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   No

> The TSA permanent workforce in Bands A-F is comprised of 6.79% PWD, which is an increase from the FY 2022 5.02%, but remains below the government-wide benchmark of 12%. Given that the majority of TSA positions in Bands A-F requires employees hold a medical certification, PWD numbers will continue to be low for this segment of the TSA workforce. Within Bands G-L and SES, we find that we have exceeded the 12% benchmark with 14.63% of the TSA workforce being comprised of PWD. This is a significant increase from the 5.70% in FY 2022. This increase in PWD numbers can be contributed to a change in how DHS compiled FY 2023 PWD workflow data. The FY 2023 PWD totals include veterans with a 30% disability along with the traditional collection of disability data. The introduction of veteran data into the PWD workflow data also shows an increase of PWD in the overall permanent workforce of 8.84%, up from 5.21% in FY 2022. This upward trend is also evident when we look at the PWD non-Mission Critical Occupation permanent workforce, which in FY 2023 jumped up to 17.02%, an increase from the 8.15% in FY 2022. Not only is this a significant increase, but it is also well above the PWD 12% benchmark.

*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

> The TSA permanent workforce in Bands A-F is comprised of 0.72% PWTD, an increase from 0.70% in FY 2022, but remains below the government-wide benchmark of 2%. The actual number of employees with targeted disabilities in this segment of the workforce supports these percentages with 338 employees having a targeted disability in FY 2023 and 313 in FY 2023. We see a similar trend for Bands G-L and SES with 1.17% of the workforce being comprised of PWTD, an increase from the 1.16% in FY 2022. While this is a slight increase, it should be noted that the total number of PWTD in Bands G-L and SES actually decreased in FY 2022 from 201 to 194 employees in FY 2023. In the overall permanent workforce, the number of PWTD has increased from 514 in FY 2022 to 532 in FY 2023, resulting in 0.84% of the TSA workforce being a PWTD. We also observed an increase in the number of PWTD in Mission Critical Occupations (MCO) with 440 (0.77%) employees in FY 2023, up from 416 (0.74%) in FY 2022. The FY 2023 PWTD data shows a different trend for non-MCO with 92 (1.54%) of employees having a targeted disability in FY 2023, down from 98 (1.63%) in FY 2022. Given that the majority of TSA positions require employees to hold a medical

certification, PWTD numbers will continue to be low. The addition of veteran disability data being added to PWD numbers did not impact PWTD numbers as the veteran numbers were not divided into the disability subcategories which are used to calculate PWTD statistics.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-11 to SES	0	0	0.00	0	0.00
Grades GS-1 to GS-10	0	0	0.00	0	0.00

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

During FY 2023, the DPM: • Distributed to the TSA workforce two interactive informational and educational publications. One focused on visual impairments, and the other on hearing impairments. Both emphasized TSA's hiring goals for PWD/PWTD along with information about these types of sensory disabilities. • Included the hiring goals in six CRL/OTE University classes with a total attendance of 165 employees that focused on the topics of TSA MD 1100.30-37 "Hiring Individuals with Disabilities" These classes were taught in collaboration with the Selective Placement Program (SPP) and the Reasonable Accommodation Program (RAP). In FY 2023, the TSA Selective Placement Program Manager (SPPM) communicated the numerical PWD/PWTD hiring goals through emails, broadcast messages, meeting with program/hiring managers and PWD recruitment information sessions.

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

The Disability Employment Program, Section 508 Program, and SPPM have all positions filled. The RAP put in place a permanent Program Manager in FY 2023 Quarter 1 after nine months with an acting manager. As in FY 2021 and FY 2022, the RAP continues to operate with two vacant program analyst positions. Efforts are anticipated to be made during FY 2024 to advertise and fill at least one of the two RA Specialist positions.

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	

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

The Section 508 Program Manager participated in the following training opportunities during FY 2023: • "DHS Accessibility Day"

• "Creating Accessible Documents Training – Word, PDF and Excel" • "DHS Trusted Tester" • DHS "What is Section 508 and why is it important?" • "TSA Disability and Multicultural Coalition Conference APH" RAP attended one training provided by the Civil Rights, Equity, Access and Inclusion (CREAI) Division during FY 2023 on the TSA Reasonable Accommodations process. The DPM attended the following professional development opportunities during FY 2023: • "26th Annual Examining Conflicts in Employment Law (EXCEL) virtual training conference" • "National Employment Law Institute ADA Workshop" • Ask Earn: Creating A Disability-Inclusive Workplace: The Role of Accommodations "Ask the AJs Brown Bag Lunch" • FEED: 2/8, 4/12, 6/13 and 9/26 • "DHS Accessibility Day" • "DHS Civil Rights EEO Conference" • "Interagency Accessibility Forum 2023" • "Interagency Disability Senior Leadership Networking Group monthly meetings" • "Intelligence Community Weekly Disability Employment Networking meeting" • "U.S. Access Board Webinar" • "14th Annual FAA National Civil Rights Training Conference for Airports (NCRTC)" • "21st Annual TSA Disability and Multicultural Coalition Conference" • "Ten Power Tips for Tackling Teams with JAWS" • "2023 DEIA Summit" • "EEOC EdCon Presents: Pregnant Workers Fairness Act" Real Estate Management (REM) staff did not participate in any type of professional development opportunities that focused on some aspect of accessibility of facilities in accordance with the Architectural Barriers Act of 1968 as Amended (ABA), or information that supports the employment of PWD/PWTD. In FY 2024, REM will collaborate with the DPM to identify training opportunities. During FY 2023, SPPM did not participate in any type of professional development opportunities that focused on PWD/PWTD. In FY 2024, SPPM will work closely with DPM to identify related training courses.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

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

Answer   Yes

The Disability Employment Program, Section 508 Program, and SPP all reported sufficient funding and resources in FY 2023. As in FY 2021 and FY 2022, the RAP continues to have two vacant analyst positions. Efforts are anticipated to be made during FY 2024 to advertise and fill at least one of the two RA Specialist positions.

Section III: Program Deficiencies In The Disability Program

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

Objective	To increase the total percentage of RA request being processed within the required timeframe.
Target Date	Sep 30, 2024
Completion Date	

Planned Activities	*Target Date*	*Completion Date*	*Planned Activity*
	Sep 30, 2019		Address the matter of cases involved in the reassignment process that take longer than 60 days to close.
	Sep 30, 2023		Monitor cases using the RA database dashboard to determine matters impacting timely processing and address process improvement.
	Sep 30, 2023		Continue to focus on process improvement.

Accomplishments	*Fiscal Year*	*Accomplishment*
	2021	The TSA Reasonable Accommodation Program office processed a total of 1972 requests for reasonable accommodation. This total consists of both applicants (1042) and employees (930). A total of 1890 cases were closed at the end of the fiscal year with 107 carryovers into FY22. In addition, the RA office manages the TSO job search program for medically disqualified TSOs. During the fiscal year, there were 128 requests with 13 TSO's being successfully reassigned. These efforts enabled 13 individuals who had been medically disqualified to remain employed. The RA Program continued partnering with TSA offices to provide training and also participated in outreach and awareness activities.
	2019	The TSA Reasonable Accommodation Program office processed a total of 1,555 requests for reasonable accommodation. This total consists of both applicants and employees. A total of 1,482 cases were closed at the end of the fiscal year with 73 carryovers into FY20. In addition, the RA office manages the TSO job search program for medically disqualified TSO's. During the fiscal year, the number of successful reassignments increased with 16 successfully reassigned out of 87 cases processed. These efforts enabled 16 individuals who would have been otherwise separated from the Agency to remain employed. The RA Program continued to provide training to the workplace and partnered with TSA offices to provide training (web-based, virtual and on-site) and also participated in outreach and awareness activities.
	2022	During FY 2022, the RA Program Office processed a total of 2,297 requests for reasonable accommodations. This total consisted of both applicants (2,018) and employees (279). A total of 2,195 cases were closed by the end of the fiscal year with a total of 102 carryovers into FY 2023. In addition, the RA Program Office manages the TSO Job Search Program for medically disqualified TSOs. During the fiscal year the program received 130 reassignment requests. Eleven (11) of those requests resulted in successful placement of the requestor into an alternate position.
	2020	The TSA Reasonable Accommodation Program office processed a total of 1,119 requests for reasonable accommodation. This total consists of both Applicants and Employees. A total of 819 cases were closed at the end of the fiscal year with 300 carryovers into FY20. The total carryover is significant in that TSA, due to the impact of COVID-19, requires that Transportation Security Officers (TSO) performing screening operations wear the TSA-mandated personal protective equipment (PPE) to include mask and face shields. The RA office received in excess of 300 request in the month of September to "not wear" the mandated PPE for various reasons." The RA Office is having to work through those requests. In addition, the RA office manages the TSO job search program for medically disqualified TSOs. During the fiscal year, there were 106 requests with 12 TSO's being successfully reassigned. These efforts enabled 12 individuals who had been medically disqualified to remain employed. The RA Program continued to provide training to the workplace and partnered with TSA offices to provide training and also participated in outreach and awareness activities.

Fiscal Year	Accomplishment
2023	During FY 2023, the RA Program Office processed a total of 1,317 requests for reasonable accommodations. This total consisted of both applicants (1,069) and employees (248). A total of 1,242 cases were closed by the end of the fiscal year with a total of 75 carryovers into FY 2024. Additionally, the RA Program Office manages the TSO Job Search Program for medically disqualified TSOs. During the fiscal year, the program received 109 reassignment requests. Five of those requests resulted in successful placement of the requestor into an alternate position.

Section IV: Plan to Recruit and Hire Individuals with Disabilities

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

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

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

In FY 2023, TSA utilized a variety of recruitment sources to increase the number of qualified applicants with disabilities and applicants with targeted disabilities within TSA occupations. The following offices and organizations were utilized to conduct targeted recruitment for potential PWD/PWTD and disabled veteran applicants for TSA vacancies: • State Vocational Rehabilitation Offices • Veteran Affairs Vocational Rehabilitation & Employment Office • Disabled American Veterans Organization • DOD Transition Assistance Program • Workforce Recruitment Program (WRP) database

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

TSA utilizes their own hiring authorities to recruit and hire PWDs and PWTDs as follows: • TSA MD 1100.30-37, "Hiring Individuals with Disabilities" (Schedule A Equivalent): This policy applies to the recruitment and appointment of individuals with intellectual disabilities, severe physical disabilities, or psychiatric disabilities, directly to TSA positions that have been approved for the use of the non-competitive procedures. This policy does not apply to appointments made under the Transportation Security Executive Service (TSES). This appointing authority may not be used to fill positions with mandatory applicant assessment(s) and/ or physical and medical requirements (e.g., Transportation Security Officer (TSO) and Federal Air Marshal Service (FAMS) positions). • TSA MD 1100.30-33, Veterans' Appointing Authority: This establishes the policy and procedures for a non-competitive hiring authority for veteran appointments within TSA. • TSA https://www.tsa.gov/about/jobs-at-tsa website has webpages specifically for applicants with disabilities and veterans. The sites contain information for eligible applicants and provides information for agency point of contacts. • In FY 2023, TSA participated in six in person/virtual PWD/PWTD hiring events and 79 disabled veteran hiring events for qualified applicants who are eligible for appointment under the TSA Hiring Authority for PWD and Veterans Appointing Authority. In FY 2024, TSA will look to increase the overall number of PWD/PWTD and disabled veteran recruitment events by 5%.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The TSA SPPM reviews the PWD/PWTD submitted documentation (Schedule A letter or VA Notice of Ratings) to confirm eligibility and qualifications of candidates in accordance with TSA MD 1100.30-37, "Hiring Individuals with Disabilities". All qualified candidates are then forwarded to the hiring official for full consideration for the position.

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

In FY 2023, the TSA Accessibility Office/508 program provided 16 modules of training on Making Documents Accessible (Word, PowerPoint, PDF Basic and PDF Advanced) to 257 employees and TSA contractors. In FY 2023, the SPPM/VEPM met quarterly with over 25 HQ hiring managers to discuss/develop targeted marketing and recruitment plans for mission critical positions to conduct outreach for PWD/PWTD, disabled veterans and veterans. In FY 2024, the SPPM/VEPM will continue to conduct quarterly meetings with HQ/Field hiring managers to discuss recruitment and hiring goals for PWD/PWTD. The DPM in collaboration with SPP and RAP taught six classes during FY 2023 through the CRL/OTE University (formally known as CREAI-University). A combined total of 165 supervisors, managers and employees participated. The courses were titled: • Disability Law, Reasonable Accommodations (Employees) - two sessions. • Disability Law: Reasonable Accommodations (Managers) - two sessions. • Non-competitive Hiring Authority for Employees with Disabilities: WHO can use it and HOW? - one session. • Disability Law: Utilizing Non-competitive Hiring Authorities (Managers) - one session. During FY 2024, this collaborative effort will continue through the offering of two sessions of each of the above four courses. SPP and the Veterans Hiring Program will continue providing information sessions to PWD/PWTD hiring officials and Resource Management Offices (RMO) who assist hiring managers with staffing efforts.

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.

In FY 2023, SPPM partnered with the Disabled American Veterans (DAV) state vocational rehabilitation offices in Maryland, Virginia, and the District of Columbia to conduct four quarterly TSA employment info session for PWD/PWTD. These events allowed the SPPM opportunities to meet directly with potential candidates and provide guidance and advice on federal resume preparation. In FY 2024, the SPPM will continue the information sessions and look to increase the overall number of sessions/ workshops to six. During FY 2023 the DPM: • Held a two-part virtual mentoring event for PWTD. Mentees were invited from over 70 organizations and vocational rehabilitation service providers from across the country, and mentors were managers/supervisors from TSA HQ and the field. There was a total of 39 participants. (1) A two hour informational kick-off session comprised of presentations on TSA's non-competitive hiring authorities for PWTD and veterans, interview tips for job candidates and a separate session for mentors on interviewing PWTD, breakout sessions specific to RA for vision, hearing and hidden disabilities, and a session for mentors on manager responsibilities for providing RA; (2) Ten mentees with targeted disabilities were paired with mentors for a mock interview that took place during the two weeks following the kick-off session. • Forwarded to MD and VA Rehabilitation Departments, NFB, ACB and Gallaudet 28 TSA Job announcements open to the public or government-wide.

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

The FY 2023 new hire data for the permanent workforce continues to be below the PWD 12% and PWTD 2% benchmarks as in years past. PWD comprised 8.63% of new hires, an increase from the 7.42% in FY 2022. The FY 2023 PWTD data is not only below the 2% benchmark, but it also decreased from FY 2022. This year's workflow data shows 0.88% of new hires were PWTD, a slight decrease from FY 2022 0.90%.

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

	(#)	(%)	(%)	(%)	(%)
% of Total Applicants	9673	2.30	0.00	1.06	0.00
% of Qualified Applicants	7349	2.37	0.00	1.12	0.00
% of New Hires	1484	3.17	0.00	1.28	0.00

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

        a. New Hires for MCO (PWD)   Answer   Yes

        b. New Hires for MCO (PWTD)   Answer   Yes

Despite these factors impacting this year's data, an analysis revealed the following: • TSA's FY 2023 workflow data for qualified external candidates and new hires in the 1811 and 2210 job series shows that there is a trigger for both qualified PWD external candidates and new hires. This is consistent with previous years. However, the FY 2023 data shows a decline in both qualified PWD candidates and new hires for the 1811 and 2210 job series. • There was only one qualified external candidate/new hire for the 1811 job series, and this person was not a PWD. The 2210 job series data is similar with no PWD qualified candidates among the 57 qualified external candidates and two new hires. • Analysis of 1802 workflow data was unable to be conducted as this data was not provided to CREAI by Human Capital (HC). • The data for the 1801 job series paints a slightly different picture. No trigger exists for PWD or PWTD among both the qualified pool of external candidates and new hires. Qualified candidates with disabilities comprise 2.39% of this pool of candidates, with 3.17% of those candidates being selected. Similarly, 1.12% of the qualified pool of candidates were PWTD, with 1.28% selected for hire. The data indicates no trigger exists for the selection of PWD and PWTD in the 1801 Job series. It is not surprising to see low numbers of PWD and PWTD being selected for 1802 and 1811 positions due to the requirement that employees must be able to hold medical certification. However, this should not be the case for 2210 positions with 100% of all positions in this series not requiring medical certification, and 58.33% of 1801 positions not requiring medical certification.

New Hires to Mission-Critical Occupations	Total	Reportable Disability	Targetable Disability
		New Hires	New Hires
	(#)	(%)	(%)
Numerical Goal	--	12%	2%
1801 GENERAL INSPECTION, INVESTIGATION & COMPLIANCE	1481	3.17	1.28
1802 COMPLIANCE INSPECTION AND SUPPORT	0	0.00	0.00
1811 CRIMINAL INVESTIGATOR	1	0.00	0.00
2210 INFORMATION TECHNOLOGY MANAGEMENT	2	0.00	0.00

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

        a. Qualified Applicants for MCO (PWD)   Answer   Yes

        b. Qualified Applicants for MCO (PWTD)   Answer   Yes

Within the 1801 and 1811 MCO job series, the percentage of qualified internal candidates was below the percentage of applicants for both PWD and PWTD. • PWD made up 2.34% of the 1801 internal applicant pool, and only 2.18% were identified as qualified applicants. • PWTD made up 0.97% of the 1801 internal applicants, and only 0.91% of qualified applicants. • PWD made up 1.47%

of the 1811 internal applicant pool, and only 1.22% were identified as qualified applicants. • PWTD made up 0.98% of the 1811 internal applicants, and 0.00% of qualified candidates. There were only three PWD applicants, of which two were PWTD. Given the medical certification requirement for this job series, it was not surprising that neither of the PWTD applicants were found qualified. Of the remaining two MCO positions, 1802 and 2210 data does not show a trigger as a higher percentage of PWD and PWTD internal applicants were determined to be qualified compared to the percentage of PWD and PWTD in the total internal applicant pool. • PWD comprise 0.78% of the 1802 internal applicant pool, and 0.82% were identified as qualified. • PWTD comprise 0.14% of the 1801 internal applicants, and 0.19% of qualified candidates. All of the 12 PWTD applicants were found to be qualified. • PWD comprise 2.78% of the 2210 internal applicant pool, and 3.45% were identified as qualified. The two out of two PWD applicants were determined to be qualified. • PWTD comprise 1.39% of the 2210 internal applicants, and 1.72% of qualified candidates. While there was only one PWTD candidate, they were determined to be qualified.

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

• All four MCO job series are identified to have a trigger as a lower percentage of PWD and PWTD were selected for promotion when compared to the percentage of PWD and PWTD in the pool of qualified internal applicants. • In the 1801 MCO job series, 2.18% of the qualified applicant pool were PWD, and 1.03% were selected for promotion. • In the 1801 MCO job series, 0.91% of the qualified applicant pool were PWTD, and 0.41% were selected for promotion. • In the 1802 MCO job series, 0.82% of the qualified applicant pool were PWD, and 0.66% were selected for promotion. • In the 1802 MCO job series, 0.91% of the qualified applicant pool were PWTD, and 0.25% were selected for promotion. Given the medical certification requirement for 1802 positions, it is surprising that five PWTD internal applicants were determined to be qualified, and two were selected for promotion. The data supports further examination to determine how opportunities can be expanded to other PWTD in the 1802 job series. • In the 1811 MCO job series, 1.22% of the qualified applicant pool were PWD, and 0.00% were selected for promotion. There was only one internal who was found to be qualified for an 1811 position, but was not selected for promotion. • In the 1811 MCO job series, 0.00% of the qualified applicant pool were PWTD, resulting in no PWTD selected for promotion. • In the 2210 MCO job series, two (3.45%) of the qualified applicant pool were PWD. None were selected for promotion. Given that the 2210 job series does not have any medical certification requirements, it would be anticipated that a qualified PWD could have been selected for promotion. • In the 2210 MCO job series, one (1.72%) of the qualified applicant pool were PWTD. None were selected for promotion. Given that the 2210 job series does not have any medical certification requirements, it would be anticipated that a qualified PWTD could have been selected for promotion.

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.

In FY 2023, the SPPM utilized the following methods to promote activities that support PWD/PWTD: issued weekly and monthly announcements regarding hiring PWD/PWTD, with information about reasonable accommodations and the importance of self-disclosure; used internal websites to provide information to employees with disabilities; and continued working closely with Training and Development (T&D) to ensure all online training modules are accessible for employees with disabilities.

B. CAREER DEVELOPMENT OPPORTUNITES

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

T&D has development programs to equip all employees with the knowledge, skills, and abilities to succeed in their current and future positions. TSA's educational programs are provided to employees to advance their education and skills. Individuals who meet the eligibility criteria of these programs can elect whether they would like to apply. The development programs are as follows: • TSA Associates Program - TSA provides the workforce the opportunity to earn a Certificate of Achievement in Homeland Security by taking three online courses: Introduction to Homeland Security, Intelligence Analysis and Security Management, and Transportation and Border Security. The program is available to all TSA employees through an online partnership with the Des Moines Area Community College. The T&D point of contact is Sergio Nunez. • Leadership Education Program - Several educational opportunities are available to eligible TSA employees through various DHS-sponsored executive leadership and degree programs, to include the Naval Postgraduate School's Center for Homeland Defense and Security, the Department of Defense Senior Service Schools, and the President's Management Council. The T&D point of contact is Peter Skazin. • Fundamentals of Leadership is required 40-hour training for newly promoted first-level, first-time federal supervisors. Point of contact Tasha Woody. • The Leadership Lesson Webinar Series (LLWS) is current with the recordings that have been uploaded to the website. We no longer have a contract with the Fors Marsh Group (FMG). • Essentials of Directing Security Operations (EDSO) - These programs give participants a higher level of preparedness for future career positions in homeland security. Individual employees who meet the eligibility criteria of these programs can elect whether or not they would like to apply. The Essentials of Managing Screening Operations (EMSO) and EDSO courses are mandatory in accordance with MD 1900.16. The EDSO point of contact is Scott Register. • Rising Leaders Development Program. The point of contact is Greg Sims. • Mid-Level Leadership Development Program. The point of contact is Holly Jones-Woodley. • DHS Senior Executive Service Candidate Development Program (SES CDP) - not sponsored by TSA. The DHS SES CDP prepares high-performing GS-14/15 (or equivalent) individuals for positions in the Department's Senior Executive Service through an intensive 12-18-month leadership development program. The DHS SES CDP point of contact is Vickie Hartless. • TSA Leadership Institute. The point of contact is Raymond Alston. • Skills Enhancement Series - The Skills Enhancement Series provides weekly job aids identifying publicly-available training materials that align with vital competencies for TSA employees. The point of contact is Raymond Alston. • Leadership Lessons Webinar Series (LLWS) - The LLWS invests in leaders at every level by providing opportunities to build leadership skills, develop competencies, and network with colleagues. These 90-minute webinars are conducted virtually and cover leadership topics such as Working with Conflict, Managing Rapid Change and Uncertainty, Maintaining Work-Life Balance, and Building Engaging Teams. The point of contact is Tasha Woody. • DHS Leadership Bridges Program - not sponsored by TSA. The program is designed to develop leadership skills for high-potential leaders at the G-I band level (GS-11 to GS-14 or equivalent) before they serve in a first-line supervisory role. The point of contact is Sergio Nunez . • Government Reimbursement for Academic Degrees (GRAD) Program - GRAD is a tuition reimbursement program that invests in TSA employees. Tuition reimbursement may be granted to eligible employees for coursework that is requested and deemed eligible before a class begins. If all requirements are met, employees may be reimbursed up to $5,000 of tuition expenses within a calendar year. The point of contact is Sid Campos.

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Detail Programs	N/A	N/A	N/A	N/A	N/A	N/A
Coaching Programs	N/A	N/A	N/A	N/A	N/A	N/A
Internship Programs	N/A	N/A	N/A	N/A	N/A	N/A
Fellowship Programs	N/A	N/A	N/A	N/A	N/A	N/A
Mentoring Programs	N/A	N/A	N/A	N/A	N/A	N/A
Other Career Development Programs	N/A	N/A	N/A	N/A	N/A	N/A
Training Programs	N/A	N/A	N/A	N/A	N/A	N/A

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

a. Applicants (PWD)	Answer	Yes
b. Selections (PWD)	Answer	Yes

TSA does not have a process for collecting professional development disability related data, so it is not known at this time whether PWD are participating in any of TSA's professional development opportunities. In an effort to establish a process for collecting disability related data for TSA participants in T&D programs, T&D conducted a review of the following policies and have determined that further research needs to be conducted to clarify T&D's responsibilities for collecting disability related data. During FY 2024, T&D will conduct additional research, engage in discussions with CRL/OTE, HC, Chief Counsel, DHS CRCL, and other resources as needed such as EEOC and OPM, to reach our goal of establishing a process for collecting and compiling disability related T&D data. Additional efforts will be made to begin looking at ways to collect disability related data for opportunities beyond what is offered by T&D. Additional research needs to be conducted in order to identify a process for collecting and compiling disability related data for internship programs, fellowship programs, mentoring programs, coaching programs, and detail programs.

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

a. Applicants (PWTD)	Answer	Yes
b. Selections (PWTD)	Answer	Yes

TSA does not currently have a process for collecting professional development disability related data; this in and of itself is considered a trigger. In an effort to establish a process for collecting disability related data for TSA participants in T&D programs, T&D conducted a review of the following policies and have determined that further research needs to be conducted to clarify T&D's responsibilities for collecting disability related data. During FY 2024, T&D will conduct additional research, engage in discussions with CRL/OTE, HC, Chief Counsel, DHS CRCL, and other resources as needed such as EEOC and OPM, to reach our goal of establishing a process for collecting/compiling disability related T&D data. Additional efforts will be made to begin looking at ways to collect disability related data for opportunities beyond what is offered by T&D. Additional research needs to be conducted in order to identify a process for collecting/compiling disability related data for internship programs, fellowship programs, mentoring programs, coaching programs, and detail programs.

C. AWARDS

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

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

In FY 2023, based on inclusion rates, triggers are indicated by the data for both PWD and PWTD for both Time-Off and Cash Awards. When comparing PWD and PWTD data for Time-Off Awards - 1-10 Hours to the total workforce receiving this award (53.37%), no disability (52.98%) and unidentified disability (59.65%) we find that PWD (46.86%) and PWTD (51.13%) both fall below all other groups. The data does not show a trigger for either PWD or PWTD in the remaining four time-off awards: Time-Off Awards - 11-20 Hours, Time-Off Awards - 21-30 Hours, Time-Off Awards - 31-40 Hours, and Time-Off Awards - 41 or More Hours. Additionally, there were no Time-Off Awards - 41 or More Hours given to any employees. Based on the inclusion rates for PWD and PWTD, we find a number of triggers for both PWD and PWTD for cash awards. In six out of seven cash award categories, PWD and PWTD fell below the inclusion rates for the populations of all employees, no disability, and unidentified disability. In the Cash Awards - $3,000 - $3,999 category, PWTD did not receive any of these awards. In the Cash Awards - $5,000 or More, both PWD and PWTD did not received any in this category.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	33770	46.86	52.98	51.13	46.42
Time-Off Awards 1 - 10 Hours: Total Hours	223934	315.16	352.10	352.07	311.28
Time-Off Awards 1 - 10 Hours: Average Hours	6.63	0.12	0.01	1.30	0.00
Time-Off Awards 11 - 20 hours: Awards Given	8575	15.92	13.47	17.11	15.80
Time-Off Awards 11 - 20 Hours: Total Hours	135171	253.19	213.79	275.56	250.84
Time-Off Awards 11 - 20 Hours: Average Hours	15.76	0.28	0.03	3.03	0.00
Time-Off Awards 21 - 30 hours: Awards Given	4703	9.04	7.48	12.41	8.69
Time-Off Awards 21 - 30 Hours: Total Hours	113884	218.37	181.32	299.25	209.88
Time-Off Awards 21 - 30 Hours: Average Hours	24.22	0.43	0.05	4.53	0.00
Time-Off Awards 31 - 40 hours: Awards Given	2322	6.20	3.39	4.70	6.36
Time-Off Awards 31 - 40 Hours: Total Hours	88976	235.00	129.94	181.95	240.57
Time-Off Awards 31 - 40 Hours: Average Hours	38.32	0.68	0.08	7.28	-0.02
Time-Off Awards 41 or more Hours: Awards Given	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Total Hours	0	0.00	0.00	0.00	0.00
Time-Off Awards 41 or more Hours: Average Hours	0	0.00	0.00	0.00	0.00

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $501 - $999: Awards Given	12462	14.71	19.63	15.79	14.60
Cash Awards: $501 - $999: Total Amount	7807431.33	9235.62	12306.14	9754.53	9181.10
Cash Awards: $501 - $999: Average Amount	626.5	11.22	1.28	116.13	0.20
Cash Awards: $1000 - $1999: Awards Given	6690	8.63	10.52	7.33	8.77
Cash Awards: $1000 - $1999: Total Amount	8110687.23	10386.57	12778.40	8786.09	10554.74
Cash Awards: $1000 - $1999: Average Amount	1212.36	21.50	2.49	225.28	0.09
Cash Awards: $2000 - $2999: Awards Given	1128	1.73	1.79	1.13	1.80
Cash Awards: $2000 - $2999: Total Amount	2508550	3695.98	3995.93	2354.14	3836.97
Cash Awards: $2000 - $2999: Average Amount	2223.89	38.10	4.57	392.36	0.88
Cash Awards: $3000 - $3999: Awards Given	274	0.21	0.45	0.00	0.24
Cash Awards: $3000 - $3999: Total Amount	904400	709.56	1467.92	0.00	784.12

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $3000 - $3999: Average Amount	3300.73	59.13	6.73	0.00	65.34
Cash Awards: $4000 - $4999: Awards Given	117	0.20	0.19	0.56	0.16
Cash Awards: $4000 - $4999: Total Amount	504650	869.53	792.39	2537.59	694.25
Cash Awards: $4000 - $4999: Average Amount	4313.25	79.05	8.71	845.86	-1.53
Cash Awards: $5000 or more: Awards Given	43	0.00	0.07	0.00	0.00
Cash Awards: $5000 or more: Total Amount	237705	0.00	402.33	0.00	0.00
Cash Awards: $5000 or more: Average Amount	5528.02	0.00	11.18	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   No

The FY 2023 data does not indicate a trigger for PWD or PWTD for quality step increases or performance-based pay increases. The inclusion rate for PWD (18.96%) and PWTD (13.16%) are higher than those for the total workforce (12.45%), no disability (12.25%), and unidentified disability (9.44%).

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	7878	18.96	12.25	13.16	19.57

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

N/A

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   Yes

            ii. Internal Selections (PWD)   Answer   Yes

        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   No

        ii. Internal Selections (PWD)   Answer   Yes

A trigger exists for PWD in the qualified pool of candidates and selection for promotion to the GS-14, GS-15 and SES levels. A trigger does not exist for qualified internal PWD applicants at the GS-13 level, although one exists with the selection of PWD to this level. • SES - PWD Applicant Pool: 1.61%. The PWD Qualified Internal Applicants at 1.00% and PWD selected 0.00%. • GS15 - PWD Applicant Pool: 3.36%. The PWD Qualified Internal Applicants at 3.20% and PWD selected 3.17%. • GS14 - PWD Applicant Pool: 5.05%. The PWD Qualified Internal Applicants at 4.58% and PWD selected 2.23%. • GS13 - PWD Applicant Pool: 4.57%. The PWD Qualified Internal Applicants at 4.93% and PWD selected 3.15%.

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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   Yes

        ii. Internal Selections (PWTD)   Answer   Yes

  b. Grade GS-15

        i. Qualified Internal Applicants (PWTD)   Answer   Yes

        ii. Internal Selections (PWTD)   Answer   No

  c. Grade GS-14

        i. Qualified Internal Applicants (PWTD)   Answer   Yes

        ii. Internal Selections (PWTD)   Answer   Yes

  d. Grade GS-13

        i. Qualified Internal Applicants (PWTD)   Answer   Yes

        ii. Internal Selections (PWTD)   Answer   Yes

A trigger exists for PWTD in the qualified pool of candidates and selection for internal promotion in the GS-13, GS-14, and SES internal promotions. A trigger exists for qualified internal PWTD applicants at the GS-15 level, although one does not exist for selection of PWTD to this level. SES - PWTD Applicant Pool: 0.54%. The PWTD Qualified Internal Applicants at 0.40% and PWTD selected 0.00%. GS15 - PWTD Applicant Pool: 1.18%. The PWTD Qualified Internal Applicants at 0.91% and PWTD selected 1.59%. GS14 - PWTD Applicant Pool: 1.94%. The PWTD Qualified Internal Applicants at 1.75% and PWTD selected 0.00%. GS13 - PWTD Applicant Pool: 1.88%. The PWTD Qualified Internal Applicants at 1.63% and PWTD selected 0.45%.

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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

There are triggers across the board for PWD new hires to the senior grade level. This is particularly true at the GS-14 and GS-15 levels where there were no qualified PWD candidates. At the SES level, there was a pool of 158 qualified candidates, with one (0.63%) PWD qualified candidate.

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

Triggers exists for PWTD new hires to the GS-15 and GS-14 Senior Grade level as there were no qualified PWTD candidates. Notwithstanding the percentages for PWTD qualified candidates and new hires at the SES and GS-13 levels, within the pool of 158 qualified candidates, only one (0.63%) was a PWTD, and of the nine selected candidates, one (11.11%) was a PWTD. This is similar at the GS-13 level with eight (1.16%) of the 687 qualified candidates being a PWTD, and only one (3.03%) of the 33 selected candidates was a PWTD.

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

a. Executives

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

b. Managers

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

c. Supervisors

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

A trigger exists for PWD in the qualified pool of candidates and selection for promotion in the executive and manager supervisory positions for internal promotions. A trigger does not exist for qualified internal PWD candidates or in the pool of selected candidates for internal promotions to supervisory positions. The data shows that 32 of the 3,609 (0.89%) of the qualified candidates were PWD, and seven of the 730 (0.96%) of the selected candidates were PWD.

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   No

            ii. Internal Selections (PWTD)   Answer   No

A trigger exists for PWTD in the qualified pool of candidates and selection for promotion to the executive and supervisory levels for internal promotions. A trigger does not exist for qualified internal PWTD candidates for manager positions, although one does exist with the selection of PWTD to this level. Executives - PWTD Applicant Pool: 0.81%. The PWTD Qualified Internal Applicants is 0.68% and PWTD selected 0.00%. Managers - PWTD Applicant Pool: 0.64%. The PWTD Qualified Internal Applicants is 0.66% and PWTD selected 0.00%. Supervisors - PWTD Applicant Pool: 0.26%. The PWTD Qualified Internal Applicants is 0.19% and PWTD selected 0.14%.

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   No

        b. New Hires for Managers (PWD)   Answer   Yes

        c. New Hires for Supervisors (PWD)   Answer   Yes

Triggers exist for PWD external new hires to manager and supervisory positions. For both of these supervisory level positions, there were no new hires from the qualified pool of external PWD candidates which were two for managers and three for supervisors. There was not a trigger at the executive level for PWD external new hires. From the pool of 164 qualified external applicants, there was only one (0.61%) qualified PWD candidate. The one PWD new hire accounted for 8.33% of the 12 external new hires.

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   No

        b. New Hires for Managers (PWTD)   Answer   Yes

c. New Hires for Supervisors (PWTD)　　　　　　　Answer　Yes

Triggers exist for PWTD external new hires to manager and supervisory positions. At the manager level, there were no qualified PWTD external applicants. At the supervisory level there were two qualified external PWTD candidates, reflecting 0.99% of the pool of 203 qualified candidates. Neither of the qualified PWTD candidates were selected for a supervisor position. There was not a trigger at the executive level for PWD external new hires. From the pool of 164 qualified external applicants, there was only one (0.61%) qualified PWD candidate. The one PWD new hire represented 8.33% of the 12 external new hires.

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

During FY 2023, TSA continued to face barriers in compiling conversion data. Discrepancies were identified in how TSA codes its non-competitive hiring data and how/where DHS pulls this data from the National Finance Center (NFC). In FY 2023, OPM granted permission for TSA to use the second legal authority to capture our non-competitive hiring codes, and HC clarified which codes would be used. Efforts will continue in FY 2024 to develop processes for compiling this data.

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

　　　　a. Voluntary Separations (PWD)　　　　　　　Answer　Yes

　　　　b. Involuntary Separations (PWD)　　　　　　Answer　Yes

The FY 2023 workflow data shows that PWD are involuntarily leaving TSA at a higher rate than the rest of the workforce. • The voluntary separation inclusion rate for PWD (9.51%) exceeds that of all employees (8.47%), those with no disability (8.60%), and those who have not identified a disability (7.09%). • The involuntary separation inclusion rate for PWD (3.29%) exceeds that of all employees (2.60%), those with no disability (2.57%), and those who have not identified a disability (2.34%).

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	11	0.02	0.02
Permanent Workforce: Removal	912	1.58	1.42
Permanent Workforce: Resignation	4082	5.81	6.47
Permanent Workforce: Retirement	1277	3.64	1.85
Permanent Workforce: Other Separations	724	1.67	1.09
Permanent Workforce: Total Separations	7006	12.71	10.84

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

　　　　a. Voluntary Separations (PWTD)　　　　　　Answer　Yes

　　　　b. Involuntary Separations (PWTD)　　　　　Answer　Yes

The FY 2023 workflow data shows that PWTD are involuntarily leaving TSA at a higher rate than the rest of the workforce. • The voluntary separation inclusion rate for PWTD (9.21%) exceeds that of all employees (8.47%), those with no disability (8.60%), and those who have not identified a disability (7.09%). • The involuntary separation inclusion rate for PWTD (3.76%) exceeds that of all employees (2.60%), those with no disability (2.57%), and those who have not identified a disability (2.34%).

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	11	0.00	0.02
Permanent Workforce: Removal	912	2.60	1.42
Permanent Workforce: Resignation	4082	4.27	6.43
Permanent Workforce: Retirement	1277	4.82	1.98
Permanent Workforce: Other Separations	724	1.11	1.14
Permanent Workforce: Total Separations	7006	12.80	10.99

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.

In FY 2022, TSA modified its exit survey and added questions related to disabilities. The data from that year was insufficient to conduct an analysis. In FY 2023, we saw an increase in the number of people who indicated in the exit survey they had a disability, or answered a question that indicated they probably have a disability. A total of 1,994 exiting employees completed the survey, which is 28.46% of the total 7,006 employees who left during FY 2023. Based on responses to exit survey Question 72, 186 respondents have a disability, which is 22.38% of all respondents. Based on the various disability categories respondents selected in Exit Survey Question 72, 45 were PWTD, 6.28% of all respondents. Despite the low participation rate of those with and without disabilities in completing the exit survey, there were some interesting results that suggest a wider analysis needs to be conducted relating to the reasons why PWD and PWTD are leaving the agency. • An interesting trend was observed when comparing the inclusion rates for those who completed the exit survey during FY 2023. As noted above, only 28.46% of those who separated completed the exit survey. We see a significant increase in the percentage of PWD who completed the survey 34.96% among PWD who left, and an even higher inclusion rate for PWTD at 65.22% of all PWTD who separated. • There was a total of 58 people who indicated in Exit Survey Questions 4, 21 and 38 that their reason for leaving was "Barriers due to diversity/inclusion in the workplace (age, gender, race)" as their first, second or third reason for leaving. • Exit Survey Questions 6, 23, and 40 were follow-up questions to the diversity and inclusion questions, with only three people indicating "disability" as the main factor under diversity and inclusion. No one selected "disability" as their secondary and third factor. • Further analysis of Questions 4, 21 and 38 "Reason for leaving" showed a total of 106 people indicated "Personal health problems" as their first, second or third reason for leaving, and a total of 173 people selected "working conditions." "Personal health problems" were consistently among the top five reasons for leaving, and "Working conditions" was in the top 10. Both of these reasons could be directly tied to a disability. • Exit Survey Questions 20, 37 and 54 are follow-up questions to selecting "Working conditions" with a selection of nine as the reason for leaving. Four of these responses are directly related to accessibility for PWD/PWTD. These items are "Accessibility of facility for individuals with disabilities (paths of travel, doors, appliances, workspaces, etc.);" "Accessibility of computer and web-based applications for individuals with disabilities (WebTA, OLC, procurement applications, etc.);" "Accessibility of electronic information and technology for individuals with disabilities (documents, iShare pages, multi-function printers, telephones, kiosks, etc.);" and "Lack of reasonable accommodation(s) to remove a barrier encountered because of a disability." A total of 46 respondents (33.09%) indicated one of these four reasons as their first, second, or third reason for leaving. • "Accessibility of computer and web-based applications" and "Lack of reasonable accommodation" were selected most often with a total of 15 responses each, comprising 21.58% of all responses to these questions. • Probably the most informative data related to disability is found in Question 3 "Do any of the following situations apply to you," where 94 (43.12%) of the 218 people who responded to this question selected "No job match found through reasonable accommodation reassignment process," and 90 (41.28%) selected "No Job match found through TSO reassignment process." Given that 186 people indicated that they are a PWD, these numbers for lack of reassignment strongly suggest that further analysis needs to be conducted. Given that only 34.96% of PWD who separated completed the survey, we can anticipate that these numbers are even higher. Since reassignment is the reasonable accommodation of last resort, this means that these 94 people should have gone through the reasonable accommodation process and could not be accommodated prior to entering into the reassignment process. Consideration has to be given that we do not know how the 94 or more unfilled reassignment requests compare to the number that were fulfilled, nor how this number compares to all accommodation requests that were unfulfilled.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

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

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

https://www.tsa.gov/accessibility

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

https://www.tsa.gov/accessibility

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

• Updated TSA Management Directive (MD) 1400.19 (Section 508 Compliance) to align with updates to the FAR. Status: Not yet published. • Deployed the recommended automated accessibility testing tool and provide training to development teams on automated Section 508 testing. Status: In progress. • Facilitated quarterly developer Trusted Tester information sessions and application accessibility compliance tracking meetings (to discuss 508 test results and remediation plans). • Worked with T&D to remediate accessibility issues in online training modules and integrate the Accessibility Support office into course development to ensure future courses are accessible. • Provided 508 testing support to the new SharePoint team in support of migrating to Office 360.

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.)

During FY 2023, the RAP received and managed a total of 248 RA requests from employees with an average processing time of 90.12 calendar days. A total of 149 (60.00%) of managed requests were fulfilled by providing an accommodation in an average of 63.74 calendar days. There were 17 categories of accommodations provided with the top three categories being 47 (32%) Furniture items; 28 (19%) Reassignment to a different position as an accommodation of last resort; and 22 (15%) Remote Work. Only 47 (18.90%) of requests were "closed without action" (CWOA) as of the end of FY 2023. These requests were made up of 14 categories with the top three being 9 (19%) Schedule Adjustment; 8 (17%) Reassignments as an accommodation of last resort; and 7 (15%) being for Job Duty Modification. The remaining 11 categories averaged two requests each. Heading into FY 2024, 52 (20.90%) of requests were still in progress and will be carried over into FY 2024. Thus far, these requests have been open for an average of 178.02 days. At the time of this data analysis, data for requests that were in progress as of the end of FY 2022 and carried over into FY 2023 was not available, as well as data for requests made by applicants.

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

The RAP works with CRL/OTE-University to provide quarterly training to managers and supervisors on requesting reasonable accommodation. New hires and current employees are provided information about the RAP and its policy/procedures. Employees can also request to take an online learning center course about RA. The RA Office also tracks and monitors all requests to this

office through the RA database.

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.

PAS requests are processed as needed, when requested. For FY 2023, there were no PAS requests. Information regarding request for Personal Assistance Services is included in the MD-1100.73-4, Appendix A. Information and the link is on TSA public website.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

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

    Answer   No

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

    Answer   Yes

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

For the Anti-Harassment Program, 2% of harassment claims cited disability as a protected basis. In FY 2023, TSA had 39 formal complaints with an allegation of harassment based on disability. This accounted for 15.11% of the total formal complaints filed at TSA as compared to the government-wide average of 23.12%. For the Anti-Harassment Program, in FY 2023, there were 15 complaints of harassment based on a disability that were investigated by management. Of those, three were found to be substantiated. In FY 2023, there were 18 settlement agreements that included allegations of disability based on harassment. There were no findings of discrimination that included allegations of disability based on harassment. For the Anti-Harassment Program, in one of three findings, the alleged harasser was verbally counseled. In the other two findings (two complainants, one alleged harasser), management imposed a trial period termination. In FY 2023, there were no findings of discrimination alleging harassment based on disability.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

    Answer   No

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

    Answer   Yes

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

In FY 2023, TSA had 15 formal complaints with an allegation of failure to provide a reasonable accommodation. This accounted for 5.81% of the total formal complaints filed at TSA as compared to the government-wide average of 13.79%. In FY 2023, there were seven settlement agreements that included allegations of failure to provide a reasonable accommodation. There were no findings of discrimination that included allegations of failure to provide a reasonable accommodation for an employee with a disability. There was no finding of discrimination in FY 2023 for failure to accommodate.

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?	Did not meet the goals of 12% for PWD and 2% for PWTD in the TSA workforce. Limited or lack of data related to various aspects of employment of PWD/PWTD in the TSA workforce. Limited resources impacting processing of reasonable accommodations.
STATEMENT OF BARRIER GROUPS:	*Barrier Group*
	People with Disabilities
	People with Targeted Disabilities
Barrier Analysis Process Completed?:	Y
Barrier(s) Identified?:	Y

	Barrier Name	Description of Policy, Procedure, or Practice
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.	Ability to fulfill Positions	Limited perception of the ability of Persons with Disabilities to fulfill requirements of TSA Management, Administrative and Professional (MAP), Transportation Security Officer (TSO) and Federal Air Marshal (FAM) positions.
	Career Development Opportunities	Career Development Opportunities at TSA have limited access for employees with disabilities.
	Data collection and reporting	Data collection and reporting on Persons with Disabilities/Persons with Targeted Disabilities at TSA is inadequate and doesn't provide an accurate representation.
	Disclosing Disability	Fear of disclosing a disability for employees in the TSOs and FAMs positions.
	Medical/Physical Requirements	Specific medical/physical requirements for TSO and FAM positions.
	Reasonable Accommodations	Limited knowledge and awareness about reasonable accommodations for TSA employees.
	Ability to fulfill Positions	Limited perception of the ability of PWD/PWTD to fulfill requirements of TSA Management, Administrative and Professional (MAP), Transportation Security Officer (TSO) and Federal Air Marshal (FAM) positions.
	Data collection and reporting	Data collection and reporting on Persons with Disabilities/Persons with Targeted Disabilities at TSA is inadequate and doesn't provide an accurate representation.
	Limited Outreach	Limited outreach to potential PWD/PWTD applicants.
	Reasonable Accommodations	Limited knowledge and awareness about reasonable accommodations for TSA employees.
	Non-competitive Hiring Process	Limited knowledge of non-competitive hiring process for MAP positions.
	Career Development Opportunities	Career Development Opportunities at TSA have limited access for PWD/PWTD.

Barrier Name	Description of Policy, Procedure, or Practice
Disclosing Disability	Fear of disclosing a disability for employees in the TSOs and FAMs positions.
Medical/Physical Requirements	Specific medical/physical requirements for TSO and FAM positions.
Non-competitive Hiring Process	Limited knowledge of non-competitive hiring process for MAP positions.
Data collection and reporting	Data collection and reporting on Persons with Disabilities/Persons with Targeted Disabilities at TSA is inadequate and doesn't provide an accurate representation.
Medical/Physical Requirements	Specific medical/physical requirements for TSO and FAM positions.
Ability to fulfill Positions	Limited perception of the ability of PWD/PWTD to fulfill requirements of TSA Management, Administrative and Professional (MAP), Transportation Security Officer (TSO) and Federal Air Marshal (FAM) positions.
Disclosing Disability	Fear of disclosing a disability for employees in the TSOs and FAMs positions.
Reasonable Accommodations	Limited knowledge and awareness about reasonable accommodations for TSA employees.
Career Development Opportunities	Career Development Opportunities at TSA have limited access for PWD/PWTD.
Limited Outreach	Limited outreach to potential PWD/PWTD applicants.
Federal Hiring Goal: Not Met	The majority of MCO positions have a medical requirement. Hiring managers have limited opportunities to learn about noncompetitive hiring options.
Limited or Lack of Data	Some programs do not collect needed data. Some reports are lacking needed data.
Limited Resources Impacting Reasonable Accommodations	Caseloads and requests have increased. Staff vacancies.

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**
01/01/2016	09/30/2024	Yes			Increase the percentage of PWD and PWTD to meet the 12% and 2% goals, respectively, throughout the entire TSA workforce.
01/01/2016	09/30/2024	Yes			Ensure that TSA is collecting, compiling and analyzing data that provides a clear and accurate picture of PWD and PWTD in the TSA workforce.
01/01/2016	09/30/2024	Yes			Ensure TSA programs and offices that support the employment of PWD and PWTD in the TSA workforce have adequate resources to carry out their mission.

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Section 508 Program	Matt Byrne	Yes
Internship Program (IP-HC)	Iram Shahzad	No
Anti-Harassment Program (AHP)	Anne Marie Albertazzi	Yes

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Training & Development (T&D)	Carl (Pat) Dennis	No
DPM	Annette Carr	Yes
RPM, Human Capital	Natalie Reynolds	Yes
Selective Placement Program Coordinator	Darrett Lomax	Yes
Human Capital (HC)	Natasha Sikorsky	No
Real Estate Management (REM)	Jocelyn Montesa	No

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2022	CRDI-U will conduct at least one collaborative training with RA program for managers on providing RA.	Yes		04/27/2022
09/30/2022	Civil Rights, Diversity and Inclusion University (CRDI-U) will conduct at least one collaborative training with RA program for employees on the RA process.	Yes		07/14/2022
09/30/2022	CRDI-U will conduct at least one collaborative training with SPP program for employees on the noncompetitive hiring process.	Yes		09/19/2022
09/30/2022	CRDI-U will conduct at least two collaborative training with SPP program for hiring managers on the noncompetitive hiring process.	Yes		09/20/2022
09/30/2023	Ensure when hiring managers want to fill a staffing need, they are informed of the noncompetitive hiring process.	Yes	06/30/2022	09/30/2023
09/30/2023	Establish and implement a regularly occurring SF-256 campaign.	Yes	06/30/2022	09/30/2023
09/30/2024	Examine data collection and reporting of conversion data, and develop a process for collecting and reporting.	Yes	12/31/2023	
09/30/2024	Promote and distribute updated RA procedures to TSA workforce. (Section V, Subsection C Question 2)	Yes	03/31/2023	
09/30/2024	Identify a process for collecting T&D participation data for PWD & PWTD.	Yes	06/30/2022	
09/23/2024	Conduct a wider analysis of award data.	Yes	03/31/2022	
09/30/2024	Identify appropriate sources of separation data to allow an in depth analysis.	Yes	03/31/2022	
09/30/2022	Program staff will attend at least one training/workshop/ webinar/conference/etc. that supports their work in the ABA program.	Yes		09/30/2022
09/30/2022	Program staff will attend at least one training/workshop/ webinar/conference, etc. that supports their work in the CRLOTE Disability Employment program.	Yes		10/31/2022
09/30/2023	Program staff will attend at least one training/workshop/ webinar/conference, etc. that supports their work in the RA program.	Yes	09/30/2022	09/30/2023
09/30/2022	Program staff will attend at least one training/workshop/ webinar/conference, etc. that supports their work in the Section 508 program.	Yes		05/12/2022

	Planned Activities Toward Completion of Objective			
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2022	Program staff will attend at least one training/workshop/webinar/conference, etc. that supports their work in the Section SPP program.	Yes		09/30/2022
06/30/2022	Promote the use of WRP database for internships.	Yes		06/30/2022
09/30/2022	Promote the use of WRP database for new hires to the permanent workforce.	Yes		05/09/2022
09/30/2022	Provide hiring managers with packets for qualified PWD/PWTD candidates.	Yes		09/30/2022
09/30/2023	Request additional resources to address increased caseload.	Yes	09/30/2022	09/30/2023
09/30/2023	Back-fill two vacancies.	Yes	09/30/2022	09/30/2023
09/30/2022	Recruit for specific MCO positions that do not have a medical certification requirement.	Yes		06/16/2022
09/30/2022	Refine the process for how Anti-Harassment Program data is collected and analyzed.	Yes	03/31/2022	09/30/2022
09/30/2023	Review exit survey data to identify any barriers experienced by employees with disabilities.	Yes	03/31/2022	09/30/2023
09/30/2022	Conduct quarterly meetings with DEP-related programs.	Yes		09/30/2022
09/30/2022	Write articles to support employment of PWD/PWTD.	Yes		02/23/2022
09/30/2022	Promote participation by SPP staff and HR Specialists in the Federal Exchange on Employment of people with Disabilities (FEED).	Yes	06/30/2022	09/30/2022
06/30/2022	Promote participation by RAP staff and HR Specialists in the FEED.	Yes		09/30/2022
03/31/2022	Implement procedures for providing visitors with disabilities access to accessible parking in the garage.	Yes		09/30/2022
06/30/2022	Review the parking needs of reasonable accommodation service providers, such as sign language interpreters for those who are Deaf, readers for employees who are blind and visually impaired, and Personal Assistance Services to employees with physical disabilities, to ensure on time and efficient services.	Yes		09/30/2022
09/30/2022	Offer trainings to the TSA workforce on how to create accessible documents.	Yes		09/30/2022
09/30/2023	Recruit for specific MCO positions that do not have a medical certification requirement.	Yes	09/30/2022	09/30/2023
12/31/2021	Update the CRL/OTE DEP external webpage to include our MD-715 Part J AAP reports.	Yes		12/02/2021
09/30/2022	Review existing procedures for approving IT products in the COE to identify changes that will expedite approval of A.T. products for RA.	Yes		08/05/2022
09/30/2022	Establish a list of approved assistive technology products for use as a reasonable accommodation.	Yes		08/05/2022
09/30/2022	Establish relationship with agencies in the intelligence community for the purpose of sharing best practices.	Yes		12/31/2021

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2024	Real Estate Management/Facility Management staff will attend at least one training/workshop/webinar/conference/ etc., that supports the requirements of the ABA.	Yes		
09/30/2024	SPP staff will attend at least one training/workshop/ webinar/conference, etc., that supports their work in the SPP program.	Yes		

Report of Accomplishments	
Fiscal Year	**Accomplishment**
2018	Created the TSA Individuals with Disabilities Inclusion Council
2019	Sent out annual broadcast encouraging employees to self-identify their disability.
2019	Continued the TSA Individuals with Disabilities Inclusion Council.
2019	Continued an internal iShare page with information and resources for employees with disabilities. Contributed to and updated the TSA Blog site with eight (8) entries highlighting topics that promoted the awareness, recruitment, retention, inclusion and support of employees with disabilities.
2020	Educate applicants and current employees on reasonable accommodations. *NOTE – During the first 3 quarters of FY-2020, TSA did not have a DPM which impacted the initiation/ implementation of accomplishments. In Quarter 4, the new DPM was getting acclimated to TSA.
2018	Created an internal iShare page with information and resources for employees with disabilities.
2018	Sent out annual broadcast encouraging employees to self-identify their disability.
2022	The DPM collaborated with IT Software Support Team to establish a list of approved assistive software, and to annually re-evaluate the new version release of JAWS, ZoomText, Fusion, and Kurzweil 3000. In addition to these products, the list of approved assistive software will include other software packages that will only be re-evaluated when a need arises for the purpose of providing a RA. When there is a need to obtain approval for a product that is not on the approved list, the IT Software Support Team will expedite requests associated with RA.
2022	DPM collaborated with AHP to establish a process for collecting/compiling anti-harassment data related to disabilities. This will aid in future data analysis for barrier identification.
2022	Worked with Strategic Communication and Public Affairs (SCPA) to produce and distribute six articles on a variety of topics that support the employment of individuals with disabilities, and began planning for the redesign of the DEP iShare page, to include our Part J reports, other information and resources to promote the employment of individuals with disabilities.
2021	Conducted trainings and other informational sessions that focus on the various sections of the Rehab Act. Conducted trainings and other informational sessions that focus on RA from the perspective of managers and employees. Distributed information that promotes awareness of PWD/ PWTD by highlighting their abilities and how to remove barriers. (e.g. articles/blog, annual campaign for self-identification, brownbag sessions, maintain iShare page, etc.) Promoted TSA's non-competitive hiring opportunities to community partners to increase the pool of qualified applicants. Examined current data collection practices/processes to identify ways to increase the collection of relevant and accurate data related to the employment of PWD/PWTD at TSA. (exit survey data) Examined current data collection practices/processes to identify ways to increase the collection of relevant and accurate data related to the employment of PWD/PWTD at TSA. (Anti-Harassment data)
2022	The DPM partnered with RAP and SPP to conduct five CREAI-University classes on the topics of noncompetitive hiring, and RA. Three of the classes were designed for supervisors/managers, and the remaining two were for employees. There were a total of 77 participants.

Report of Accomplishments	
Fiscal Year	**Accomplishment**
2022	The Section 508 program conducted 10 workshops on electronic document accessibility attended by 504 TSA employees.
2022	SPP attended 89 virtual/in-person career fairs.
2022	RAP completed 69% of RA requests within the policy time frame.
2022	T&D have added an accessibility statement to their announcements.
2022	The Section 508 program, the DPM, REM, and SPP staff all participated in at least one professional development opportunity that supported their work in the employment of individuals with disabilities.
2022	The DPM was a guest speaker at the 2021 GSA Interagency Accessibility Forum and the DHS Global Accessibility Day Event, as well as a presenter at other outreach opportunities. A total of 198 people participated.
2022	The DPM conducted a virtual mentoring event that was attended by 33 people from across the U.S.
2022	The DPM implemented quarterly meetings with Disability Employment Program (DEP) partners – 508, AHP, HC, Student Internship Program, RAP, REM, SPP and T&D. The purpose of these meetings were to inform partners of matters related to the employment of individuals with disabilities, and promote collaboration across programs.
2022	The DPM developed an iShare based database for partners to input updates on their progress in implementing their barrier removal activities.

Report of Accomplishments	
Fiscal Year	**Accomplishment**
2023	In FY 2023, the TSA DEP Partners collectively completed 34 of the 43 (79%) barrier removal activities identified for implementation during the fiscal year. Accomplishments included: • All six barrier removal activities designed to increase the awareness and knowledge of managers, supervisors and the general workforce on TSA's non-competitive hiring authorities, the reasonable accommodation process and Section 508 requirements were completed. A total of 570 TSA employees participated in the 11 sessions conducted with a collaborative effort by the Program Managers of DEP, D&I, RA, Section 508, SPP, DPM, and Section 508 Program Manager. (Activity #s: 1-6) • The DPM and all program staff in the Section 508 program and RAP attended at least one training opportunity that strengthened their skills and knowledge that supported the mission of their program. In addition, these same individuals and other HC staff attended at least one FEED meeting. This resulted in completion of eight of the nine barrier removal activities in FY 2023. (Activity #s: 7-9, and 12-15) • In FY 2023, SPP and the Student Internship Program completed all five of the barrier removal activities designed to increase the recruitment, hiring, advancement and retention of PWD/PWTD. These activities included the promotion of WRP, encouraging managers and supervisors to consider the pool of qualified non-competitive job candidates, and efforts to recruit PWD/PWTD applicants for MCO positions that do not have a medical certification requirement. In FY 2023, TSA had its first WRP summer intern. (Activity #s: 16-20) • In the area of data collection and management, only three of the seven barrier removal activities were completed. These included conducting a two-week SF-256 "I Count" campaign, successfully compiling anti-harassment and exit survey data for analysis; and the addition of a "disability flag" to the Anti-Harassment weekly case intake reports to improve collection and analysis of disability related harassment data. This has increased the AHP Director's awareness of allegations based on disability status allowing for the monitoring of trends. In FY 2024, a plan will be developed to expand data collection of disability-based allegations of harassment to better assess trends throughout the fiscal year rather than only during the year-end review. (Activity #s: 21, 26 and 27) • While TSA did not complete the barrier removal activity of improving collection and management of non-competitive hiring data during FY 2023, HC and the DPM made great gains towards its completion. Discrepancies were identified in how TSA codes its non-competitive hiring data and how/where DHS pulls this data from NFC. In FY 2023, OPM granted permission for TSA to use the second legal authority to capture non-competitive hiring codes, and HC clarified which codes would be used. (Activity #: 23) • There were nine activities identified that supported the RAP, of which six were completed. This included: the signing of updated RA policy and procedures and the posting it in an accessible version to our external facing website; hiring a permanent RA Program Manager, and taking necessary action to start filling the long time vacant three analyst positions; promoting RA and PAS through inclusion of this information in trainings and workshops conducted by the DPM and RA Program Manager; and reviewing the FY 2022 established expedited IT software approval process, which revealed its continued implementation in FY 2023. (Activity #s: 28, 29, 31, and 34) • Through the continued implementation of quarterly meetings with DEP partners and the annual posting of the MD-715 Part J, the DPM completed two of the two activities for the DEP. (activity #s: 37 and 38) • The Section 508 program successfully completed two of two activities with the preparation of the updated 508 policies, which is pending final signature; and created a new Trusted Tester process for developing mobile apps. (Activity #s: 39 and 40) • Three of three outreach activities implemented during FY 2023 were successfully completed. The DPM conducted a two-part mentoring event for PWTD that brought together job candidates with targeted disabilities and TSA managers/supervisors as mentors, as well as five external presentations reaching 587 participants from across the Federal government and other community partners. The Section 508 Program participated in the GSA Section 508/accessibility survey. (Activity #s: 41-43) • During FY 2023, TSA leadership began efforts to develop a plan to move towards a centrally funded Reasonable Accommodation Program. Based on the success of this program structure at other Federal agencies, TSA anticipates seeing an improvement in data collection related to RA; a cost savings in procurement of RA solutions by using purchasing vehicles such as contracts and blanket purchase agreements (BPA); and a reduction in RA request processing time through establishing consistent processes for approving, securing, and installing assistive hardware and software.

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

In FY 2023, nine of the 43 (21%) identified barrier removal activities were not completed and will be carried over to FY 2024. • No SPP or Real Estate Management staff member attended any type of professional development workshop/training/etc. that supports the mission of their program. In FY 2024, the DPM will continue to share training opportunities with REM and SPP, as well as work with the POC to establish a plan for getting staff engaged in these training opportunities. (Activity #: 10 and 11) • TSA still doesn't have a mechanism in place for collecting the participation of PWD/PWTD in TSA's professional development opportunities. T&D has identified regulations that prohibit them from collecting PWD/PWTD data. These are referenced earlier in this report. The DPM will continue to work with T&D and other TSA professional development programs to establish a process for collecting this data. (Activity #: 22) • While TSA did not complete the barrier removal activity of improving our collection and management of non-competitive hiring data during FY 2023, HC and the DPM made great gains towards its completion as described in the above accomplishments. Efforts will continue in FY 2024 to look at the various roles and SOP's involved in coding and entering non-competitive hiring data. (Activity #: 23) • A HC POC needs to be identified to collaborate with the DPM to develop and implement a plan for conducting a wider analysis of award and separation data. (Activity #: 24 and 25) • The DPM and RA Program Manager were unable to identify appropriate vehicles for promoting the updated RA policy and procedures. (Activity #: 30) • Identifying a process for approving and documenting approved assistive technology hardware has been difficult to establish due to the lack of data. Because employee managers/supervisors and corresponding lines of business are responsible for purchasing RA solutions once the RA request is approved by RAP, there is not a consistent process for tracking and documenting these purchases through a centralized process. A centralized funded and managed RAP would help in establishing these processes, which in turn will save time in identifying RA solutions and providing them to employees. (Activity #: 35 and 36)

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

By providing the TSA workforce with training opportunities, along with distribution of information related to the employment of PWD/PWTD, we are working towards meeting our hiring goals of 12% and 2% for PWD and PWTD, respectively. As managers and supervisors learn about TSA's non-competitive hiring authorities and how to use them; how to provide reasonable accommodations; and the importance of an accessible workplace, they will become more comfortable with hiring PWD/PWTD. Offering training opportunities and sharing of information with the general workforce will encourage employees to make use of the non-competitive hiring authority to advance in their career and stay in the workforce longer through the use of RA solutions to remove barriers. Employee retention will also improve as more employees learn how to do their part to ensure accessibility of electronic and information technology (EIT). In order to be a model employer of PWD/PWTD, it is important that those responsible for some aspect of the recruitment, hiring, advancement, and retention of this demographic of the workforce, stay current in the best practices, strategies, and tools that support the mission of their program. This is accomplished through learning about how new RA solutions on the market increases the removal of barriers; incorporation of strategies and tools successfully used by other Federal agencies to save time and help us get closer to our PWD/PWTD hiring goals; and keeping up with new and updated policies, and legal outcomes guide us in being a model employer. Outreach activities allow us to share what we know and do, making us an integral part of the disability employment community outside of TSA. As we improve the collection and management of our disability employment data, we will be able to better document our efforts in being a model employer of PWD/PWTD and identify areas of improvement. This year's analysis of anti-harassment data shows us where we can make improvements, and it also shows us that harassment of the basis of disability is not a leading cause of harassment at TSA. The changes in how we code disability hiring data will give us a better picture over the next four years to track our progress with meeting our PWD/PWTD hiring goals. Securing a permanent RA Program Manager, and moving forward with filling the three long standing vacant RA analyst positions, will reduce the backlog of current RA requests, as well as the time it takes to process RA requests. Through the DPM's regular formal and informal communications and interactions with DEP partners, we are promoting collaboration across TSA and keeping DEP partners informed of leadership expectations and requests for data. Utilizing collaboration across TSA programs increases our opportunities to educate our workforce, and brings about agency-wide change that supports applicants and employees with disabilities. Collaborative efforts add value to the message we are delivering about the employment of PWD/PWTD. We are able to show a united front and demonstrate the connection between each phase of the employment cycle – recruitment, hiring, advancement, and retention. Adding a disability flag on weekly case intake reports helped increase AHP program manager's awareness of allegations based on disability status. This has informed the development of our FY 2024 plan to expand data collection of disability-based allegations so that we can better assess trends in FY 2024.

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.

During FY 2024, DEP partners will carry over many of the FY 2023 completed barrier removal activities. These activities require on-going implementation to support a model program for the employment of PWD/PWTD. Including these activities in our annual barrier removal plan encourages making them an integral part of our programs through accountability. • CRL/OTE University and the Section 508 Program will again offer classes and workshops that educate the TSA workforce on the non-competitive hiring authority for PWTD, reasonable accommodations for PWD/PWTD, and document accessibility. • All DEP partners will continue to strive to attend at least one training opportunity and one FEED meeting to keep aware of best practices, trends and advancements in recruiting, hiring, advancing, and retaining PWD/PWTD. Other HC personnel will also be encouraged to attend one FEED meeting to advance their knowledge in the employment of PWD/PWTD. • The DPM, SPP, and the Student Internship Program Manager will continue to work together to promote the use of WRP as a resource to identify qualified candidates with disabilities for both internship and employment opportunities. • In an effort to meet our 12% and 2% goals, HC will continue to ensure managers are informed of the option of looking at the pool of qualified PWD/PWTD candidates and track the sharing of qualified PWD/PWTD candidate packets to hiring managers. • The DPM will continue to collaborate with HC to identify MCO positions that can be performed by qualified PWD/PWTD candidates. • Conduct an annual campaign to educate and encourage the TSA workforce to update their disability status in MyEPP. This activity will help reduce negative attitudes towards disabilities, and reduce the fear of negative repercussions from updating this information. Increasing the number of employees who update this data will allow for a more accurate analysis of disability employment data. • Tracking the conversion of employees with disabilities hired under the non-competitive hiring authority which are converted to permanent positions is key to a successful disability employment program. For this reason, we will continue to work on this activity to improve the coding and compiling of this data. • Due to the small number of PWD/PWTD who complete the exit survey, current questions need to be examined for clarification. Modifying some questions and/or adding new questions can help define problem areas for retaining PWD/PWTD. • Efforts need to continue to identify ways of collecting T&D data, as well as identify sources of data for further analysis of awards and separation. • Now that the RAP is able to move forward with finding applicants to fill the vacant RA Specialist positions, the goal is to fill all vacancies during FY 2024. • The DPM will work with the RAP to socialize the updated RA handbook and policy to the TSA workforce, as well as promote the use of PAS. • Once the updated Section 508 policy has received final approval and signature, the DPM and Section 508 Program will work together to socialize the policy to the TSA workforce. • The DPM will continue to work with IT to put in place procedures for evaluating, tracking and managing assistive hardware and software to reduce RA processing timeframes. • The DPM will continue to hold quarterly meetings with DEP partners to promote collaboration across the TSA in the recruitment, hiring, advancement, and retention of PWD/PWTD. This also includes yearlong efforts to implement, track, and document barrier removal activities, and promote the importance of the Part J in supporting a model disability employment program. • Efforts will continue to conduct outreach activities that attract qualified PWD/PWTD job candidates.