employee was designated as the Reasonable Accommodation Coordinator. This revision created the necessary firewall between the EEO Director and the Reasonable Accommodation Coordinator.
2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures, including the provision designating the OHR employee as the Reasonable Accommodation Coordinator, on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency's internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021.

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PART H.7

Brief Description of Program Deficiency: C.2.a. Has the agency established comprehensive anti-harassment policy and procedures that comply with EEOC's enforcement guidance? [see MD-715, II(C); Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors (Enforcement Guidance), EEOC No. 915.002, § V.C.1 (June 18, 1999)]

The Agency's Anti-Harassment policy and procedures do not comply with EEOC guidance.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
10/30/2018	12/30/2019	09/30/2020	09/14/2020	Review and revise the Agency's current Anti-Harassment policy and procedures to ensure compliance with EEOC guidance.

Responsible Officials

Title	Name	Standards Address the Plan?
Directors of CSOSA's OHR, CSOSA's Investigations, Compliance, and Audit (ICA)/Office of Professional Responsibility (OPR), and EEO	Linda Mays, OHR; Denise Simmonds, ICA; and Denise Clark, EEO	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
10/30/2018	Review and revise the current Agency Anti-Harassment policy and procedures to ensure compliance with EEOC's enforcement guidance.	Yes		03/15/2020
08/30/2019	Vet policy with stakeholders for review and comment.	Yes		04/15/2020
12/01/2019	Further revise policy to incorporate feedback from ICA/OPR.	Yes		04/30/2020
04/15/2020	Vet further revised policy with stakeholders for review and comment.	Yes		05/30/2020
05/30/2020	Revise to incorporate feedback.	Yes	07/30/2020	09/30/2020
09/30/2019	Submit revised policy to EEOC to ensure compliance with EEOC guidance.	Yes	08/01/2020	08/01/2020
11/29/2019	Submit revised policy to EEOC to ensure compliance with EEOC guidance.	Yes	08/30/2020	08/30/2020
11/29/2019	Make recommended changes in accordance with EEOC's guidance, if applicable.	Yes	08/30/2020	08/30/2020
12/31/2019	Secure signatures from Directors of CSOSA and PSA.	Yes	09/30/2020	05/06/2021
08/30/2020	Post revised Anti-Harassment policy and procedures on Agency's intranet and internet sites.	Yes	09/30/2020	09/14/2020
08/30/2020	Revise current Anti-Harassment training module.	Yes	09/30/2020	11/13/2020
09/30/2020	Schedule training on the new revised Anti-Harassment policy and procedures.	Yes	09/30/2020	11/13/2020

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency's working group drafted a revised policy that was submitted for further review.
2020	The Agency's revised Anti-Harassment policy and procedures were approved, signed and posted to the Agency's internal and external websites on September 14, 2020.
2021	The Agency began training on the revised Anti-Harassment policy and procedures on November 13, 2020.

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PART H.8

Brief Description of Program Deficiency: C.2.b. Has the agency established disability reasonable accommodation procedures that comply with EEOC's regulations and guidance? [see 29 CFR §1614.203(d)(3)]

The Agency has not established Reasonable Accommodation procedures that comply with EEOC's regulations and guidance.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
10/30/2014	06/30/2018	09/30/2020	07/26/2021	Review and revise the Agency's current Reasonable Accommodation policy and procedures to ensure compliance with EEOC guidance.

Responsible Officials

Title	Name	Standards Address the Plan?
CSOSA's OHR Associate Director, PSA's Director of HCM and EEO Director	Linda Mays, Najuma Lake and Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
01/30/2016	Discuss revision of current Reasonable Accommodation policy and procedures.	Yes	04/15/2019	04/30/2019
12/31/2016	Review proposed changes to policy and recommend changes to stakeholders.	Yes	05/30/2019	11/30/2019
06/30/2018	Vet policy and procedures with stakeholders for review and comment.	Yes	05/30/2019	11/30/2019
12/01/2019	Further revise policy to incorporate feedback and identify the Reasonable Accommodation Coordinator.	Yes	04/30/2020	04/30/2020
04/15/2020	Vet further revised policy with stakeholders for review and comment.	Yes		04/30/2020
05/30/2020	Revise to incorporate feedback.	Yes		05/30/2020
09/30/2019	Submit revised policy to EEOC to ensure compliance with EEOC guidance.	Yes		06/10/2020
11/29/2019	Make recommended changes in accordance with EEOC's review, if applicable.	Yes	08/30/2020	08/30/2020
12/31/2019	Secure signatures from Directors of CSOSA and PSA.	Yes	09/30/2020	04/30/2021
08/30/2020	Post revised Reasonable Accommodation policy and procedures on Agency's intranet and internet sites.	Yes	09/30/2020	
08/30/2020	Revise current Reasonable Accommodation training module.	Yes	10/30/2020	07/21/2021
09/30/2020	Schedule training on the new Reasonable Accommodation policy and procedures.	Yes	11/30/2020	

Accomplishments

Fiscal Year	Accomplishment
2019	The working group completed a draft on November 1, 2018, which was submitted for further review.
2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.
2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency's internal and external websites. The Agency began training on the revised Reasonable Accommodation policy and procedures on July 26, 2021.

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PART H.9

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.
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The Agency does not timely process all reasonable accommodation requests, although it did timely process such requests 79% of the time.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2019	12/30/2019	06/30/2022		Process all reasonable accommodation requests in a timely manner.

Responsible Officials

Title	Name	Standards Address the Plan?
CSOSA's OHR Associate Director; PSA's Director of OHCM ;and EEO Director	Linda Mays, Najuma Lake and Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
01/31/2019	Once revised Reasonable Accommodation procedures are implemented, designated Reasonable Accommodation Coordinator (RAC) will process all reasonable accommodation requests.	Yes	09/30/2020	04/30/2021
03/30/2019	Schedule training for supervisors on Reasonable Accommodation policy and procedures.	Yes	09/30/2020	07/26/2021
04/30/2020	Begin monitoring timeliness of request processing under revised program.	Yes	09/30/2022	

Accomplishments

Fiscal Year	Accomplishment
2019	The working group completed a draft on November 1, 2018, which was submitted for further review.
2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.
2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency's internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021.

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PART H.10

Brief Description of Program Deficiency: C.4.e.1. Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]

Does the EEO office collaborate with the HR office to implement the Affirmative Action Plan for Individuals with Disabilities?

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
10/30/2018	10/30/2018	06/30/2022		Establish a process for implementing the Affirmative Action Plan for Individuals with Disabilities.

Responsible Officials

Title	Name	Standards Address the Plan?
CSOSA's OHR Associate Director, PSA's Director of HCM and EEO Director	Linda Mays, Najuma Lake and Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
10/30/2018	Explore the current usage of the Agency's Schedule A database and identify methods or processes to increase usage of the database.	Yes	09/30/2021	
10/30/2018	EEO, CSOSA's OHR and PSA's OHCM begin to formulate viable plans to implement the Affirmative Action Plan for Individuals with Disabilities.	Yes	09/30/2021	
01/30/2019	Provide training to all hiring managers on the use of hiring authorities that take disability into account. Training should also include upward mobility strategies for PWD.	Yes	03/30/2022	
01/30/2019	When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A, 30% Disabled Veteran), create a standardized process for determining if the individual is eligible for appointment under such authority. If so, forward the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.	Yes	06/30/2022	

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency had preliminary discussions.
2020	The Agency expects to continue these discussions into the next fiscal year.
2021	The Agency expects to continue these discussions in the FY 2021 fiscal year with a projected completion by 06/30/2022.

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PART H.11

Brief Description of Program Deficiency: C.2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]

The Agency has not established procedures for processing requests for Personal Assistance Services (PAS) that comply with EEOC regulations, enforcement guidance, and other applicable executive orders, guidance and standards in accordance with 29 CFR §1614.203(d)(6).

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
02/02/2018	12/30/2019	09/30/2020	04/30/2021	Establishing procedures for processing requests for PAS that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance and standards in accordance with 29 CFR §1614.203(d)(6).

Responsible Officials

Title	Name	Standards Address the Plan?
CSOSA's OHR Associate Director, PSA's Director of HCM and EEO Director	Linda Mays, Najuma Lake and Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2018	Develop policy statement, guidelines and procedures for processing requests for Personal Assistance Services (PAS).	Yes	12/30/2018	06/30/2020
09/30/2019	Vet the PAS policy statement to various stakeholders for review and comments.	Yes	12/30/2018	06/30/2020
05/30/2020	Revise to incorporate feedback.	Yes	06/15/2020	06/30/2020
09/30/2019	Submit revised policy to EEOC to ensure compliance with EEOC guidance.	Yes		07/13/2020
11/29/2019	Make recommended changes in accordance with EEOC's review, if applicable.	Yes	08/30/2020	08/30/2020
12/31/2019	Secure signatures from Directors of CSOSA and PSA.	Yes	09/30/2020	04/30/2021

Accomplishments

Fiscal Year	Accomplishment
2018	A working group began drafting a Personal Assistance Services policy.
2019	Although a draft of policy was completed in FY 2019, the Agency decided to incorporate the Personal Assistance Services policy into the Reasonable Accommodation policy, which was undergoing revision.
2020	The Agency submitted its revised Reasonable Accommodation policy, which incorporated the Personal Assistance Services policy, as well as the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures to the EEOC on July 13, 2020.
2021	Once the Reasonable Accommodation policy and procedures were approved by the EEOC, the Agency issued and implemented the revised Reasonable Accommodation policy, the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures. The policy and procedures were effective as of April 30, 2021 and were posted on the Agency's internal and external websites on that same date.

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PART H.12

Brief Description of Program Deficiency: C.2.a.2. Has the agency established a firewall between the Anti-Harassment Coordinator and the EEO Director? [see EEOC Report, Model EEO Program Must Have an Effective Anti-Harassment Program (2006)]

The Agency has not established a firewall between the Anti-Harassment Coordinator and the EEO Director.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2018	03/30/2019	09/30/2020	09/14/2020	Establish a firewall between the Director of EEO and the Anti-Harassment Coordinator.

Responsible Officials

Title	Name	Standards Address the Plan?
Directors of CSOSA's OHR, CSOSA's ICA/OPR, PSA's OHCM, and EEO	Linda Mays, OHR; Denise Simmonds, ICA/OPR; Najuma Lake, PSA; and Denise Clark, EEO	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
05/30/2020	Revise to incorporate feedback.	Yes	07/30/2020	08/30/2020
09/30/2019	Submit revised policy to EEOC to ensure compliance with EEOC guidance.	Yes	08/01/2020	08/30/2020
11/29/2019	Make recommended changes in accordance with EEOC's guidance, if applicable.	Yes	08/30/2020	08/30/2020
12/31/2019	Secure signatures from Directors of CSOSA and PSA.	Yes	09/30/2020	08/30/2020
08/30/2020	Post revised Anti-Harassment policy and procedures on Agency's intranet and internet sites.	Yes	09/30/2020	09/14/2020
08/30/2020	Revise current Anti-Harassment training module.	Yes	09/30/2020	11/13/2020
09/30/2020	Schedule training on the new revised Anti-Harassment policy and procedures.09	Yes	09/30/2020	11/13/2020

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency's working group drafted a revised policy that was submitted for further review.
2020	The Agency completed and posted its EEOC-approved revised Anti-Harassment policy and procedures on September 14, 2020.
2021	The Agency began training on the revised Anti-Harassment policy and procedures on November 13, 2020.

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PART H.13

Brief Description of Program Deficiency: C.2.c.1. Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If “yes”, please provide the internet address in the comments column.

The Agency has not posted Personal Assistance Services (PAS) procedures on its public website.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
10/30/2018	09/30/2020		04/30/2021	Establish PAS procedures and post to the Agency’s intranet and internet.

Responsible Officials

Title	Name	Standards Address the Plan?
CSOSA's OHR Associate Director, PSA's Director of HCM and EEO Director	Linda Mays, Najuma Lake and Denise Clark	Yes

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
12/01/2019	Incorporate PAS policy and procedures into revised Reasonable Accommodation policy and procedures as much as possible, except create separate PAS procedures to define terms unique to PAS and to set forth any procedures that unique to PAS requests.	Yes	05/30/2020	05/30/2020
04/15/2020	Vet PAS specific procedures with stakeholders for review and comment.	Yes		05/30/2020
05/30/2020	Revise to incorporate feedback.	Yes		06/30/2020
09/30/2019	Submit revised policy to EEOC to ensure compliance with EEOC guidance.	Yes		07/13/2020
11/29/2019	Make recommended changes in accordance with EEOC’s review, if applicable.	Yes	08/30/2020	08/30/2020
12/31/2019	Secure signatures from Directors of CSOSA and PSA.	Yes	09/30/2020	04/30/2021
08/30/2020	Post revised combined policy and procedures on Agency’s intranet and internet sites.	Yes	09/30/2020	04/30/2021

Accomplishments

Fiscal Year	Accomplishment
2019	Although a draft of policy was completed in FY 2019, the Agency decided to incorporate the Personal Assistance Services policy into the Reasonable Accommodation policy, which was undergoing revision.
2020	The Agency submitted its revised Reasonable Accommodation policy, which incorporated the Personal Assistance Services policy, as well as the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures to the EEOC on July 13, 2020.
2021	Once the Reasonable Accommodation policy and procedures were approved by the EEOC, the Agency issued and implemented the revised Reasonable Accommodation policy, the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures. The policy and procedures were posted on the Agency’s internal and external websites.

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Plan to Attain Essential Elements

PART H.14

Brief Description of Program Deficiency: E.3.a. Has the agency established an ADR program for use during both the pre-complaint and formal complaint stages of the EEO process? [see 29 CFR §1614.102(b)(2)]

The Agency's ADR program had a low ADR offer rate (45.45%), and a low ADR acceptance rate (22.73%) at the pre-complaint stage during FY 2019.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/18/2018	02/18/2021	09/30/2022		Increase the ADR offer rate and the low ADR acceptance rate at the pre-complaint stage to the EEOC benchmark of fifty (50) percent.

Responsible Officials

Title	Name	Standards Address the Plan?
Director, ADR	LeVale Jenkins	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
02/18/2021	Design and provide ADR specific training for CSOSA/PSA EEO Counselors.	Yes		02/18/2021
04/30/2021	Institute voluntary ADR declination survey procedure and process to track and evaluate complainants' reason(s) for declining EEO ADR during the pre-complaint process.	Yes		05/21/2021
05/28/2021	Enhance and reissue all pre-ADR consultation materials to ensure aggrieved persons are advised of ADR core principles, benefits, rights, process and expectations.	Yes	10/30/2021	
06/11/2021	Enhance, customize and distribute new ADR informational and promotional materials for agency staff, including employees and managers.	Yes	10/30/2021	
07/23/2021	Increase education, communication and marketing efforts through dissemination of periodic electronic communications.	Yes	10/30/2021	
08/31/2021	Design enhanced training curriculum incorporating ADR content for targeted groups, including employees, managers, union officials, and EEO counselors.	Yes	10/30/2021	
10/01/2021	In an effort to garner an even greater appreciation for the use of mediation at CSOSA/PSA, ADR will explore the development of a mock video mediation segment that will introduce participants to the mediation process.	Yes	10/30/2021	

Accomplishments

Fiscal Year	Accomplishment
2021	<p>In response to the EEOC's November 23, 2020, letter, the Agency began a comprehensive review of its ADR practices and began assessing how the Agency could encourage increase participation in the EEO ADR. The Agency has expanded the types of cases considered potentially appropriate for ADR. The Agency previously did not offer EEO ADR in cases involving allegations of sexual harassment or violence. The Agency will now consider whether to offer ADR in those types of cases on an individualized basis.</p> <p>The Agency also determined that it needed to provide additional education and training about the ADR process to the organization as a whole. To that end, the ADR Office began its enhanced educational campaign by providing ADR training to EEO Counselors as they are the individuals who provide ADR as an option to aggrieved parties during the informal process. During this February 18, 2021, training, the ADR Office provided the Counselors with a better understanding of how the ADR program works and the reasons that ADR can be particularly helpful in resolving EEO matters. Based on the feedback the ADR Office received, it is now designing ADR training for targeted agency stakeholders, such as employees, union officials, and managers.</p> <p>The ADR Office has also begun sending surveys to aggrieved parties who decline to participate in the ADR process to better understand the reasons for their declination decisions. The ADR Office plans to use the input it receives to assist in further revising and devising training to address those reasons.</p>

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Plan to Attain Essential Elements

PART H.15

Brief Description of Program
Deficiency:

E.1.h. When the complainant did not request a hearing, does the agency timely issue the final agency decision, pursuant to 29 CFR §1614.110(b)?

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Plan to Attain Essential Elements

PART H.16

Brief Description of Program Deficiency:	E.1.f. Does the agency timely complete investigations, pursuant to 29 CFR §1614.108?
The Agency did not timely complete investigations, issue final agency decisions, or issue final actions following receipt of hearing file and the administrative judge's decisions.	

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
09/20/2019	06/30/2020	09/30/2022		Increase the Agency's timeliness in completing investigations, final agency decisions, and final agency actions.

Responsible Officials

Title	Name	Standards Address the Plan?
Director, EEO	Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
03/30/2020	If aggrieved employees during the EEO counseling process request ADR, track timeframe for mediation to ensure timeframes are met.	Yes	09/30/2020	09/30/2020
02/01/2020	Monitor the tracking system for the timeliness of counselings, investigations, final agency decisions, and final agency actions.	Yes	09/30/2022	
03/30/2020	Create templates to increase efficiency of handling investigations, final agency decisions, and final agency actions.	Yes	09/30/2022	
06/30/2020	Explore increasing training for and number of collateral duty EEO Counselors as well as EEO staff.	Yes	09/30/2022	

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency had preliminary discussions regarding the timeliness of complaints processing.
2020	The Agency begun creating templates and assessing training and staffing needs. However, due to the national pandemic caused by COVID-19, complaints processing became more challenging. Most employees in the Agency, including the EEO Office, had to transition from working primarily onsite and with hard copies to working entirely remotely and with the electronic submission and delivery of documents. This led to inevitable delays as the parties as well as the EEO Office learned to adapt to the challenges presented by the pandemic as well as the transition to an entirely remote working environment. However, the EEO Office staff became increasingly adept at navigating in the new environment and assisting the parties with doing so. During this time, the EEO staff were able to take advantage of greater online training opportunities.
2021	To assist with the timeliness of final agency actions, at least one member of the EEO Office is now included as an Agency contact on all proceedings before the EEOC. This allows the EEO Office to know in real time when a decision has been issued by the EEOC that requires the Agency to issue a final agency action. The Agency has also increased the training for collateral duty EEO Counselors and EEO staff. In addition to the providing the Counselors and staff with required training, the Agency will begin using the free training the EEOC provides on topics of greatest need to the Counselors and staff. For example, the Agency is scheduling a training with the EEOC on settlement agreements. To assist with the timeliness of counselings, investigations, and final agency actions, the Agency will continue creating templates. The EEO Office will continue to monitor its complaints tracking system to assess its progress in increasing the timeliness in the processing of complaints.

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Plan to Attain Essential Elements

PART H.17

Brief Description of Program
Deficiency:

E.1.i. Does the agency timely issue final actions following receipt of the hearing file and the administrative judge's decision,
pursuant to 29 CFR §1614.110(a)?

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Plan to Attain Essential Elements

PART H.18

Brief Description of Program Deficiency: E.5.c. Does the agency compare its performance in the EEO process to other federal agencies of similar size? [see MD-715, II(E)]

The Agency does not compare its performance in the EEO process with other agencies.

Objectives for EEO Plan

Date Initiated	Target Date	Date Modified	Date Completed	Objective Description
08/16/2018	05/30/2019	09/30/2022		Contact other small and or mid-size agencies to discuss and collaborate on how to compare performance in the EEO process with other agencies.

Responsible Officials

Title	Name	Standards Address the Plan?
Director, EEO	Denise Clark	No

Planned Activities

Target Date	Planned Activity	Sufficient Staffing & Funding?	Modified Date	Completion Date
10/30/2018	Consult with other agencies to develop performance benchmarks and measurements to compare Agency's performance in EEO process with other agencies.	Yes	01/30/2022	
10/30/2018	Forward the new performance benchmarks and performance measurements to the Director of EEO for approval.	Yes	09/30/2022	
10/30/2018	Implement the approved performance benchmarks in FY 2023.	Yes	09/30/2023	

Accomplishments

Fiscal Year	Accomplishment
2019	The Agency continued its preliminary discussions.
2020	The Agency began reaching out to similarly sized agencies to discuss performance benchmarks.
2021	The Agency continues to consult with similarly sized agencies about how they measure their performance in EEO complaint processing.

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Plan to Eliminate Identified Barriers

PART I.1

Source of the Trigger:	Workforce Data (if so identify the table)	
Specific Workforce Data Table:	Workforce Data Table - A6	
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?	The Agency had a lower than expected participation rate of White employees in its Mission-Critical Occupation. The participation rate was 9.86% as compared to this group's 82.4% availability rate in the Occupational Civilian Labor Force (OCLF).	
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> White Males White Females	
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 White Males and Female low participation rate	Description of Policy, Procedure, or Practice As previously stated in the FY 2019 MD-715 Report, the demographics of the Agency's workforce had traditionally been more reflective of the locality it has served. Indeed, in 2000, when the Agency was certified, the population of White residents of the District was only 30.8% while the population of Black residents was 60%. While the demographics of the District have changed substantially over the last 20 years, the turnover of the Agency's work force has been at a much slower rate as has the change in the Agency's demographics. Therefore, the Agency's EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies aimed at increasing the representation for this and other targeted groups.

Objective(s) and Dates for EEO Plan

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
02/08/2013	12/31/2015	Yes	10/30/2022		Continue to recruit locally for all Agency positions and expand and diversify national recruitment efforts for hard to fill positions to the extent the budget allows.

Responsible Official(s)

Title	Name	Standards Address The Plan?
Director of EEO, CSOSA OHR and PSA OHCM	Denise Clark, EEO; Linda Mays, CSOSA; and Najuma Lake, PSA	No

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Plan to Eliminate Identified Barriers

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
02/28/2017	Develop recruitment initiatives to attract and retain talent from colleges and universities such as Georgetown, American University, and University of Maryland who major in social science and/or criminal justice.	Yes	09/30/2022	
09/30/2019	Actively promote and market the Agency as an "Employer of Choice" through the use of social media.	Yes	09/30/0022	
09/30/2022	Utilize social media and other networking opportunities to publicize vacancy announcements and connect with members of the APA community and organizations with large constituencies of APA community members.	Yes		

Report of Accomplishments

Fiscal Year	Accomplishments
2020	This continues to be an ongoing initiative. In FY 2020, the Agency determined that it needed to explore using social media as a means of connecting with and recruiting from underrepresented groups, particularly given the constraints imposed by the national pandemic.
2019	This continues to be an ongoing initiative that depends on the availability of funds to conduct recruitment.
2021	The Agency began systematically contacting local colleges and universities to explore opportunities for connecting with students and alumni about job opportunities via social media. The Agency also began an initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies by not only contacting the schools themselves, but also by reaching out to student and alumni groups with large constituencies of members of this and other underrepresented groups.

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Plan to Eliminate Identified Barriers

PART I.2

Source of the Trigger:	Workforce Data (if so identify the table)				
Specific Workforce Data Table:	Workforce Data Table - A1				
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?	In FY 2020, the Agency had a lower than expected participation rate of Asian Americans at 3.47% as compared to this group's 3.90% availability in the CLF.				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> Asian Males Asian Females				
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		
	Low participation rate of Asian males and females		The EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies for targeted groups.		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
12/30/2008	12/30/2016	No	09/30/2022		Target recruitment at colleges and universities throughout the country with a high percentage of Asian Americans.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Director of EEO, CSOSA OHR and PSA OCHM		Denise Clark, EEO; Linda Mays, CSOSA; and Najuma Lake, PSA		No	

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Plan to Eliminate Identified Barriers

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
06/30/2020	Continue to provide skill development opportunities to APA employees in order to allow them to be competitive for professional progress within the Agency.	Yes	09/30/2022	
06/30/2020	Assist CSOSA's OHR and PSA's OHCM with developing strategies that incorporate the APA action items and objectives into the Diversity and Inclusion Strategic Plan as well as the Agency's Strategic plan under human capital.	Yes	09/30/2022	
06/30/2020	Increase APA participation in leadership development programs.	Yes	09/30/2022	
03/30/2020	Utilize social media and other networking websites to publicize vacancy announcements and connect with members of the APA community and organizations with large constituencies of APA community members.	Yes	09/30/2022	

Report of Accomplishments

Fiscal Year	Accomplishments
2021	In FY 2021, the Agency began systematically contacting local colleges and universities to explore opportunities for connecting with students and alumni about job opportunities via social media. The Agency also began an initiative to update and expand the email distribution list the Agency uses to disseminate information about vacancies by not only contacting the schools themselves, but also by reaching out to student and alumni groups with large constituencies of members of this underrepresented group.
2019	In FY 2019, the representation of Asian Pacific Americans within the Agency increased from 34, 2.99%, in FY 2018 to 36, or 3.26%, in FY 2019.
2020	In FY 2020, the representation of the Asian Pacific Americans within the Agency remained unchanged at 36, although the percentage of representation increased from 3.26%, in FY 2019 to 3.47%, in FY 2020. While the percentage of representation of Asian Pacific American employees increased, the Agency continued to consult about ways of further increasing the numbers of Asian Pacific American employees. To that end, the Agency realized the need to explore using social media as a means of connecting with and recruiting from underrepresented groups, including the Asian Pacific American community.

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Plan to Eliminate Identified Barriers

PART I.3

Source of the Trigger:	Workforce Data (if so identify the table)	
Specific Workforce Data Table:	Workforce Data Table - A1	
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?	In FY 2020, the Agency had a lower than expected participation rate of Hispanic employees at 5.45% as compared to the National Civilian Labor Force (NCLF) of 9.96%. Additionally, there are no Hispanic males or females at the GS-8, 13 and SES grade levels..	
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> Hispanic or Latino Males White Females	
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 Low participation rates of Hispanics in Agency's Workforce	Description of Policy, Procedure, or Practice The EEO, OHR, and OCHM must continue to consult in order to develop and implement more robust recruitment strategies for targeted groups.

Objective(s) and Dates for EEO Plan

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
09/30/2008	09/30/2018	Yes	10/30/2022		Target recruiting at colleges and universities with a high percentage of Hispanic students to the extent the budget allows.
09/30/2008	09/30/2019	Yes	10/30/2022		Continued outreach to the Hispanic community through the Hispanic Employment Manager to create a pool of Hispanic applicants.
09/30/2008	09/30/2019	Yes	10/30/2022		Continued development of comprehensive recruitment plan in collaboration with the Office of Human Resources to increase the representation of Hispanic employees.

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Plan to Eliminate Identified Barriers

Responsible Official(s)

Title	Name	Standards Address The Plan?
Directors of the Office of Equal Employment, Diversity, and Special Programs (EEO), CSOSA's Office of Human Resources (OHR) and PSA's Office of Human Capital Management (OHCM)	Denise Clark, Linda Mays and Najuma Lake	No

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2019	The Hispanic Employment Program Committee (HEPC) will continue to work in collaboration with CSOSA's OHR and PSA's OHCM to further enhance the Agency's mentoring program.	Yes	10/30/2022	
09/30/2019	The HEPC will continue to work with CSOSA and PSA management on ways to improve the systems and forms related to Hispanic client intake. The HEPC will continue to work with CSOSA and PSA management to engage newly hired bilingual Community Services Officers and Pretrial Service Officers with enhanced training and language certifications.	Yes	10/30/2022	
09/30/2019	The HEPC will continue to work with CSOSA's OHR and PSA's OHCM to identify new venues for targeted outreach by identifying contacts, collaborating with the Diversity and Inclusion Council on the development of an email distribution list to alert Hispanic and bilingual candidates of vacancies, and working with management on strategies that affect affinity groups.	Yes	10/30/2022	
09/30/2022	In collaboration with HEPC, the EEO Office, OHR, and OCHM will continue to identify and add organizations serving members of the Hispanic community to the email distribution lists the Agency uses to disseminate external vacancy announcements.	Yes		
09/30/2022	In collaboration with HEPC, the EEO Office, OHR, and OCHM will explore the use of social media to connect and network with members of the Hispanic community and organizations serving members of the Hispanic community about job opportunities with the Agency.	Yes		

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Plan to Eliminate Identified Barriers

Report of Accomplishments

Fiscal Year	Accomplishments
2019	<p>The Agency continued to focus on shadowing experiences, details, mentoring, and career development opportunities to develop and retain Hispanic employees. In FY 2019, two Hispanic employees attended the National Image Conference and two Hispanic females attended the Latina Symposium held in Washington D.C. One Hispanic female employee began a detail with the Environmental Protection Agency.</p> <p>CSOSA's Office of Financial Management and PSA's Office of Financial Administration allocated funds for the Foreign Language Award to recognize law enforcement employees who used their bilingual language skills in the performance of their duties. With the issuance of this year's awards, morale among Spanish-speaking employees within the workforce continued to improve.</p> <p>The Agency's leadership conducted a meeting with HEPC to discuss the HEPC's action plan, achievements, and projected goals to address the need for the professional translation of documents, mentoring programs, diversity and inclusion training, and increased hiring of Hispanic employees. The Agency's leadership remains committed to working with the HEPC on these issues.</p> <p>The HEPC's FY 2019 accomplishments included:</p> <ul style="list-style-type: none"> • hosting a National Hispanic Heritage Month program at which there were two student speakers from our partner high school who discussed their experiences adapting to U.S. culture as well as a dynamic guest speaker, a video about Hispanic heritage, a performance by a local Latin musical group, and a Latin food sampling; • hosting a brown bag training session on resume writing; and • participating on the Agency's Diversity and Inclusion Council. <p>The Agency continued to engage Hispanic employees through outreach efforts to students in groups that are underrepresented in the workforce. In this regard, the Agency continued its Memorandum of Understanding (MOU) with the Columbia Heights Educational Campus (CHEC) Bell Multicultural High School, a bilingual-themed school with a majority Hispanic student population. The Agency's HEPC members assisted students with developing job skills, such as public speaking, by participating on the panels evaluating the senior class members' portfolio presentations and having students serve as the key note speakers for the Agency's National Hispanic Heritage Month Celebration. HEPC members' interaction with the students also allowed the students to learn about various career paths and employment opportunities available at the Agency.</p>

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Plan to Eliminate Identified Barriers

Report of Accomplishments

Fiscal Year	Accomplishments
2020	<p>In FY 2020, PSA continued its efforts to provide detail assignments, mentoring, and career development opportunities to develop and retain Hispanic employees. For example, a Hispanic female completed a four-month detail assignment in February 2020 with the Environmental Protection Agency's Office of Civil Rights. Also, one Hispanic female and one Hispanic male participated in the League of United Latin American Citizens' "2020 Virtual Federal Training Institute Partnership -- A Month of Professional Development."</p> <p>CSOSA's Office of Financial Management and PSA's Office of Financial Administration continued allocating funds for the Foreign Language Award to recognize law enforcement employees who used their bilingual language skills in the performance of their duties. This award continued to be a meaningful way to acknowledge the important contributions of Spanish-speaking employees whose language skills benefitted the Agency.</p> <p>In FY 2020, HEPC spearheaded the Agency's efforts to celebrate National Hispanic Heritage Month. The HEPC provided employees with information about the establishment of National Hispanic Heritage Month, circulated educational materials about the contributions of notable Hispanic and Latino Americans, and promoted virtual educational resources and events commemorating the month.</p> <p>During FY 2020, the Agency continued its MOU with the Columbia Heights Educational Campus (CHEC), a bilingual-themed school with a majority Hispanic student population. Members of the HEPC and other Agency employees again assisted CHEC students by participating on the panels evaluating the senior class members' portfolio presentations in the second quarter of FY 2020. However, as a result of the COVID 19 pandemic, CHEC suspended its activities with the Agency for the remainder of FY 2020.</p>
2021	<p>In FY 2021, the HEPC will continue to work with the Agency's executive leadership on barriers that affect Hispanic employment, particularly at the GS-12 through SES grade levels, as referenced in OPM's latest Hispanic in the Federal Workforce Report. The HEPC will continue to discuss strategies aimed at increasing participation rates of Hispanic employees in the Agency's workforce in compliance with the EEOC's Management Directive 715, Title VII of the Civil Rights Act of 1964, and other statutes and regulations that govern the Federal Government's equal employment opportunity activities.</p> <p>In FY 2021, the HEPC will continue, through its partnership with CHEC, to encourage students and alumni to consider the employment opportunities available at the Agency. The Agency will continue to research and build relationships with organizations having significant Hispanic constituencies in an effort to develop and attract a larger pool of Hispanic applicants. The Agency will continue its efforts to identify and add such organizations to its email distribution lists for vacancy announcements. The Agency will also explore using social media to connect and network with these organizations as well as individual members of the Hispanic community about job opportunities available at the Agency.</p> <p>In FY 2021, the HEPC and the Agency will continue to monitor and assess the impact of providing a monetary award to recognize law enforcement employees who use their bilingual language skills in the performance of their duties.</p>

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Plan to Eliminate Identified Barriers

PART I.4

Source of the Trigger:	Workforce Data (if so identify the table)				
Specific Workforce Data Table:	Workforce Data Table - A4				
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?	There was a relatively low representation of both Hispanic and Black female employees in senior grade levels GS-13 through SES compared to their participation rate in the Agency's permanent workforce. Specifically, we note that of the 329 employees at these grade levels, 9, or 2.73%, were Hispanic, and 130, or 42.25%, were Black females.				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> Hispanic or Latino Females Black or African American Females				
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		
	Low representation of Hispanic and Black females GS-13 and above		EEO, OHR, and OCHM will explore possible connections between the triggers in its workforce statistics and policies, procedures, or practices that might be causing the discrepancies.		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
10/30/2014	12/31/2019	Yes	09/30/2023		Develop a comprehensive recruitment plan to increase the representation and participation rates of Hispanics and Black females at the GS-13 to SES grade levels by 1% over the next four years.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Directors of EEO, CSOSA's OHR, and PSA's OHCM		Denise Clark, EEO; Linda Mays, CSOSA; and Najuma Lake, PSA		No	

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Plan to Eliminate Identified Barriers

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
02/28/2019	Assemble a workgroup of personnel from EEO, OHR, OCHM, Special Emphasis Program Managers from the Hispanic and Federal Women's Program, and the Office of Research and Evaluation to review of CSOSA and PSA merit promotion and recruitment plans.	Yes	12/30/2022	
03/30/2019	Identify the typical background and experience of individuals selected to the senior grade levels.	Yes	12/30/2022	
04/30/2019	Review the qualifications of Hispanic candidates and Black female candidates seeking career advancement.	Yes	12/30/2022	
05/30/2019	Examine the recruitment of Hispanics and Black females into the senior grade levels and management positions.	Yes	12/30/2022	
06/30/2019	Investigate every phase of the merit promotion process and career development programs beginning at grade GS-13.	Yes	12/30/2022	
07/30/2019	Conduct a longitudinal review of applicant flow statistics in workforce data tables A7, A9, A11 and A12 for past five years.	Yes	12/30/2022	
08/30/2019	Review the participation of Hispanics and Black females by grade levels in the mission critical occupation with upward mobility.	Yes	12/30/2022	
09/30/2019	Meet with selecting and management officials to examine their experience in the hiring process and to discuss their perceptions of Hispanic candidates and Black female candidates.	Yes	03/30/2023	

Report of Accomplishments

Fiscal Year	Accomplishments
2021	The planned activities are ongoing and planned for completion in FY 2023.
2019	The planned activities are ongoing.
2020	The planned activities are ongoing.

MD-715 – Part J
Special Program Plan
for the Recruitment, Hiring, Advancement, and
Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their 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 | Yes |
| b.Cluster GS-11 to SES (PWD) | Answer | Yes |

In FY 2020, the percentage of PWD in the GS-1 to GS-10 cluster of the permanent workforce was at a rate of 9.88%, which was a decrease from the 11.23% rate in FY 2019. The 9.88% rate is a lower rate than the expected 12% benchmark, indicating a trigger. PWD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 5.94% in FY 2020, which was a decrease from the FY 2019 rate of 6.23%. The 5.94% rate is lower rate than the expected 12% benchmark which indicates a trigger.

*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 |

In FY 2020, the percentage of PWTD in the GS-1 to GS-10 cluster of the permanent workforce was 1.16%, which was an increase from the rate of 1.07% rate in FY 2019. The FY 2020 rate of 1.16% is slightly lower rate than the expected 2% benchmark, indicating a trigger. PWTD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 1.34%, in FY 2020, which was a slight increase from FY 2019's rate of 1.07%. The FY 2020 rate of 1.34% is a lower rate than the expected 2% benchmark, indicating a trigger.

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

The Agency utilizes the EEOC's 12% and 2% benchmarks for PWD and PWTD, respectively, as targets. The Agency communicates these goals and provides additional information on the hiring of PWD and PWTD as part of its efforts to encourage Program Offices to use Schedule A hiring authorities. In FY 2020, the Agency continued to work with the offices of Equal Employment Opportunity, Diversity, and Special Programs (EEO), the Office of Human Resources (OHR), and the Office of Human Capital Management (OCHM) to assist with developing ideas for the structure, design, goals, and objectives of the Disability Advisory Committee (ADAC) to improve the participation rate for PWD and PTWD. Those efforts led to the Agency's relaunching the ADAC in FY 2021, which will take a leading role in communicating and encouraging supervisors to consider using Schedule A hiring authority. The ADAC is also undertaking a campaign to remind employees about the importance of reporting and updating their disability status so that the Agency can gain a more accurate count of PWD and PTWD currently working at the Agency and the needs of those employees. In addition, the ADAC will oversee OHR and OCHM's efforts in (1) assisting in the recruitment of qualified disabled applicants; (2) expanding the use of the Schedule A process (where applicable); (3) assisting in the advertising of any mandatory or optional training programs; and (4) ensuring that the goals and requirements within Executive Order 13548 and Part J of the MD-715 Annual Report are communicated and implemented throughout the organization. Additionally, the ADAC will explore the possibility of creating a working group of various stakeholders to conduct an examination of barriers as well as agency policies and procedures pertaining to the recruitment, hiring, and retention of women, minorities and PWD.

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

During FY 2020, the duties and responsibilities of this function continued to be performed by OHCM and OHR's Employee and Labor Relations staff in collaboration with EEO. However, in FY 2020, the Agency submitted revised Reasonable Accommodation policy and procedures to the EEOC in which the Agency designated a single member of the OHR staff as the Reasonable Accommodation Coordinator (RAC). In FY 2021, after further revision, the EEOC approved and the Agency implemented its revised Reasonable Accommodation policy and procedures and the disability program responsibilities were transferred to the OHR staff member who was designated as the RAC.

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	
Section 508 Compliance	0	2	0	Denise Clark, Director EEO Office denise.clark@csosa.gov william.kirkendale@csosa.gov
Architectural Barriers Act Compliance	0	2	0	Wikita Stegman, Director of Facilities wikita.stegman@csosa.gov reggie.jasmes@csosa.gov
Processing applications from PWD and PWTD	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Schmitz, Selective Placemen Coordinator, OHR
Processing reasonable accommodation requests from applicants and employees	0	3	0	Jillian Martin, Assistant Director, OHR, E&LR
Special Emphasis Program for PWD and PWTD	0	0	1	Gznee Jones, DEP Manager gznee.jones@csosa.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 No

During FY 2020, members of the EEO staff and the Special Emphasis Program Manager for People with Disabilities received the following training with respect to their disability program duties: 1. Excel and FDR Training Conferences 2020 (MD-715 Disability and Reasonable Accommodation Track) 2. Mandatory EEO training on Reasonable Accommodation and the No FEAR Act. The Agency will continue to focus on providing training opportunities to the OHR employee who will serve as the Reasonable Accommodation Coordinator (RAC) upon the implementation of the revised Reasonable Accommodation policy and procedures.

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

In FY 2020, the Agency identified an OHR employee who would serve as the RAC upon the approval and implementation of the revised Reasonable Accommodation policy and procedures. The Agency received EEOC approval of that policy and those procedures in April 2021. Accordingly, the Agency transferred the disability program responsibilities to the newly established RAC at that point. Now that the designated RAC is in place, the Agency will monitor the timeliness of the processing of Reasonable Accommodation requests over the next year and then will be in a better position to assess what, if any, additional resources may be necessary. In Part G of the Agency's FY 2020 MD-715 report, the Agency identified the following program deficiencies involving its disability program: Program Deficiencies Agency Comments C.2. The Agency has not provided sufficient staffing, training, and funding to implement the disability program. As reported in the FY 2019, MD-715 Annual Report, the Agency identified an OHR employee who would begin serving as the RAC upon the implementation of the revised Reasonable Accommodation policy and procedures, which was approved by EEOC in FY 2021. This employee continues to receive the necessary training to implement the disability program. The Agency will assess what, if any, additional resources may be necessary once the RAC has been in place for at least 12 months. C. 2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? In FY 2021, the Agency established procedures for processing personal assistance requests that comply with the applicable regulations, guidance and other authorities. Indeed, the Agency submitted its revised Reasonable Accommodation policy and procedures, which include guidance for processing requests for Personal Assistance Services, as well as its Personal Assistance Services- specific procedures to the EEOC for review.

Section III: Plan to Recruit and Hire Individuals with Disabilities

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

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

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

Over the last fiscal year, even with limited resources, the Agency continued to utilize a variety of recruitment strategies designed to increase the number of qualified applicants with disabilities and applicants with targeted disabilities, including networking with organizations that serve PWD and PWTD. In FY 2020, the Agency was below the 12% goal of PWD in the GS-1 to GS-10 cluster at 9.88%, and slightly below the goal of 2% of PWTD in the same cluster at 1.16%. Additionally, the Agency fell below the goals outlined in the final rule for senior grade level positions that have upward mobility into the senior grades. Agency senior grade levels were at 5.94% for PWD and 1.34% for PWTD. The Agency will continue to implement the following multi-pronged and multi-year recruitment strategies in FY 2021, FY 2022, and FY 2023: a. Continue to target recruitment of PWD by reviewing and reinforcing the function of the OHR's Selective Placement Coordinator who has responsibility for the staffing and recruitment of People with Disabilities. With the assistance of the Agency's Disabled Veterans Affirmative Action Plan Manager (DVAAPM), the Agency will continue to partner with Virginia's and the District of Columbia's Vocational Rehabilitation Services and national organizations such as: o Disabled Veterans' Outreach Programs; o Disabled Transition Assistance Programs; o Disability Resource Centers at colleges and universities; and o CSOSA/PSA will explore the potential opportunities/resources of OPM's shared register for applicants with disabilities, designed by Bender Consulting Services. b. Continue its partnership with the Workforce Recruitment Program to recruit post-secondary students and recent graduates with disabilities who would be an ideal match for the mission of the Agency for temporary and permanent positions for which they qualify. c. Develop collaborative recruiting partnerships with community, academic, and governmental groups that can reach individuals with targeted disabilities to maximize recruiting from all sources when filling positions at the GS-11 level and above, including managerial and supervisory positions at grades GS-13 to SES. d. Increase the Agency's presence at meetings, conferences, and career fairs sponsored by organizations serving individuals with targeted disabilities to reach a larger pool of 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

The Agency used all available hiring authorities to recruit and hire PWD and PWTD. Recruitment efforts included: o Use of the Workforce Recruitment Program. o Continued Partnership with the D.C. government's Department of Rehabilitative Services Administration (DRSA) to provide expanded opportunities for individuals with disabilities to gain access to meaningful employment with CSOSA and PSA. o Partnership with Operation War Fighter Internship Program and the Wounded Warrior Regiment M4Life Program. o Continued involvement by PSA's management officials in the recruitment process of hiring persons with disabilities and use of PSA's contact and engagement with partners who specialize in hiring persons with disabilities.

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.

Through its talent acquisition system, Avue, the Agency connected with government, state, and local agencies serving persons with disabilities by sending job announcements in real-time when announcements were posted. The Agency's Selective Placement Coordinator was contacted by interested applicants who sought employment with CSOSA. Additionally, CSOSA continued to provide employees with disabilities with a multitude of training and developmental opportunities, which allowed individuals to gain skills and competencies needed for the successful performance of their jobs and to enhance their career opportunities.

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

OHR and OCHM continued its practice of annually informing hiring managers about the use of special hiring authorities that consider disability. Managers and supervisors also received formal and informal training biennially as part of the mandatory EEO and Diversity training requirements. This training covered the special hiring authorities, the hiring goals, the Reasonable Accommodation program, and other diversity and inclusion topics.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

The Agency maintained contact with organizations that assist PWD, including PWTD, with securing and maintaining employment. The Agency collaborated with the Wounded Warrior Regiment – Career Resources Management Center in Quantico, Virginia, the D.C. Department on Disability Services, and the Virginia Rehabilitation Services to provide disabled individuals with real-life work experience. The Agency also collaborated with the D.C. Mayor's Office of Veterans Affairs (MOVA) to assist veterans with filing disability claims.

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 goals of 12% for PWD and 2% for PWTD, a trigger exists among new hires. In FY 2020, 2, or 6.67% of the Agency's new hires identified as having a disability. None identified as having a targeted disability.

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 | No |

In FY 2020, the Agency did not hire for the mission critical series of 0101. Accordingly, there is no data to suggest a trigger.

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 | No |
| b. Qualified Applicants for MCO (PWTD) | Answer | No |

In FY 2020, the Agency did not hire for the mission critical series of 0101. There was no pool of qualified internal and/or external applicants because there were no openings. Accordingly, there is no data to suggest a trigger.

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 |

In FY 2020, the Agency did not promote any employees into the mission critical occupation series of 0101. Accordingly, there is no data to suggest a trigger.

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

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

A. ADVANCEMENT PROGRAM PLAN

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

During FY 2020, FY 2021, FY 2022 and FY 2023, the Agency plans to improve and strengthen its opportunities for advancement for PWD, including PWTD, utilizing the following initiatives: • Determine whether barriers exist for PWD and PWTD in the recruitment and/or selection process for the mission critical occupational series 0101. This data will be incorporated into CSOSA's comprehensive recruitment plan, which is under development. The Agency is also open to expanding its contacts to include America Job Centers and employment network service providers. • Utilize additional sources of data to: (1) identify policies, procedures, and practices that limit PWD's and PWTD's employment opportunities; (2) investigate whether PWD and PWTD are experiencing barriers that either prevent them from applying for and/or being selected for promotions or new hires to the senior grade levels; (3) identify the proportion of mission-critical occupation that lead to managerial positions, and if PWD and PWTD have a low participation rate, conduct a focus group with the population to identify impediments to their advancement within the Agency; (4) examine whether any of policies, procedures, and practices are motivating PWD and PWTD to leave the Agency; (5) evaluate policies, practices and procedures surrounding reasonable accommodation requests, career development opportunities, job assignments, performance appraisals, awards, and the work environment; and (6) conduct climate assessment surveys and focus groups. • Plan to investigate whether PWD and PWTD have barriers in recruitment and/or selection processes for new hires and promotions to senior grade levels and management positions as well as the distribution of awards. The Agency will also consider the use of details and job assignments as tools for PWD and PWTD to obtain significant work experience. • Establish a plan to collect exit interview data by disability status and identify reasons PWD and PWTD are leaving the Agency. The Agency will also plan to conduct interviews to encourage PWD and PWTD who may be considering leaving to stay.

B. CAREER DEVELOPMENT OPPORTUNITES

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

Employees are encouraged to take advantage of the variety of programs the Agency offers because training promotes professional and personal development. Employees with disabilities are actively encouraged to apply to these developmental opportunities as well. These opportunities are advertised via email and online. The Agency tracks the names of the employees selected for training and details through its established Human Resources systems of record and has other mechanisms in place for limited tracking of employees who are selected for mentoring, fellowships, and coaching. Some of those career development opportunities are listed below: o CSOSA/PSA Shadowing and Mentoring programs o American Probation and Parole Association Leadership Institute o Susan Shaffer Leadership Academy (PSA) o Partnership for Public Service: Emerging Human Resources Leaders

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (#)	Selectees (#)	Applicants (#)	Selectees (#)
Internship Programs						
Fellowship Programs						
Detail Programs						
Mentoring Programs						
Coaching Programs						
Training Programs						
Other Career Development Programs	10	4				

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 Yes
- b. Selections (PWD) Answer Yes

For FY 2020, the Agency did not have the data available to determine triggers for all EEO groups, although there was limited information to suggest that there is a trigger for PWD/PWTD. However, the Agency’s current Learning Management System (LMS) for all employees, including PWD and PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

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 Yes
- b. Selections (PWTD) Answer Yes

For FY 2020, the Agency did not have the data available to determine triggers for all EEO groups, although there is limited information to suggest that there is a trigger for PWD and PWTD. However, the Agency’s current Learning Management System (LMS) for all employees, including PWD/PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

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 No
- b. Awards, Bonuses, & Incentives (PWTD) Answer No

In FY 2020, PWD received awards at a greater rate as compared to other groups of employees. For example, 6.56% of the Agency’s total workforce identified as having a disability, and 8.00% of the Agency’s awards were provided to individuals with disabilities. For time-off awards, the Agency awarded 273 time-off awards and 20 of those time-off awards (7.33%) were provided to individuals with disabilities. Of the Agency’s highest time-off awards (31-40 hours), 17.6% were provided to individuals with disabilities. For cash awards, 8.25% of the Agency’s total cash awards were awarded to individuals with disabilities, which is almost 2.00% greater than the PWD participation rate in the Agency. The distribution of cash awards for individuals with disabilities is spread similarly across the Agency, with the following distribution to PWD (i.e., <\$501 = 5.3%, \$501-\$999 = 15.4%, \$1,000 – \$1,999 = 8.5%, \$2,000 - \$2,999 = 7.6%, >\$2,999 = 7.7%). In FY 2020, PWTD received awards at an equivalent rate as compared to other groups of employees. For example, 1.31% of the CSOSA workforce identified as having a targeted disability, and a slightly higher percent (1.45%) of awards were provided to individuals with targeted disabilities. For time-off awards, the Agency awarded 6 of those time-off awards (2.2%) to individuals with targeted disabilities, and 5.9% of the Agency’s highest time-off awards (31-40 hours) were provided to individuals with targeted disabilities. For cash awards, 1.18% of the total cash awards were provided to individuals with targeted disabilities, which is the same as the benchmark. The distribution of cash awards for individuals with targeted disabilities is spread similarly (or slightly higher) across the Agency (i.e., <\$501 = 0.76%, \$501-\$999 = 1.92%, \$1,000 – \$1,999 = 0.95%, \$2,000 - \$2,999 = 1.52%, >\$2,999 = 3.85%).

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 No

b. Pay Increases (PWTD) Answer Yes

In FY 2020, PWD received 2 of the 28 performance-based pay increases, which was 7.14% of the performance-based pay increases. However, PTWD did not receive any performance-based increases.

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

There is no statistical data available to determine other types of employee recognition programs for PWD and PWTD other than those identified in the workforce data table.

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 No

ii. Internal Selections (PWD) Answer No

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 Yes

In FY 2020, there was no statistical data available to determine the qualified internal applicant rate for PWD and PWTD.

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 No

ii. Internal Selections (PWTD) Answer No

b. Grade GS-15

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

c. Grade GS-14

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

d. Grade GS-13

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

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 Yes
- 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 Yes

In FY 2020, there were 16 new hires at grade GS 13-SES. None of the new hires identified as having a disability.

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 Yes
- b. New Hires to GS-15 (PWTD) Answer Yes
- c. New Hires to GS-14 (PWTD) Answer Yes
- d. New Hires to GS-13 (PWTD) Answer Yes

The Agency continues to work on the process for improving the analysis of the triggers involving PWTD among the new hires to the senior grade level.

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

The Agency continues to work on the process for improving the analysis of the triggers involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions.

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 Yes
 - 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 Yes
 - ii. Internal Selections (PWTD) Answer Yes

The Agency continues to work on the process for improving the analysis of the triggers involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions.

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 | Yes |
| c. New Hires for Supervisors (PWD) | Answer | Yes |

The Agency continues to work on the process of improving the analysis of the triggers involving PWD among the selectees for new hires to supervisory positions.

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 | Yes |

The Agency continues to work on the process of improving the analysis of the triggers involving PWTD among the selectees for new hires to supervisory positions.

Section V: 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 CFR § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer Yes

The Agency completed converting all eligible Schedule A employees with a disability who had completed 2 years of satisfactory service into the competitive service in the second quarter of FY 2020.

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 | No |

In FY 2020, 10.26 % of PWD voluntarily separated. Only 5.43% of persons without disabilities voluntarily separated in FY 2020.

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 | No |
| b. Involuntary Separations (PWTD) | Answer | No |

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

The Agency’s exit survey is voluntary, and there was insufficient data collected during the reporting period to allow for analysis. Typically, the most common type of separation for both PWD and PWTD is voluntary retirement or accepted appointments in other federal agencies.

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.

The Agency's public website includes notice and an explanation of employees' and applicants' rights under Section 508 of the Rehabilitation Act, including instructions for filing a complaint, and can be found at www.csosa.gov/disclaimers/accessibility.aspx

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

The Agency is currently revising its public website to include notice and explanation of employees' and applicants' right under the Architectural Barriers Act, including instructions for filing a complaint.

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

The EEO, in collaboration with the Disability Employment Program Committee, is working with our Facilities Department to conduct an audit of all Agency's Field Offices to ensure that they are accessible to disabled persons.

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 Agency's current guideline for Reasonable Accommodation (RA) request processing is 60 days. Based on current Agency guidelines, 71% of RA requests were timely processed.

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.

All Managers and Supervisors are required to take EEO Refresher training every two years. This training includes models of reasonable accommodation.

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.

The Agency is currently developing Personal Assistance Services (PAS) procedures and guidelines. The goal is to have the procedures vetted and posted in the fourth quarter of FY 2019.

Section VI: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

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

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.

There have been no findings of discrimination alleging harassment based on disability status during the last fiscal year.

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.

Section VII: Identification and Removal of Barriers

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

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

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:	Workforce Data (if so identify the table)					
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?	Low Participation Rate of People with Disabilities in Core Occupations					
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i>					
	People with Disabilities People with Targeted 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				
	Participation rate of PWD and PWTB	Given that CSOSA and PSA are a law enforcement agencies, the Agency is focused on the recruitment of persons with a broad range of abilities for a variety of positions.				
Objective(s) and Dates for EEO Plan						
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description	
08/30/2019	12/31/2019	Yes			Increase the Number of Disabled Employees in Non-Mission-Critical positions such as Finance, Procurement, EEO, and OHR.	
Responsible Official(s)						
Title		Name		Standards Address The Plan?		
Director of EEO, CSOSA OHR and PSA OHCM		Denise Clark, Linda Mays and Najuma Lake		No		
Planned Activities Toward Completion of Objective						
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date	Completion Date
12/31/2019	Training for managers and supervisors.			Yes	12/30/2021	
Report of Accomplishments						
Fiscal Year	Accomplishments					
2020	In FY 2020, fifty-three (53) percent of the managers and supervisors were virtually trained on Reasonable Accommodations.					
2019	Thirty (30) percent of the managers and supervisors were trained on Reasonable Accommodation.					

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

N/A

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

N/A

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.

N/A

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

In FY 2020, the percentage of PWD in the GS-1 to GS-10 cluster of the permanent workforce was at a rate of 9.88%, which was a decrease from the 11.23% rate in FY 2019. The 9.88% rate is a lower rate than the expected 12% benchmark, indicating a trigger. PWD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 5.94% in FY 2020, which was a decrease from the FY 2019 rate of 6.23%. The 5.94% rate is lower rate than the expected 12% benchmark which indicates a trigger.

*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 |

In FY 2020, the percentage of PWTD in the GS-1 to GS-10 cluster of the permanent workforce was 1.16%, which was an increase from the rate of 1.07% rate in FY 2019. The FY 2020 rate of 1.16% is slightly lower rate than the expected 2% benchmark, indicating a trigger. PWTD in the GS-11 to SES cluster of the permanent workforce participated at a rate of 1.34%, in FY 2020, which was a slight increase from FY 2019's rate of 1.07%. The FY 2020 rate of 1.34% is a lower rate than the expected 2% benchmark, indicating a trigger.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-1 to GS-10	172	17	9.88	2	1.16
Grades GS-11 to SES	893	53	5.94	12	1.34

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

The Agency utilizes the EEOC’s 12% and 2% benchmarks for PWD and PWTB, respectively, as targets. The Agency communicates these goals and provides additional information on the hiring of PWD and PWTB as part of its efforts to encourage Program Offices to use Schedule A hiring authorities. In FY 2020, the Agency continued to work with the offices of Equal Employment Opportunity, Diversity, and Special Programs (EEO), the Office of Human Resources (OHR), and the Office of Human Capital Management (OCHM) to assist with developing ideas for the structure, design, goals, and objectives of the Disability Advisory Committee (ADAC) to improve the participation rate for PWD and PTWD. Those efforts led to the Agency’s relaunching the ADAC in FY 2021, which will take a leading role in communicating and encouraging supervisors to consider using Schedule A hiring authority. The ADAC is also undertaking a campaign to remind employees about the importance of reporting and updating their disability status so that the Agency can gain a more accurate count of PWD and PTWD currently working at the Agency and the needs of those employees. In addition, the ADAC will oversee OHR and OCHM’s efforts in (1) assisting in the recruitment of qualified disabled applicants; (2) expanding the use of the Schedule A process (where applicable); (3) assisting in the advertising of any mandatory or optional training programs; and (4) ensuring that the goals and requirements within Executive Order 13548 and Part J of the MD-715 Annual Report are communicated and implemented throughout the organization. Additionally, the ADAC will explore the possibility of creating a working group of various stakeholders to conduct an examination of barriers as well as agency policies and procedures pertaining to the recruitment, hiring, and retention of women, minorities and PWD.

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

During FY 2020, the duties and responsibilities of this function continued to be performed by OCHM and OHR’s Employee and Labor Relations staff in collaboration with EEO. However, in FY 2020, the Agency submitted revised Reasonable Accommodation policy and procedures to the EEOC in which the Agency designated a single member of the OHR staff as the Reasonable Accommodation Coordinator (RAC). In FY 2021, after further revision, the EEOC approved and the Agency implemented its revised Reasonable Accommodation policy and procedures and the disability program responsibilities were transferred to the OHR staff member who was designated as the RAC.

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	
Section 508 Compliance	0	2	0	william.kirkendale@csosa.gov
Architectural Barriers Act Compliance	0	2	0	Wikita Stegman, Director of Facilities wikita.stegman@csosa.gov reggie.jasmes@csosa.gov
Processing applications from PWD and PWTB	1	0	0	Karen Schmitz, Selective Placement Coordinator, OHR

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Karen Schmitz, Selective Placemen Coordinator, OHR
Processing reasonable accommodation requests from applicants and employees	0	3	0	Jillian Martin, Assistant Director, OHR, E&LR
Special Emphasis Program for PWD and PWTD	0	0	1	Gznee Jones, DEP Manager gznee.jones@csosa.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 No

During FY 2020, members of the EEO staff and the Special Emphasis Program Manager for People with Disabilities received the following training with respect to their disability program duties: 1. Excel and FDR Training Conferences 2020 (MD-715 Disability and Reasonable Accommodation Track) 2. Mandatory EEO training on Reasonable Accommodation and the No FEAR Act. The Agency will continue to focus on providing training opportunities to the OHR employee who will serve as the Reasonable Accommodation Coordinator (RAC) upon the implementation of the revised Reasonable Accommodation policy and procedures.

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

In FY 2020, the Agency identified an OHR employee who would serve as the RAC upon the approval and implementation of the revised Reasonable Accommodation policy and procedures. The Agency received EEOC approval of that policy and those procedures in April 2021. Accordingly, the Agency transferred the disability program responsibilities to the newly established RAC at that point. Now that the designated RAC is in place, the Agency will monitor the timeliness of the processing of Reasonable Accommodation requests over the next year and then will be in a better position to assess what, if any, additional resources may be necessary. In Part G of the Agency’s FY 2020 MD-715 report, the Agency identified the following program deficiencies involving its disability program: Program Deficiencies Agency Comments C.2. The Agency has not provided sufficient staffing, training, and funding to implement the disability program. As reported in the FY 2019, MD-715 Annual Report, the Agency identified an OHR employee who would begin serving as the RAC upon the implementation of the revised Reasonable Accommodation policy and procedures, which was approved by EEOC in FY 2021. This employee continues to receive the necessary training to implement the disability program. The Agency will assess what, if any, additional resources may be necessary once the RAC has been in place for at least 12 months. C.2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC’s regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? In FY 2021, the Agency established procedures for processing personal assistance requests that comply with the applicable regulations, guidance and other authorities. Indeed, the Agency submitted its revised Reasonable Accommodation policy and procedures, which include guidance for processing requests for Personal Assistance Services, as well as its Personal Assistance Services- specific procedures to the EEOC for review.

Section III: Program Deficiencies In The Disability Program

Brief Description of Program Deficiency	B.4.a.10. to effectively manage its reasonable accommodation program? [see 29 CFR §1614.203(d)(4)(ii)]		
Objective	Evaluate Agency’s current staffing, training, and funding levels to determine sufficiency for effectively managing the Reasonable Accommodation program.		
Target Date	Dec 30, 2019		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Nov 30, 2018	May 30, 2019	Review the staffing of the EEO Office to determine if a full-time and/or part-time FTE can be established to manage the Agency’s Reasonable Accommodation program.
	Dec 30, 2018	June 30, 2019	Review the staffing of the OHR Office to determine if a full-time or part-time FTE is available to perform duties of Disability Program Manager/ Reasonable Accommodation Coordinator.
	Dec 30, 2018	June 30, 2019	Identify the OHR position to serve as Reasonable Accommodation Coordinator in revised Reasonable Accommodation policy and procedures.
	Dec 30, 2018 Jan 30, 2019	May 10, 2020	Revise the Reasonable Accommodation policy and procedures. Once revised Reasonable Accommodation policy and procedures are implemented, begin the process of monitoring timeliness of responses to Reasonable Accommodation requests under the revised program.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	The Agency completed the review of the staffing levels of EEO and OHR and identified the OHR position to serve as the Reasonable Accommodation Coordinator.	
	2020	The Agency sent the Revised Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.	
	2021	Based on the EEOC’s February 3, 2021, feedback, the Agency further revised the Reasonable Accommodation policy and procedures and resubmitted them on April 13, 2021. The policy and procedures were approved by the EEOC on April 20, 2021 and were effective as of April 30, 2021. The Agency will now begin monitoring the timeliness of the responses under the revised program.	

Brief Description of Program Deficiency	C.2.b. Has the agency established disability reasonable accommodation procedures that comply with EEOC's regulations and guidance? [see 29 CFR §1614.203(d)(3)]		
Objective	Review and revise the Agency's current Reasonable Accommodation policy and procedures to ensure compliance with EEOC guidance.		
Target Date	Jun 30, 2018		
Completion Date	Jul 26, 2021		
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Jan 30, 2016	April 30, 2019	Discuss revision of current Reasonable Accommodation policy and procedures.
	Dec 31, 2016	November 30, 2019	Review proposed changes to policy and recommend changes to stakeholders.
	Jun 30, 2018	November 30, 2019	Vet policy and procedures with stakeholders for review and comment.
	Sep 30, 2019	June 10, 2020	Submit revised policy to EEOC to ensure compliance with EEOC guidance.
	Nov 29, 2019	August 30, 2020	Make recommended changes in accordance with EEOC's review, if applicable.
	Dec 1, 2019	April 30, 2020	Further revise policy to incorporate feedback and identify the Reasonable Accommodation Coordinator.
	Dec 31, 2019	April 30, 2021	Secure signatures from Directors of CSOSA and PSA.
	Apr 15, 2020	April 30, 2020	Vet further revised policy with stakeholders for review and comment.
	May 30, 2020	May 30, 2020	Revise to incorporate feedback.
	Aug 30, 2020		Post revised Reasonable Accommodation policy and procedures on Agency's intranet and internet sites.
Aug 30, 2020	July 21, 2021	Revise current Reasonable Accommodation training module.	
Sep 30, 2020		Schedule training on the new Reasonable Accommodation policy and procedures.	
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency's internal and external websites. The Agency began training on the revised Reasonable Accommodation policy and procedures on July 26, 2021.	
	2019	The working group completed a draft on November 1, 2018, which was submitted for further review.	
	2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.	

Brief Description of Program Deficiency	C.2.b.2. Has the agency established a firewall between the Reasonable Accommodation Program Manager and the EEO Director? [see MD-110, Ch. 1(IV)(A)]		
Objective	Establish a firewall between the Director of EEO and the Reasonable Accommodation Coordinator.		
Target Date	Mar 30, 2019		
Completion Date	Apr 30, 2021		
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Jan 30, 2016	September 30, 2020	Discuss revision of current Reasonable Accommodation policy and procedures.
	Dec 31, 2016	September 30, 2020	Review proposed changes to policy and recommend changes to stakeholders.
	Jun 18, 2018	September 30, 2020	Vet policy and procedures with stakeholders for review and comment.
	Sep 30, 2019	June 10, 2020	Submit revised policy to EEOC to ensure compliance with EEOC guidance.
	Dec 1, 2019	September 30, 2020	Further revise policy to incorporate feedback and identify the Reasonable Accommodation Coordinator.
	Aug 30, 2020	April 30, 2021	Post revised Reasonable Accommodation policy and procedures on Agency's intranet and internet sites.
	Aug 30, 2020 Sep 30, 2020	July 30, 2021 July 26, 21	Revise current Reasonable Accommodation training module. Schedule training on the new Reasonable Accommodation policy and procedures.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	The working group completed a draft on November 1, 2018, which was submitted for further review.	
	2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020. In the revised policy and procedures, an OHR employee was designated as the Reasonable Accommodation Coordinator. This revision created the necessary firewall between the EEO Director and the Reasonable Accommodation Coordinator.	
2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures, including the provision designating the OHR employee as the Reasonable Accommodation Coordinator, on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency's internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021.		

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.		
Objective	Process all reasonable accommodation requests in a timely manner.		
Target Date	Dec 30, 2019		
Completion Date			
Planned Activities	<u><i>Target Date</i></u>	<u><i>Completion Date</i></u>	<u><i>Planned Activity</i></u>
	Jan 31, 2019	April 30, 2021	Once revised Reasonable Accommodation procedures are implemented, designated Reasonable Accommodation Coordinator (RAC) will process all reasonable accommodation requests.
	Mar 30, 2019	July 26, 2021	Schedule training for supervisors on Reasonable Accommodation policy and procedures.
	Apr 30, 2020		Begin monitoring timeliness of request processing under revised program.
Accomplishments	<u><i>Fiscal Year</i></u>	<u><i>Accomplishment</i></u>	
	2019	The working group completed a draft on November 1, 2018, which was submitted for further review.	
	2020	The Agency further revised and then submitted its Reasonable Accommodation policy and procedures to the EEOC on June 10, 2020.	
	2021	On February 3, 2021, the EEOC provided its feedback on the revised policy and procedures. The Agency revised the documents accordingly and resubmitted them on April 13, 2021. The EEOC approved the policy and procedures on April 20, 2021. The revised Reasonable Accommodation policy and procedures became effective on April 30, 2021. They have been posted on the Agency’s internal and external websites. The Agency began training on the revised policy and procedures on July 26, 2021.	

Brief Description of Program Deficiency	C.2.c. Has the agency established procedures for processing requests for personal assistance services that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance, and standards? [see 29 CFR §1614.203(d)(6)]		
Objective	Establishing procedures for processing requests for PAS that comply with EEOC's regulations, enforcement guidance, and other applicable executive orders, guidance and standards in accordance with 29 CFR §1614.203(d)(6).		
Target Date	Dec 30, 2019		
Completion Date	Apr 30, 2021		
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2018	June 30, 2020	Develop policy statement, guidelines and procedures for processing requests for Personal Assistance Services (PAS).
	Sep 30, 2019	June 30, 2020	Vet the PAS policy statement to various stakeholders for review and comments.
	Sep 30, 2019	July 13, 2020	Submit revised policy to EEOC to ensure compliance with EEOC guidance.
	Nov 29, 2019	August 30, 2020	Make recommended changes in accordance with EEOC's review, if applicable.
	Dec 31, 2019 May 30, 2020	April 30, 2021 June 30, 2020	Secure signatures from Directors of CSOSA and PSA. Revise to incorporate feedback.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2018	A working group began drafting a Personal Assistance Services policy.	
	2019	Although a draft of policy was completed in FY 2019, the Agency decided to incorporate the Personal Assistance Services policy into the Reasonable Accommodation policy, which was undergoing revision.	
	2020	The Agency submitted its revised Reasonable Accommodation policy, which incorporated the Personal Assistance Services policy, as well as the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures to the EEOC on July 13, 2020.	
	2021	Once the Reasonable Accommodation policy and procedures were approved by the EEOC, the Agency issued and implemented the revised Reasonable Accommodation policy, the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures. The policy and procedures were effective as of April 30, 2021 and were posted on the Agency's internal and external websites on that same date.	

Brief Description of Program Deficiency	C.2.c.1. Does the agency post its procedures for processing requests for Personal Assistance Services on its public website? [see 29 CFR §1614.203(d)(5)(v)] If “yes”, please provide the internet address in the comments column.		
Objective	Establish PAS procedures and post to the Agency’s intranet and internet.		
Target Date	Sep 30, 2020		
Completion Date	Apr 30, 2021		
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Sep 30, 2019	July 13, 2020	Submit revised policy to EEOC to ensure compliance with EEOC guidance.
	Nov 29, 2019	August 30, 2020	Make recommended changes in accordance with EEOC’s review, if applicable.
	Dec 1, 2019	May 30, 2020	Incorporate PAS policy and procedures into revised Reasonable Accommodation policy and procedures as much as possible, except create separate PAS procedures to define terms unique to PAS and to set forth any procedures that unique to PAS requests.
	Dec 31, 2019	April 30, 2021	Secure signatures from Directors of CSOSA and PSA.
	Apr 15, 2020	May 30, 2020	Vet PAS specific procedures with stakeholders for review and comment.
	May 30, 2020	June 30, 2020	Revise to incorporate feedback.
	Aug 30, 2020	April 30, 2021	Post revised combined policy and procedures on Agency’s intranet and internet sites.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	Although a draft of policy was completed in FY 2019, the Agency decided to incorporate the Personal Assistance Services policy into the Reasonable Accommodation policy, which was undergoing revision.	
	2020	The Agency submitted its revised Reasonable Accommodation policy, which incorporated the Personal Assistance Services policy, as well as the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures to the EEOC on July 13, 2020.	
	2021	Once the Reasonable Accommodation policy and procedures were approved by the EEOC, the Agency issued and implemented the revised Reasonable Accommodation policy, the Reasonable Accommodation procedures, and the Personal Assistance Services specific procedures. The policy and procedures were posted on the Agency’s internal and external websites.	

Brief Description of Program Deficiency	C.4.e.1. Implement the Affirmative Action Plan for Individuals with Disabilities? [see 29 CFR §1614.203(d); MD-715, II(C)]		
Objective	Establish a process for implementing the Affirmative Action Plan for Individuals with Disabilities.		
Target Date	Oct 30, 2018		
Completion Date			
Planned Activities	<u>Target Date</u>	<u>Completion Date</u>	<u>Planned Activity</u>
	Oct 30, 2018		Explore the current usage of the Agency's Schedule A database and identify methods or processes to increase usage of the database.
	Oct 30, 2018		EEO, CSOSA's OHR and PSA's OHCM begin to formulate viable plans to implement the Affirmative Action Plan for Individuals with Disabilities.
	Jan 30, 2019		Provide training to all hiring managers on the use of hiring authorities that take disability into account. Training should also include upward mobility strategies for PWD.
	Jan 30, 2019		When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A, 30% Disabled Veteran), create a standardized process for determining if the individual is eligible for appointment under such authority. If so, forward the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.
Accomplishments	<u>Fiscal Year</u>	<u>Accomplishment</u>	
	2019	The Agency had preliminary discussions.	
	2020	The Agency expects to continue these discussions into the next fiscal year.	
	2021	The Agency expects to continue these discussions in the FY 2021 fiscal year with a projected completion by 06/30/2022.	

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 PWTDD

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.

Over the last fiscal year, even with limited resources, the Agency continued to utilize a variety of recruitment strategies designed to increase the number of qualified applicants with disabilities and applicants with targeted disabilities, including networking with organizations that serve PWD and PWTDD. In FY 2020, the Agency was below the 12% goal of PWD in the GS-1 to GS-10 cluster at 9.88%, and slightly below the goal of 2% of PWTDD in the same cluster at 1.16%. Additionally, the Agency fell below the goals outlined in the final rule for senior grade level positions that have upward mobility into the senior grades. Agency senior grade levels were at 5.94% for PWD and 1.34% for PWTDD. The Agency will continue to implement the following multi-pronged and multi-year recruitment strategies in FY 2021, FY 2022, and FY 2023: a. Continue to target recruitment of PWD by reviewing and reinforcing the function of the OHR's Selective Placement Coordinator who has responsibility for the staffing and recruitment of People with Disabilities. With the assistance of the Agency's Disabled Veterans Affirmative Action Plan Manager (DVAAPM), the Agency will continue to partner with Virginia's and the District of Columbia's Vocational Rehabilitation Services and national organizations such as: o Disabled Veterans' Outreach Programs; o Disabled Transition Assistance Programs; o Disability Resource Centers at colleges and universities; and o CSOSA/PSA will explore the potential opportunities/resources of OPM's shared register for applicants with disabilities, designed by Bender Consulting Services. b. Continue its partnership with the Workforce Recruitment Program to recruit post-secondary students and recent graduates with disabilities who would be an ideal match for the mission of the Agency for temporary and permanent positions for which they qualify. c. Develop collaborative recruiting partnerships with community, academic, and governmental groups that can reach individuals with targeted disabilities to maximize

recruiting from all sources when filling positions at the GS-11 level and above, including managerial and supervisory positions at grades GS-13 to SES. d. Increase the Agency's presence at meetings, conferences, and career fairs sponsored by organizations serving individuals with targeted disabilities to reach a larger pool of 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

The Agency used all available hiring authorities to recruit and hire PWD and PWTD. Recruitment efforts included: o Use of the Workforce Recruitment Program. o Continued Partnership with the D.C. government's Department of Rehabilitative Services Administration (DRSA) to provide expanded opportunities for individuals with disabilities to gain access to meaningful employment with CSOSA and PSA. o Partnership with Operation War Fighter Internship Program and the Wounded Warrior Regiment M4Life Program. o Continued involvement by PSA's management officials in the recruitment process of hiring persons with disabilities and use of PSA's contact and engagement with partners who specialize in hiring persons with disabilities.

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.

Through its talent acquisition system, Avue, the Agency connected with government, state, and local agencies serving persons with disabilities by sending job announcements in real-time when announcements were posted. The Agency's Selective Placement Coordinator was contacted by interested applicants who sought employment with CSOSA. Additionally, CSOSA continued to provide employees with disabilities with a multitude of training and developmental opportunities, which allowed individuals to gain skills and competencies needed for the successful performance of their jobs and to enhance their career opportunities.

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

OHR and OCHM continued its practice of annually informing hiring managers about the use of special hiring authorities that consider disability. Managers and supervisors also received formal and informal training biennially as part of the mandatory EEO and Diversity training requirements. This training covered the special hiring authorities, the hiring goals, the Reasonable Accommodation program, and other diversity and inclusion topics.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

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

The Agency maintained contact with organizations that assist PWD, including PWTD, with securing and maintaining employment. The Agency collaborated with the Wounded Warrior Regiment – Career Resources Management Center in Quantico, Virginia, the D.C. Department on Disability Services, and the Virginia Rehabilitation Services to provide disabled individuals with real-life work experience. The Agency also collaborated with the D.C. Mayor's Office of Veterans Affairs (MOVA) to assist veterans with filing disability claims.

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 goals of 12% for PWD and 2% for PWTD, a trigger exists among new hires. In FY 2020, 2, or 6.67% of the Agency's new hires identified as having a disability. None identified as having a targeted disability.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants	0				
% of Qualified Applicants	0				
% of New Hires	0				

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 No

In FY 2020, the Agency did not hire for the mission critical series of 0101. Accordingly, there is no data to suggest a trigger.

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability		Targetable Disability	
		Qualified Applicants (%)	New Hires (%)	Qualified Applicants (%)	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 No
- b. Qualified Applicants for MCO (PWTD) Answer No

In FY 2020, the Agency did not hire for the mission critical series of 0101. There was no pool of qualified internal and/or external applicants because there were no openings. Accordingly, there is no data to suggest a trigger.

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

In FY 2020, the Agency did not promote any employees into the mission critical occupation series of 0101. Accordingly, there is no data to suggest a trigger.

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.

During FY 2020, FY 2021, FY 2022 and FY 2023, the Agency plans to improve and strengthen its opportunities for advancement for PWD, including PWTD, utilizing the following initiatives: • Determine whether barriers exist for PWD and PWTD in the recruitment and/or selection process for the mission critical occupational series 0101. This data will be incorporated into CSOSA’s comprehensive recruitment plan, which is under development. The Agency is also open to expanding its contacts to include America Job Centers and employment network service providers. • Utilize additional sources of data to: (1) identify policies, procedures, and practices that limit PWD’s and PWTD’s employment opportunities; (2) investigate whether PWD and PWTD are experiencing barriers that either prevent them from applying for and/or being selected for promotions or new hires to the senior grade levels; (3) identify the proportion of mission-critical occupation that lead to managerial positions, and if PWD and PWTD have a low participation rate, conduct a focus group with the population to identify impediments to their advancement within the Agency; (4) examine whether any of policies, procedures, and practices are motivating PWD and PWTD to leave the Agency; (5) evaluate policies, practices and procedures surrounding reasonable accommodation requests, career development opportunities, job assignments, performance appraisals, awards, and the work environment; and (6) conduct climate assessment surveys and focus groups. • Plan to investigate whether PWD and PWTD have barriers in recruitment and/or selection processes for new hires and promotions to senior grade levels and management positions as well as the distribution of awards. The Agency will also consider the use of details and job assignments as tools for PWD and PWTD to obtain significant work experience. • Establish a plan to collect exit interview data by disability status and identify reasons PWD and PWTD are leaving the Agency. The Agency will also plan to conduct interviews to encourage PWD and PWTD who may be considering leaving to stay.

B. CAREER DEVELOPMENT OPPORTUNITES

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

Employees are encouraged to take advantage of the variety of programs the Agency offers because training promotes professional and personal development. Employees with disabilities are actively encouraged to apply to these developmental opportunities as well. These opportunities are advertised via email and online. The Agency tracks the names of the employees selected for training and details through its established Human Resources systems of record and has other mechanisms in place for limited tracking of employees who are selected for mentoring, fellowships, and coaching. Some of those career development opportunities are listed below: o CSOSA/PSA Shadowing and Mentoring programs o American Probation and Parole Association Leadership Institute o Susan Shaffer Leadership Academy (PSA) o Partnership for Public Service: Emerging Human Resources Leaders

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs						
Fellowship Programs						

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Detail Programs						
Mentoring Programs						
Coaching Programs						
Training Programs						
Other Career Development Programs	10	4				

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 Yes
- b. Selections (PWD) Answer Yes

For FY 2020, the Agency did not have the data available to determine triggers for all EEO groups, although there was limited information to suggest that there is a trigger for PWD/PWTD. However, the Agency’s current Learning Management System (LMS) for all employees, including PWD and PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

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 Yes
- b. Selections (PWTD) Answer Yes

For FY 2020, the Agency did not have the data available to determine triggers for all EEO groups, although there is limited information to suggest that there is a trigger for PWD and PWTD. However, the Agency’s current Learning Management System (LMS) for all employees, including PWD/PWTD, does not populate into workforce data tables A/B-12 Career Development Distributed by Disability.

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 No
- b. Awards, Bonuses, & Incentives (PWTD) Answer No

In FY 2020, PWD received awards at a greater rate as compared to other groups of employees. For example, 6.56% of the Agency’s total workforce identified as having a disability, and 8.00% of the Agency’s awards were provided to individuals with disabilities. For time-off awards, the Agency awarded 273 time-off awards and 20 of those time-off awards (7.33%) were provided to individuals with disabilities. Of the Agency’s highest time-off awards (31-40 hours), 17.6% were provided to individuals with disabilities. For cash awards, 8.25% of the Agency’s total cash awards were awarded to individuals with disabilities, which is almost 2.00% greater than the PWD participation rate in the Agency. The distribution of cash awards for individuals with

disabilities is spread similarly across the Agency, with the following distribution to PWD (i.e., <\$501 = 5.3%, \$501-\$999 = 15.4% %, \$1,000 – \$1,999 = 8.5% %, \$2,000 - \$2,999 = 7.6% %, >\$2,999 = 7.7%). In FY 2020, PWTD received awards at an equivalent rate as compared to other groups of employees. For example, 1.31% of the CSOSA workforce identified as having a targeted disability, and a slightly higher percent (1.45%) of awards were provided to individuals with targeted disabilities. For time-off awards, the Agency awarded 6 of those time-off awards (2.2%) to individuals with targeted disabilities, and 5.9% of the Agency’s highest time-off awards (31-40 hours) were provided to individuals with targeted disabilities. For cash awards, 1.18% of the total cash awards were provided to individuals with targeted disabilities, which is the same as the benchmark. The distribution of cash awards for individuals with targeted disabilities is spread similarly (or slightly higher) across the Agency (i.e., <\$501 = 0.76%, \$501-\$999 = 1.92%, \$1,000 – \$1,999 = 0.95%, \$2,000 - \$2,999 = 1.52%, >\$2,999 = 3.85%).

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	112	8.57	10.93	21.43	5.36
Time-Off Awards 1 - 10 Hours: Total Hours	914	60.00	87.41	171.43	32.14
Time-Off Awards 1 - 10 Hours: Average Hours	8.16	10.00	0.83	57.14	-1.79
Time-Off Awards 11 - 20 hours: Awards Given	103	11.43	9.68	7.14	12.50
Time-Off Awards 11 - 20 Hours: Total Hours	1664	182.86	154.84	114.29	200.00
Time-Off Awards 11 - 20 Hours: Average Hours	16.16	22.86	1.66	114.29	0.00
Time-Off Awards 21 - 30 hours: Awards Given	41	4.29	3.85	7.14	3.57
Time-Off Awards 21 - 30 Hours: Total Hours	1056	111.43	96.77	171.43	96.43
Time-Off Awards 21 - 30 Hours: Average Hours	25.76	37.14	2.62	171.43	3.57
Time-Off Awards 31 - 40 hours: Awards Given	17	4.29	1.46	7.14	3.57
Time-Off Awards 31 - 40 Hours: Total Hours	720	171.43	58.27	285.71	142.86
Time-Off Awards 31 - 40 Hours: Average Hours	42.35	57.14	4.16	285.71	0.00
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	52	11.43	4.58	7.14	12.50
Cash Awards: \$501 - \$999: Total Amount	44492	8548.57	3850.57	5371.43	9342.86
Cash Awards: \$501 - \$999: Average Amount	855.62	1068.57	87.51	5371.43	-7.14
Cash Awards: \$1000 - \$1999: Awards Given	422	51.43	40.17	28.57	57.14
Cash Awards: \$1000 - \$1999: Total Amount	6399345	78480.00	59767.22	44114.29	87071.43

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: \$1000 - \$1999: Average Amount	15164.32	2180.00	154.84	11028.57	-32.14
Cash Awards: \$2000 - \$2999: Awards Given	132	14.29	12.70	14.29	14.29
Cash Awards: \$2000 - \$2999: Total Amount	314655	33047.14	29248.49	37514.29	31930.36
Cash Awards: \$2000 - \$2999: Average Amount	2383.75	3304.71	239.74	18757.14	-558.39
Cash Awards: \$3000 - \$3999: Awards Given	26	2.86	2.50	7.14	1.79
Cash Awards: \$3000 - \$3999: Total Amount	90059	8668.57	8108.53	21671.43	5417.86
Cash Awards: \$3000 - \$3999: Average Amount	3463.81	4334.29	337.86	21671.43	0.00
Cash Awards: \$4000 - \$4999: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Average Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Awards Given	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Total Amount	0	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Average Amount	0	0.00	0.00	0.00	0.00

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 No

b. Pay Increases (PWTD) Answer Yes

In FY 2020, PWD received 2 of the 28 performance-based pay increases, which was 7.14% of the performance-based pay increases. However, PTWD did not receive any performance-based increases.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	28	2.86	2.71	0.00	3.57

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

There is no statistical data available to determine other types of employee recognition programs for PWD and PWTD other than those identified in the workforce data table.

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 No
- ii. Internal Selections (PWD) Answer No

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 Yes

In FY 2020, there was no statistical data available to determine the qualified internal applicant rate for PWD and PWTD.

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 No
- ii. Internal Selections (PWTD) Answer No

b. Grade GS-15

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

c. Grade GS-14

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

d. Grade GS-13

- i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

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 Yes
- 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 Yes

In FY 2020, there were 16 new hires at grade GS 13-SES. None of the new hires identified as having a disability.

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 Yes
- b. New Hires to GS-15 (PWTD) Answer Yes
- c. New Hires to GS-14 (PWTD) Answer Yes
- d. New Hires to GS-13 (PWTD) Answer Yes

The Agency continues to work on the process for improving the analysis of the triggers involving PWTD among the new hires to the senior grade level.

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

The Agency continues to work on the process for improving the analysis of the triggers involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions.

6. 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 (PWTD)

Answer Yes

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 Yes

ii. Internal Selections (PWTD)

Answer Yes

The Agency continues to work on the process for improving the analysis of the triggers involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions.

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 Yes

c. New Hires for Supervisors (PWD)

Answer Yes

The Agency continues to work on the process of improving the analysis of the triggers involving PWD among the selectees for new hires to supervisory positions.

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 Yes

The Agency continues to work on the process of improving the analysis of the triggers involving PWTB among the selectees for new hires to supervisory positions.

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

The Agency completed converting all eligible Schedule A employees with a disability who had completed 2 years of satisfactory service into the competitive service in the second quarter of FY 2020.

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 No

In FY 2020, 10.26 % of PWD voluntarily separated. Only 5.43% of persons without disabilities voluntarily separated in FY 2020.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	2	0.00	0.20
Permanent Workforce: Resignation	9	0.00	0.90
Permanent Workforce: Retirement	25	8.57	1.91
Permanent Workforce: Other Separations	29	2.86	2.71
Permanent Workforce: Total Separations	65	11.43	5.72

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

a. Voluntary Separations (PWTB) Answer No

b. Involuntary Separations (PWTB) Answer No

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	2	0.00	0.19
Permanent Workforce: Resignation	9	0.00	0.85

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Retirement	25	0.00	2.37
Permanent Workforce: Other Separations	29	0.00	2.75
Permanent Workforce: Total Separations	65	0.00	6.17

- If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

The Agency's exit survey is voluntary, and there was insufficient data collected during the reporting period to allow for analysis. Typically, the most common type of separation for both PWD and PWTD is voluntary retirement or accepted appointments in other federal agencies.

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.

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

The Agency's public website includes notice and an explanation of employees' and applicants' rights under Section 508 of the Rehabilitation Act, including instructions for filing a complaint, and can be found at www.csosa.gov/disclaimers/accessibility.aspx

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

The Agency is currently revising its public website to include notice and explanation of employees' and applicants' right under the Architectural Barriers Act, including instructions for filing a complaint.

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

The EEO, in collaboration with the Disability Employment Program Committee, is working with our Facilities Department to conduct an audit of all Agency's Field Offices to ensure that they are accessible to disabled persons.

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.

- 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 Agency's current guideline for Reasonable Accommodation (RA) request processing is 60 days. Based on current Agency guidelines, 71% of RA requests were timely processed.

-

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.

All Managers and Supervisors are required to take EEO Refresher training every two years. This training includes models of reasonable accommodation.

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.

The Agency is currently developing Personal Assistance Services (PAS) procedures and guidelines. The goal is to have the procedures vetted and posted in the fourth quarter of FY 2019.

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.

There have been no findings of discrimination alleging harassment based on disability status during the last fiscal year.

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.

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:	Workforce Data (if so identify the table)				
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?	Low Participation Rate of People with Disabilities in Core Occupations				
STATEMENT OF BARRIER GROUPS:	<i>Barrier Group</i> People with Disabilities People with Targeted 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 Participation rate of PWD and PWTD		Description of Policy, Procedure, or Practice Given that CSOSA and PSA are a law enforcement agencies, the Agency is focused on the recruitment of persons with a broad range of abilities for a variety of positions.		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
08/30/2019	12/31/2019	Yes			Increase the Number of Disabled Employees in Non-Mission-Critical positions such as Finance, Procurement, EEO, and OHR.
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Director of EEO, CSOSA OHR and PSA OHCM		Denise Clark, Linda Mays and Najuma Lake		No	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
12/31/2019	Training for managers and supervisors.			Yes	12/30/2021

Report of Accomplishments	
Fiscal Year	Accomplishment
2020	In FY 2020, fifty-three (53) percent of the managers and supervisors were virtually trained on Reasonable Accommodations.
2019	Thirty (30) percent of the managers and supervisors were trained on Reasonable Accommodation.

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

N/A

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

N/A

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.

N/A

Table A1: TOTAL WORKFORCE - Distribution by Race, Ethnicity, and Sex (Participation Rate)

Employment Tenure	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
CLF 2010 %	100	51.86	48.14	5.17	4.79	38.33	34.03	5.49	6.53	1.97	1.93	0.07	0.07	0.55	0.53	0.26	0.28
Alternative Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL WORKFORCE																	
Total Workforce: Prior FY #	1103	395	708	20	37	61	67	290	584	22	14	0	0	1	3	1	3
Total Workforce: Prior FY %	100	35.81	64.19	1.81	3.35	5.53	6.07	26.29	52.95	1.99	1.27	0.00	0.00	0.09	0.27	0.09	0.27
Total Workforce: Current FY #	1067	381	686	22	36	58	65	277	566	22	14	0	0	1	2	1	3
Total Workforce: Current FY %	100	35.71	64.29	2.06	3.37	5.44	6.09	25.96	53.05	2.06	1.31	0.00	0.00	0.09	0.19	0.09	0.28
Total Workforce: Difference #	-36	-14	-22	2	-1	-3	-2	-13	-18	0	0	0	0	0	-1	0	0
Total Workforce: Ratio Change %	0.00	-0.10	0.10	0.25	0.02	-0.09	0.02	-0.33	0.10	0.07	0.04	0.00	0.00	0.00	-0.08	0.00	0.01
Total Workforce: Net Change %	-3.26	-3.54	-3.11	10.00	-2.70	-4.92	-2.99	-4.48	-3.08	0.00	0.00	0.00	0.00	0.00	-33.33	0.00	0.00
EMPLOYEE GAINS																	
Total Workforce: New Hires #	30	11	19	3	0	1	5	4	14	3	0	0	0	0	0	0	0
Total Workforce: New Hires %	100	36.67	63.33	10.00	0.00	3.33	16.67	13.33	46.67	10.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EMPLOYEE LOSSES																	
Total Workforce: Reduction in Force #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Reduction in Force %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Removal #	2	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Total Workforce: Removal %	100	50.00	50.00	0.00	0.00	0.00	0.00	50.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Resignation #	9	3	6	0	1	1	2	1	3	1	0	0	0	0	0	0	0
Total Workforce: Resignation %	100	33.33	66.67	0.00	11.11	11.11	22.22	11.11	33.33	11.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Retirement #	25	11	14	1	0	1	1	8	13	1	0	0	0	0	0	0	0
Total Workforce: Retirement %	100	44.00	56.00	4.00	0.00	4.00	4.00	32.00	52.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Other Separations #	30	11	19	0	0	1	3	9	15	1	1	0	0	0	0	0	0
Total Workforce: Other Separations %	100	36.67	63.33	0.00	0.00	3.33	10.00	30.00	50.00	3.33	3.33	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Total Separations #	66	26	40	1	1	3	6	19	32	3	1	0	0	0	0	0	0
Total Workforce: Total Separations %	100	39.39	60.61	1.52	1.52	4.55	9.09	28.79	48.48	4.55	1.52	0.00	0.00	0.00	0.00	0.00	0.00
PERMANENT WORKFORCE																	
Permanent Workforce: Prior FY #	1102	395	707	20	37	61	67	290	583	22	14	0	0	1	3	1	3
Permanent Workforce: Prior FY %	100	35.84	64.16	1.81	3.36	5.54	6.08	26.32	52.90	2.00	1.27	0.00	0.00	0.09	0.27	0.09	0.27
Permanent Workforce: Current FY #	1065	380	685	22	36	58	65	276	565	22	14	0	0	1	2	1	3
Permanent Workforce: Current FY %	100	35.68	64.32	2.07	3.38	5.45	6.10	25.92	53.05	2.07	1.31	0.00	0.00	0.09	0.19	0.09	0.28
Permanent Workforce: Difference #	-37	-15	-22	2	-1	-3	-2	-14	-18	0	0	0	0	0	-1	0	0
Permanent Workforce: Ratio Change %	0.00	-0.16	0.16	0.26	0.02	-0.09	0.02	-0.40	0.15	0.07	0.04	0.00	0.00	0.00	-0.08	0.00	0.01
Permanent Workforce: Net Change %	-3.36	-3.80	-3.11	10.00	-2.70	-4.92	-2.99	-4.83	-3.09	0.00	0.00	0.00	0.00	0.00	-33.33	0.00	0.00

Table A2: PERMANENT WORKFORCE BY COMPONENT - Distribution by Race, Ethnicity, and Sex (Participation Rate)

Employment Tenure for Sub-Components	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
CLF 2010 %	100	51.86	48.14	5.17	4.79	38.33	34.03	5.49	6.53	1.97	1.93	0.07	0.07	0.55	0.53	0.26	0.28
Alternative Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Permanent Workforce #	1065	380	685	22	36	58	65	276	565	22	14	0	0	1	2	1	3
Permanent Workforce %	100	35.68	64.32	2.07	3.38	5.45	6.10	25.92	53.05	2.07	1.31	0.00	0.00	0.09	0.19	0.09	0.28

Table A5P: SALARY - Distribution by Race, Ethnicity, and Sex (Participation Rate)

Salary Range	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Permanent Workforce #	1065	380	685	22	36	58	65	276	565	22	14	0	0	1	2	1	3
Permanent Workforce %	100	35.68	64.32	2.07	3.38	5.45	6.10	25.92	53.05	2.07	1.31	0.00	0.00	0.09	0.19	0.09	0.28
Alternative Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Up to \$20,000 #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Up to \$20,000 %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$20,001-\$30,000 #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
\$20,001-\$30,000 %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$30,001-\$40,000 #	2	0	2	0	0	0	0	0	2	0	0	0	0	0	0	0	0
\$30,001-\$40,000 %	100	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$40,001-\$50,000 #	15	5	10	2	0	0	0	3	10	0	0	0	0	0	0	0	0
\$40,001-\$50,000 %	100	33.33	66.67	13.33	0.00	0.00	0.00	20.00	66.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$50,001-\$60,000 #	35	12	23	0	1	1	3	10	19	0	0	0	0	0	0	1	0
\$50,001-\$60,000 %	100	34.29	65.71	0.00	2.86	2.86	8.57	28.57	54.29	0.00	0.00	0.00	0.00	0.00	0.00	2.86	0.00
\$60,001-\$70,000 #	82	26	56	1	1	2	2	23	53	0	0	0	0	0	0	0	0
\$60,001-\$70,000 %	100	31.71	68.29	1.22	1.22	2.44	2.44	28.05	64.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$70,001-\$80,000 #	55	16	39	0	0	1	0	15	39	0	0	0	0	0	0	0	0
\$70,001-\$80,000 %	100	29.09	70.91	0.00	0.00	1.82	0.00	27.27	70.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$80,001-\$90,000 #	58	24	34	2	2	1	2	20	29	1	1	0	0	0	0	0	0
\$80,001-\$90,000 %	100	41.38	58.62	3.45	3.45	1.72	3.45	34.48	50.00	1.72	1.72	0.00	0.00	0.00	0.00	0.00	0.00
\$90,001-\$100,000 #	119	41	78	6	7	3	8	30	58	2	3	0	0	0	0	0	2
\$90,001-\$100,000 %	100	34.45	65.55	5.04	5.88	2.52	6.72	25.21	48.74	1.68	2.52	0.00	0.00	0.00	0.00	0.00	1.68
\$100,001-\$110,000 #	327	95	232	6	18	12	18	71	191	5	3	0	0	1	1	0	1
\$100,001-\$110,000 %	100	29.05	70.95	1.83	5.50	3.67	5.50	21.71	58.41	1.53	0.92	0.00	0.00	0.31	0.31	0.00	0.31
\$110,001-\$120,000 #	125	52	73	1	2	11	8	37	61	2	1	0	0	1	1	0	0
\$110,001-\$120,000 %	100	41.60	58.40	0.80	1.60	8.80	6.40	29.60	48.80	1.60	0.80	0.00	0.00	0.80	0.80	0.00	0.00
\$120,001-\$130,000 #	68	26	42	1	2	2	5	21	34	2	1	0	0	0	0	0	0
\$120,001-\$130,000 %	100	38.24	61.76	1.47	2.94	2.94	7.35	30.88	50.00	2.94	1.47	0.00	0.00	0.00	0.00	0.00	0.00
\$130,001-\$140,000 #	58	25	33	2	1	9	6	10	23	4	3	0	0	0	0	0	0
\$130,001-\$140,000 %	100	43.10	56.90	3.45	1.72	15.52	10.34	17.24	39.66	6.90	5.17	0.00	0.00	0.00	0.00	0.00	0.00
\$140,001-\$150,000 #	42	19	23	0	2	3	2	16	19	0	0	0	0	0	0	0	0
\$140,001-\$150,000 %	100	45.24	54.76	0.00	4.76	7.14	4.76	38.10	45.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
\$150,001-\$160,000 #	33	13	20	0	0	2	6	6	12	5	2	0	0	0	0	0	0

Table A7: Senior Grade Levels by Race, Ethnicity, and Sex (Participation Rate)

Senior Grade Levels	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Upward Mobility Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Alternative Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Senior Grades #	328	143	185	4	9	33	28	90	140	15	7	0	0	1	1	0	0
Total Senior Grades %	100	43.60	56.40	1.22	2.74	10.06	8.54	27.44	42.68	4.57	2.13	0.00	0.00	0.30	0.30	0.00	0.00
INTERNAL COMPETITIVE PROMOTIONS																	
Vacancy Announcements #	0																
Relevant Applicant Pool %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Applications #	2	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Internal Applications %	100	50.00	50.00	0.00	0.00	0.00	0.00	50.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified Internal Applicants #	2	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Qualified Internal Applicants %	100	50.00	50.00	0.00	0.00	0.00	0.00	50.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Internal Selections #	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Internal Selections %	100	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NEW HIRES																	
Vacancy Announcements #	0																
Voluntarily Identified Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voluntarily Identified Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified External Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qualified External Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
External Selections #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Selections %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CAREER DEVELOPMENT PROGRAM																	

Table A9: EMPLOYEE RECOGNITION AND AWARDS - Distribution by Race, Ethnicity, and Sex (Participation Rate)

Awards	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Permanent Workforce #	1065	380	685	22	36	58	65	276	565	22	14	0	0	1	2	1	3
Permanent Workforce %	100	35.68	64.32	2.07	3.38	5.45	6.10	25.92	53.05	2.07	1.31	0.00	0.00	0.09	0.19	0.09	0.28
Alternative Benchmark %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TIME OFF AWARDS																	
Time-Off Awards 1 - 10 hours: Awards Given #	112	45	67	2	5	8	11	27	46	6	3	0	0	1	0	1	3
Time-Off Awards 1 - 10 hours: Awards Given %	100	40.18	59.82	1.79	4.46	7.14	9.82	24.11	41.07	5.36	2.68	0.00	0.00	0.89	0.00	0.89	2.68
Time-Off Awards 1 - 10 Hours: Total Hours #	801	337	464	12	30	62	76	207	307	48	16	0	0	8	0	8	20
Time-Off Awards 1 - 10 Hours: Average Hours #	7.15	7.49	6.93	6	6	7.75	6.91	7.67	6.67	8	5.33	0	0	8	0	8	6.67
Time-Off Awards 11 - 20 hours: Awards Given #	103	38	65	1	2	4	3	31	58	1	2	0	0	0	0	0	1
Time-Off Awards 11 - 20 hours: Awards Given %	100	36.89	63.11	0.97	1.94	3.88	2.91	30.10	56.31	0.97	1.94	0.00	0.00	0.00	0.00	0.00	0.97
Time-Off Awards 11 - 20 Hours: Total Hours #	1664	605	1107	16	32	64	50	493	943	16	34	0	0	0	0	0	16
Time-Off Awards 11 - 20 Hours: Average Hours #	16.16	15.92	17.03	16	16	16	16.67	15.9	16.26	16	17	0	0	0	0	0	16
Time-Off Awards 21 - 30 hours: Awards Given #	41	7	34	1	2	2	0	2	4	30	0	0	0	0	0	0	0
Time-Off Awards 21 - 30 hours: Awards Given %	100	17.07	82.93	2.44	4.88	4.88	0.00	4.88	9.76	73.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 21 - 30 Hours: Total Hours #	1032	168	864	24	51	48	48	96	765	0	0	0	0	0	0	0	0
Time-Off Awards 21 - 30 Hours: Average Hours #	25.17	24	25.41	24	25.5	24	0	48	191.25	0	0	0	0	0	0	0	0
Time-Off Awards 31 - 40 hours: Awards Given #	17	3	14	1	1	0	1	2	12	0	0	0	0	0	0	0	0
Time-Off Awards 31 - 40 hours: Awards Given %	100	17.65	82.35	5.88	5.88	0.00	5.88	11.76	70.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 31 - 40 Hours: Total Hours #	664	120	544	40	40	0	32	80	472	0	0	0	0	0	0	0	0
Time-Off Awards 31 - 40 Hours: Average Hours #	39.06	40	38.86	40	40	0	32	40	39.33	0	0	0	0	0	0	0	0
Time-Off Awards 41 or more Hours: Awards Given #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Time-Off Awards 41 or more Hours: Awards Given %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Time-Off Awards 41 or more Hours: Average Hours #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CASH AWARDS																	
Cash Awards \$500 and Under: Awards Given #	132	40	92	7	18	2	6	29	58	1	5	0	0	1	1	0	4
Cash Awards \$500 and Under: Awards Given %	100	30.30	69.70	5.30	13.64	1.52	4.55	21.97	43.94	0.76	3.79	0.00	0.00	0.76	0.76	0.00	3.03
Cash Awards \$500 and Under: Total Amount \$	268	272	267	222	244	292	268	281	274	292	250	0	0	292	292	0	294
Cash Awards \$500 and Under: Average Amount \$	2.03	6.8	2.9	31.71	13.56	146	44.67	9.69	4.72	292	50	0	0	292	292	0	73.5
Cash Awards: \$501 - \$999: Awards Given #	52	15	37	0	1	1	1	13	35	0	0	0	0	0	0	1	0
Cash Awards: \$501 - \$999: Awards Given %	100	28.85	71.15	0.00	1.92	1.92	1.92	25.00	67.31	0.00	0.00	0.00	0.00	0.00	0.00	1.92	0.00
Cash Awards: \$501 - \$999: Total Amount \$	828	801	839	0	950	716	881	811	835	0	0	0	0	0	0	752	0
Cash Awards: \$501 - \$999: Average Amount \$	15.92	53.4	22.68	0	950	716	881	62.38	23.86	0	0	0	0	0	0	752	0
Cash Awards: \$1000 - \$1999: Awards Given #	422	148	274	9	18	21	20	101	222	12	6	0	0	2	0	3	8
Cash Awards: \$1000 - \$1999: Awards Given %	100	35.07	64.93	2.13	4.27	4.98	4.74	23.93	52.61	2.84	1.42	0.00	0.00	0.47	0.00	0.71	1.90
Cash Awards: \$1000 - \$1999: Total Amount \$	2497	2521	7484	1390	1488	2604	2607	1516	1470	2500	1683	0	0	1616	0	1546	1401

Court Services and Offender Supervision Agency for the District of Columbia

For period covering October 1, 2019 to September 30, 2020.

File Process Date and Time: 07/28/2021 02:41 PM

Awards	Total	Total Males	Total Females	Hispanic or Latino Male	Hispanic or Latino Female	White Male	White Female	Black or African American Male	Black or African American Female	Asian Male	Asian Female	Native Hawaiian or Other Pacific Islander Male	Native Hawaiian or Other Pacific Islander Female	American Indian or Alaska Native Male	American Indian or Alaska Native Female	Two or More Races Male	Two or More Races Female
Cash Awards: \$1000 - \$1999: Average Amount \$	5.92	17.03	27.31	154.44	82.67	124	130.35	15.01	6.62	208.33	280.5	0	0	808	0	515.33	175.13
Cash Awards: \$2000 - \$2999: Awards Given #	132	43	89	0	1	10	11	30	73	2	2	0	0	0	1	1	1
Cash Awards: \$2000 - \$2999: Awards Given %	100	32.58	67.42	0.00	0.76	7.58	8.33	22.73	55.30	1.52	1.52	0.00	0.00	0.00	0.76	0.76	0.76
Cash Awards: \$2000 - \$2999: Total Amount \$	2308	2345	2291	0	2065	2390	2298	2325	2303	2211	2197	0	0	0	2007	2740	2065
Cash Awards: \$2000 - \$2999: Average Amount \$	17.48	54.53	25.74	0	2065	239	208.91	77.5	31.55	1105.5	1098.5	0	0	0	2007	2740	2065
Cash Awards: \$3000 - \$3999: Awards Given #	26	11	15	0	0	2	4	8	10	1	1	0	0	0	0	0	0
Cash Awards: \$3000 - \$3999: Awards Given %	100	42.31	57.69	0.00	0.00	7.69	15.38	30.77	38.46	3.85	3.85	0.00	0.00	0.00	0.00	0.00	0.00
Cash Awards: \$3000 - \$3999: Total Amount \$	3234	3259	3216	0	0	3274	3238	3280	3225	3063	3034	0	0	0	0	0	0
Cash Awards: \$3000 - \$3999: Average Amount \$	124.38	296.27	214.4	0	0	1637	809.5	410	322.5	3063	3034	0	0	0	0	0	0
Cash Awards: \$4000 - \$4999: Awards Given #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cash Awards: \$4000 - \$4999: Awards Given %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cash Awards: \$4000 - \$4999: Total Amount \$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cash Awards: \$4000 - \$4999: Average Amount \$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cash Awards: \$5000 or more: Awards Given #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cash Awards: \$5000 or more: Awards Given %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cash Awards: \$5000 or more: Total Amount \$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cash Awards: \$5000 or more: Average Amount \$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER AWARDS																	
Total QSIs Awarded #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total QSIs Awarded %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Benefit \$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Benefit \$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Performance Based Pay Increases Awarded #	28	7	21	1	0	1	2	5	17	0	1	0	0	0	0	0	1
Total Performance Based Pay Increases Awarded %	100	25.00	75.00	3.57	0.00	3.57	7.14	17.86	60.71	0.00	3.57	0.00	0.00	0.00	0.00	0.00	3.57
Total Benefit \$	2268	2347	2241	1521	0	2623	2150	2457	2256	0	2206	0	0	0	0	0	2206
Average Benefit \$	81	335.29	106.71	1521	0	2623	1075	491.4	132.71	0	2206	0	0	0	0	0	2206

Table B1-1: TOTAL WORKFORCE - Distribution by Disability Status (Participation Rate)

Employment Tenure	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurer [93]
TOTAL WORKFORCE																	
Total Workforce: Prior FY #	1103	999	26	78	14	0	0	1	4	3	0	3	1	0	2	0	0
Total Workforce: Prior FY %	100	90.57	2.36	7.07	1.27	0.00	0.00	0.09	0.36	0.27	0.00	0.27	0.09	0.00	0.18	0.00	0.00
Total Workforce: Current FY #	1067	963	34	70	14	0	0	1	4	3	0	3	1	0	2	0	0
Total Workforce: Current FY %	100	90.25	3.19	6.56	1.31	0.00	0.00	0.09	0.37	0.28	0.00	0.28	0.09	0.00	0.19	0.00	0.00
Total Workforce: 501 Goal %				12.00	2.00												
Total Workforce: Difference #	-36	-36	8	-8	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Ratio Change %	0.00	-0.32	0.83	-0.51	0.04	0.00	0.00	0.00	0.01	0.01	0.00	0.01	0.00	0.00	0.01	0.00	0.00
Total Workforce: Net Change %	-3.26	-3.60	30.77	-10.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EMPLOYEE GAINS																	
Total Workforce: New Hires #	30	26	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: New Hires %	100	86.67	6.67	6.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EMPLOYEE LOSSES																	
Total Workforce: Reduction in Force #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Reduction in Force %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Removal #	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Removal %	100	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Resignation #	9	7	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Resignation %	100	77.78	22.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Retirement #	25	19	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Retirement %	100	76.00	0.00	24.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Other Separations #	30	26	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Other Separations %	100	86.67	6.67	6.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Total Separations #	66	54	4	8	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Total Separations %	100	81.82	6.06	12.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PERMANENT WORKFORCE																	
Permanent Workforce: Prior FY #	1102	998	26	78	14	0	0	1	4	3	0	3	1	0	2	0	0
Permanent Workforce: Prior FY %	100	90.56	2.36	7.08	1.27	0.00	0.00	0.09	0.36	0.27	0.00	0.27	0.09	0.00	0.18	0.00	0.00
Permanent Workforce: Current FY #	1065	961	34	70	14	0	0	1	4	3	0	3	1	0	2	0	0
Permanent Workforce: Current FY %	100	90.23	3.19	6.57	1.31	0.00	0.00	0.09	0.38	0.28	0.00	0.28	0.09	0.00	0.19	0.00	0.00
Permanent Workforce: Difference #	-37	-37	8	-8	0	0	0	0	0	0	0	0	0	0	0	0	0
Permanent Workforce: Ratio Change %	0.00	-0.33	0.83	-0.51	0.04	0.00	0.00	0.00	0.02	0.01	0.00	0.01	0.00	0.00	0.01	0.00	0.00
Permanent Workforce: Net Change %	-3.36	-3.71	30.77	-10.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EMPLOYEE GAINS																	

Table B1-2: TOTAL WORKFORCE - Distribution by Disability Status (Inclusion Rate)

Employment Tenure	Total	Persons Without Disability	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurement [93]
TOTAL WORKFORCE (Participation Rate)																		
Total Workforce: Prior FY #	1103	1025	999	26	78	14	0	0	1	4	3	0	3	1	0	2	0	0
Total Workforce: Prior FY %	100	92.93	90.57	2.36	7.07	1.27	0.00	0.00	0.09	0.36	0.27	0.00	0.27	0.09	0.00	0.18	0.00	0.00
Total Workforce: Current FY #	1067	997	963	34	70	14	0	0	1	4	3	0	3	1	0	2	0	0
Total Workforce: Current FY %	100	93.44	90.25	3.19	6.56	1.31	0.00	0.00	0.09	0.37	0.28	0.00	0.28	0.09	0.00	0.19	0.00	0.00
Total Workforce: 501 Goal %					12.00	2.00												
Total Workforce: Difference #	-36	-28	-36	8	-8	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Ratio Change %	0.00	0.51	-0.32	0.83	-0.51	0.04	0.00	0.00	0.00	0.01	0.01	0.00	0.01	0.00	0.00	0.01	0.00	0.00
Total Workforce: Net Change %	-3.26	-2.73	-3.60	30.77	-10.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EMPLOYEE GAINS (Participation Rate)																		
Total Workforce: New Hires #	30	28	26	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: New Hires %	100	93.33	86.67	6.67	6.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EMPLOYEE LOSSES (Inclusion Rate)																		
Total Workforce: Reduction in Force #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Reduction in Force %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Removal #	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Removal %	0.19	0.20	0.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Resignation #	9	9	7	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Resignation %	0.84	0.90	0.73	5.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Retirement #	25	19	19	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Retirement %	2.34	1.91	1.97	0.00	8.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Other Separations #	30	28	26	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Other Separations %	2.81	2.81	2.70	5.88	2.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Workforce: Total Separations #	66	58	54	4	8	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Workforce: Total Separations %	6.19	5.82	5.61	11.76	11.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PERMANENT WORKFORCE (Participation Rate)																		
Permanent Workforce: Prior FY #	1102	1024	998	26	78	14	0	0	1	4	3	0	3	1	0	2	0	0
Permanent Workforce: Prior FY %	100	92.92	90.56	2.36	7.08	1.27	0.00	0.00	0.09	0.36	0.27	0.00	0.27	0.09	0.00	0.18	0.00	0.00
Permanent Workforce: Current FY #	1065	995	961	34	70	14	0	0	1	4	3	0	3	1	0	2	0	0
Permanent Workforce: Current FY %	100	93.43	90.23	3.19	6.57	1.31	0.00	0.00	0.09	0.38	0.28	0.00	0.28	0.09	0.00	0.19	0.00	0.00
Permanent Workforce: Difference #	-37	-29	-37	8	-8	0	0	0	0	0	0	0	0	0	0	0	0	0
Permanent Workforce: Ratio Change %	0.00	0.51	-0.33	0.83	-0.51	0.04	0.00	0.00	0.00	0.02	0.01	0.00	0.01	0.00	0.00	0.01	0.00	0.00
Permanent Workforce: Net Change %	-3.36	-2.83	-3.71	30.77	-10.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EMPLOYEE GAINS (Participation Rate)																		

Table B2: PERMANENT WORKFORCE BY COMPONENT - Distribution by Disability Status (Participation Rate)

Subordinate Component	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurer [93]
501 Goal %				12.00	2.00												
Permanent Workforce #	1129	1019	39	71	14	0	0	1	4	3	0	3	1	0	2	0	0
Permanent Workforce %	100	90.26	3.45	6.29	1.24	0.00	0.00	0.09	0.35	0.27	0.00	0.27	0.09	0.00	0.18	0.00	0.00

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GS/GM/GL GRADES	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurement [93]
All Other (Unspecified GS) %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total GS Employees #	1050	947	34	69	14	0	0	1	4	3	0	3	1	0	2	0	0
Total GS Employees %	100	90.19	3.24	6.57	1.33	0.00	0.00	0.10	0.38	0.29	0.00	0.29	0.10	0.00	0.19	0.00	0.00
SES #	14	13	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
SES %	100	92.86	0.00	7.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Senior Pay #	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Senior Pay %	100	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Senior Pay #	15	14	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Senior Pay %	100	93.33	0.00	6.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-1 to GS-10 #	172	147	8	17	2	0	0	0	1	0	0	0	0	0	1	0	0
GS-1 to GS-10 %	100	85.47	4.65	9.88	1.16	0.00	0.00	0.00	0.58	0.00	0.00	0.00	0.00	0.00	0.58	0.00	0.00
GS-11 to SES #	893	814	26	53	12	0	0	1	3	3	0	3	1	0	1	0	0
GS-11 to SES %	100	91.15	2.91	5.94	1.34	0.00	0.00	0.11	0.34	0.34	0.00	0.34	0.11	0.00	0.11	0.00	0.00

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Upward Mobility to Senior Grade Levels	Total	No Disability [05]	Not Identified [01]	Disability [02-03, 06-99]	Targeted Disability	Developmental Disability [02]	Traumatic Brain Injury [03]	Deaf or Serious Difficulty Hearing [19]	Blind or Serious Difficulty Seeing [20]	Missing Extremities [31]	Significant Mobility Impairment [40]	Partial or Complete Paralysis [60]	Epilepsy or Other Seizure Disorders [82]	Intellectual Disability [90]	Significant Psychiatric Disorder [91]	Dwarfism [92]	Significant Disfigurement [93]
Eligible for Career Development Program #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Eligible for Career Development Program %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Applicants for Career Development Program #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Applicants for Career Development Program %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Selections for Career Development Program #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Selections for Career Development Program %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GS-15 or Equivalent #																	
GS-15 or Equivalent #	38	33	0	5	1	0	0	0	0	0	0	0	0	0	1	0	0
GS-15 or Equivalent %	100	86.84	0.00	13.16	2.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.63	0.00	0.00
INTERNAL COMPETITIVE PROMOTIONS																	
Vacancy Announcements #																	
Vacancy Announcements #	0																
Relevant Applicant Pool %																	
Relevant Applicant Pool %	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Applications #																	
Internal Applications #	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Applications %																	
Internal Applications %	100	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified Internal Applicants #																	
Qualified Internal Applicants #	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qualified Internal Applicants %																	
Qualified Internal Applicants %	100	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #																	
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %																	
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #																	
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %																	
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Internal Selections #																	
Internal Selections #	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Selections %																	
Internal Selections %	100	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NEW HIRES																	
Vacancy Announcements #																	
Vacancy Announcements #	0																
Voluntarily Identified Applicants #																	
Voluntarily Identified Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voluntarily Identified Applicants %																	
Voluntarily Identified Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qualified External Applicants #																	
Qualified External Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qualified External Applicants %																	
Qualified External Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Referred Applicants #																	
Referred Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred Applicants %																	
Referred Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interviewed Applicants #																	
Interviewed Applicants #	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interviewed Applicants %																	
Interviewed Applicants %	100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
External Selections #																	
External Selections #	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Selections %																	
External Selections %	100	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CAREER DEVELOPMENT PROGRAM																	

COURT SERVICES AND OFFENDER SUPERVISION AGENCY
633 Indiana Avenue NW | Washington, DC 20004