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

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

Section I: Efforts to Reach Regulatory Goals

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

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

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

    b. Cluster GS-11 to SES (PWD)   Answer   No

> For the Administrative, Professional and Technical (APT) category of employees (i.e. occupations that are not governed by medical qualification standards): a. The Cluster GS-1 to GS-10 (PWD) is at 16.33% which is above the 12% benchmark, therefore there is not a trigger with this cluster of GS employees. b. The Cluster GS-11 to SES (PWD) is at 21.86% which is above the 12% benchmark, therefore there is not a trigger with this cluster of GS and SES employees.

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

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

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

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

> For the Administrative, Professional and Technical (APT) category of employees (i.e. occupations that are not governed by medical qualification standards): a. The Cluster GS-1 to GS-10 (PWTD) is at 2.62% which is above the 2% benchmark, therefore there is not a trigger with this cluster of GS employees. b. The Cluster GS-11 to SES (PWTD) is at 2.59% which is below the 2% benchmark, therefore there is not a trigger with this cluster of GS and SES employees.

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numarical Goal	--	12%		2%	
Grades GS-11 to SES	4562	450	9.86	48	1.05
Grades GS-1 to GS-10	240	51	21.25	9	3.75

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

> On June 8, 2023, the Secret Service Director released an Annual Policy Statement on "Increasing Employment of Persons with Disabilities and Persons with Targeted Disabilities within the Secret Service", to the entire workforce. The policy statement

communicates the numerical goals for the agency. The Disability Program Manager (DPM), Selective Placement Program Coordinator (SPPC), and Disability Working Group (DWG) (with the recruitment team) quarterly to discuss practices to improve hiring and recruitment. DPM and DWG routinely disseminated information to hiring managers, including all first-line supervisor trainings, and all New Employee Orientations (NEO).

Section II: Model Disability Program

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

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

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

Answer   Yes

The Secret Service continues to employ full-time and collateral duty employees within the following divisions/offices to fulfill the requirements of the Disability Program, the Reasonable Accommodation Program, and the Special Emphasis Program: Equity, Diversity, and Inclusion Program (EDI), the Office of Human Resources (HUM), the Enterprise Readiness Office (ERO), and the Office of the Chief Information Officer (CIO). In addition, the DPM leads the Persons with Disabilities/Disabled Veterans Special Emphasis Program (DPM/DV SEP) which has over 20 active members.

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

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTD	1	0	0	natasha.potter@usss.dhs.go
Answering questions from the public about hiring authorities that take disability into account	1	0	0	quiency.benjamin@usss.dh
Processing reasonable accommodation requests from applicants and employees	1	0	0	christopher.fultz@usss.dhs.
Section 508 Compliance	1	0	0	leonard.dorrian@usss.dhs.g
Architectural Barriers Act Compliance	1	0	0	joseph.blevins@usss.dhs.go
Special Emphasis Program for PWD and PWTD	1	0	0	christopher.fultz@usss.dhs.

3.

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

Answer   Yes

The DPM completed the following training: Barrier Analysis, Emergency Preparedness Planning, SEPM, DHS Accessibility Day, NELI PWFA Webinar, DHS EEOD Training Conference, FEMA Disability Mentoring Day. JAN Training: What You Should Know About the Impact of Long COVID in the Workplace, Accommodation Solutions for Neurodivergent Workers, Accommodation Solutions for Fine Motor Limitations, The Way I See It: Accommodation Process Perspectives from Different Points of View. The 508 Coordinator has completed the requisite training for their role, and the SPPC has received training materials from DHS and OPM requisite for their role.

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 Secret Service continues to ensure sufficient fiscal resources to address program management and administration of the Disability Program, to include: 1. A full-time employee as the Disability Program Manager. 2. One full-time employee assigned specifically to address recruitment and persons with disabilities, and funding for recruiting events, advertising, travel/per diem, and materials in alternative formats. 3. An annual budget of nearly $200,000 to support the communication access needs for Deaf and Hard of Hearing employees and applicants. 4. Training opportunities for the DPM and PWD/PWTD/DV SEPM. The Secret Service also self-funds for purchases to order products/services as approved reasonable accommodations, when funding was available. Expenditures for the Agency for FY2023 was approximately $8,575.

Section III: Program Deficiencies In The Disability Program

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 accordance with the Equal Employment Opportunity Commission (EEOC), 29 C.F.R. § 1614.203, Rehabilitation Act, the Secret Service is committed to increasing the representation of persons with disabilities (PWD), including persons with targeted disabilities (PWTD), in the workforce. The Secret Service adopted the goal of having 12% of its workforce comprised of PWD employees, and 2% PWTD employees. To meet these goals, the Secret Service implemented recruitment initiatives to educate professionals with disabilities about the agency's mission and career opportunities. LED established partnerships with organizations that assist professional with disabilities find meaningful employment. The Secret Service implemented strategies to connect with professional with disabilities and educated them about the Secret Service mission and career opportunities. During FY2023, LED attended 8 events towards the recruitment of professionals with disabilities. This included in-person and virtual events, such as career fairs and information sessions. Most candidates at these events were interested in non-law enforcement careers and/or full-time teleworking positions. Recruiters also spoke to candidates interested in applying to our agency's law enforcement careers, but not all met the positions' medical, physical or age standards. In addition, recruiters interacted with students with disabilities at colleges and universities virtual events the agency attended. For instance, recruiters spoke to students and alumni with disabilities at multiple universities and career events. At all events, recruiters provided guidance to prospects about the agency's career opportunities, the

application process, the Schedule A special hiring authority, and the agency's Schedule A resume repository. LED utilized the Workforce Recruitment Program (WRP) to identify prospects and promote Secret Service career opportunities to students and recent graduates. The WRP is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs. This database is managed by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) and the U.S. Department of Defense's Diversity Management Operations Center (DMOC). USSS also utilized Handshake Premium to send emails to students with disabilities about Secret Service internships and encourage them to apply to our current vacancies. Highlights: • LED conducted an information session with the Department of Aging and Rehabilitative Services and the Department for the Blind and Vision impaired. This was their job club, which provides individuals with PWDs education and training for job searching. The session hosted about 17 candidates with various disabilities. A relationship was also built with the Business Relations Specialist. • LED attended the Careers & the Disabled virtual career fair hosted by career eco. There was a total of 11 chats during the event. The candidate were quality candidates most of which were schedule A. Four resumes and Schedule A letters were captured for future agency Schedule A hiring initiatives. • LED presented to approximately 50 Navy/Coast Guard/Marine Corps Wounded Warriors. A discussion was held with a group of 10 disabled veterans interested in careers at USSS in IT/Cyber/HR/Physical Security Fields. Approximately 10 other individuals talk to DPM about careers at Secret Service and/or DHS. DPM had discussion with approximately 15 disabled veterans on how to write resumes to Secret Service JOA to improve recruitment opportunities. • LED participated in the Wounded Warrior Battalion (West) Transition Fair and Back to School Fair, on Camp Pendleton, California. Secret Service employees discussed career opportunities, operation warfighter and the DOD Skillbridge with the transitioning service members. This event was in conjunction with the National Asian Peace Officers Association Leadership Training and Symposium in San Diego, CA. • LED attended the United States Marine Corps Wounded Warrior Regiment Transition Program 2023 Warrior Fair. The first portion of the event was open to Wounded Warrior in transition. The second portion was open to all veterans, active duty, spouses, and civilians that had access to the installation. Many of the attendees inquired about the agency's Skillbridge program. The Information Technology JOA was presented to approximately 8 candidate seeking positions within the DMV area. The PIRS position was provided to three candidates seeking intel positions. • LED recruiters developed efforts to reach disabled veterans and service members across the world. Beyond cursory engagement, LED personnel assisted disabled veterans in the recruitment process, provided federal resume guidance and answered questions regarding veterans' preference, non-competitive hiring, and the application process. Further, LED recruiters responded to veteran inquiries related to agency information as well as recorded service members resumes and their supporting documents into the Secret Service veteran's repository for hiring managers to utilize under Special Hiring Authorities for present as well as future consideration. • LED utilized the Workforce Recruitment Program (WRP) to identify prospects and promote USSS career opportunities to students and recent graduates. The WRP is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs. This database is managed by the § U.S. Department of Labor's Office of Disability Employment Policy (ODEP) and the U.S. Department of Defense's Diversity Management Operations Center (DMOC). • LED also utilized Handshake Premium to send email blasts to students with disabilities about Secret Service vacancies and encourage them to apply. Handshake is a virtual platform to find students and alumni talent from Institutions of Higher Institutions. There are more than 9 § million active students and alumni profiles, more than 1,200 college partners to drive deeper engagement on campus and virtually, and more than 417 minority serving institutions. During FY23 the agency used the following special hiring authorities to recruit professionals with disabilities and targeted disabilities: • Schedule A • Veterans' Recruitment Appointment • 30% or more disabled veterans

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

When application materials are received from potential candidates (via outreach events, Vocational Rehabilitation Specialist contacts, the Workforce Recruitment Program, or other sources), all information is coordinated through the Selective Placement Program Coordinator (SPPC). The SPPC worked closely with other REC personnel and Agency hiring managers to facilitate the hiring process, including the use of special hiring authorities. The agency used the following special hiring authorities to recruit professionals with disabilities and targeted disabilities: • Schedule A • Veterans' Recruitment Appointment • 30% or more disabled veterans

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.

Applicants who meet eligibility are then assessed to ensure they meet the qualifications of the position (i.e., selection placement factor, OPMs Individual Occupational Requirement, specialized experience, etc.). HR Professionals then compile a certificate listing of applicants who met both eligibility and qualifications and forward it to the selecting official for consideration. During the consultation phase selecting officials are briefed on law that governs the use of the Schedule A Disability Hiring Authority. The SPPC maintains an internal Schedule A database for applicants who have met requisite skills sets for certain positions, and routinely makes this database available to hiring officials of the Agency. The DPM as a member of the DHS Disability Employment Advisory Council (DEAC) proposed the creation of a Schedule A application depository to ensure qualified applicants have more eyes on them by multiple Department hiring officials throughout DHS components. This will be completed by FY2024.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

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

Training on special hiring authorities was included in the Secret Service's First-Line Supervisor's courses, which is provided to all newly promoted supervisors as well as the L90/M90x course, which is a refresher for leaders and managers 90 days after a promotion. In addition, HR Specialists within REC, including the SPPC, individually educated hiring managers on the benefits of utilizing special hiring authorities. Other formal training on the law that governs the use of the Schedule A Disability Hiring Authority is required to be completed annually through the Secret Service Learning Management System (ITAS), entitled "Veterans Employment Training for Hiring Managers."

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.

During FY 2023, the Secret Service maintained and further developed partnerships with the following organizations dedicated to assist professionals with disabilities find meaningful employment. The agency participated in recruitment related activities of these organizations and interacted with their customers by providing information about the agency, current vacancies, the application process and the agency's Schedule A and Military resume repositories. The agency also shared vacancy announcements with staff from these institutions/organizations who shared the information with prospects. All these efforts contributed to target professionals with disabilities and targeted disabilities, and ensure the agency had an applicant pool of Schedule A applicants for hiring managers consideration when filling their vacancies. Secret Service partnered with all Department of Defense (DOD) military components to recruit qualified disabled veterans. Outreach efforts focused on military installation Transition Assistance Programs, Wounded Warrior, Marine for Life, Soldier for Life, Army's Private Public Partnership (P3) community and Operation Warfighter programs. Specific emphasis was placed on targeting 30% or more disabled Veterans. Name of Institution or Organization: Career Eco City Career Fairs Department of Veterans Affairs EOP Career Expo Little People of America Greater Northern Virginia Business Development Virginia Department for Aging and Rehabilitative Services DC Department on Disability Services Rehabilitation Services Administration Maryland State Department of Education Division of Rehabilitation Services Mississippi Department of Rehabilitation Services Gallaudet University Career Center Navy Wounded Warriors Viscardi Center Workforce Recruitment Program Department of Defense Transition Assistance Programs Department of Defense Wounded Warrior Marine for Life Soldier for Life Army's Private Public Partnership (P3) community Operation Warfighter Programs Fort Belvoir Soldier Recovery Unit (SRU)

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   No

   b. New Hires for Permanent Workforce (PWTD)   Answer   No

For the Administrative, Professional and Technical (APT) category of employees (i.e. occupations that are not governed by medical qualification standards): a. Per Table B1 New Hires for Permanent Workforce (PWD) is at 30.81% which is above the 12% benchmark, therefore there is not a trigger with New Hires in the Permanent Workforce. b. Per Table B1 New Hires for Permanent Workforce (PWTD) is at 2.91% which is above the 2% benchmark, therefore there is not a trigger with New Hires in the Permanent Workforce.

New Hires	Total	Reportable Disability		Targeted Disability	
		Permanent Workforce	Temporary Workforce	Permanent Workforce	Temporary Workforce
	(#)	(%)	(%)	(%)	(%)
% of Total Applicants	1109	0.00	34.36	0.00	20.47
% of Qualified Applicants	388	0.00	60.31	0.00	34.54
% of New Hires	756	0.00	4.89	0.00	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   N/A

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

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811, Uniformed Division Officers series 0083, and Technical Law Enforcement positions with series 0080, 1801 and 1802. As stated on page 62 of this report, During FY2023 weapon carriers made up 71.78% of the total workforce while non-weapon carriers made up 28.22% of the total workforce. In these occupations, the Office of Personnel Management (OPM) allows for special medical requirements for the law enforcement occupations (Medical and physical standards: 5 C.F.R. Part 339) that are covered by Secret Service Directive SAF-03(03). These occupations are exacting and involve ensuring the safety of others under trying conditions. Conditions that may hinder full, efficient performance of the duties of these positions or that would cause individuals to be a hazard to themselves or to others, are disqualifying. The Secret Service will continue to recruit and consider all qualified applicants, to include persons with disabilities, for both the law enforcement and non-law enforcement occupations. Therefore, no triggers are identified in these mission critical occupations.

New Hires to Mission-Critical Occupations	Total	Reportable Disability	Targetable Disability
		New Hires	New Hires
	(#)	(%)	(%)
Numerical Goal	--	12%	2%
0080 PHYSICAL SECURITY SPECIALISTS	0	0.00	0.00
0083 UNIFORMED OFFICERS	0	0.00	0.00
1802 SPECIAL OFFICERS AND PROTECTIVE SUPPORT TECHNICIANS	0	0.00	0.00
1811 CRIMINAL INVESTIGATORS	0	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   N/A

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

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811, Uniformed Division Officers series 0083, and Technical Law Enforcement positions with series 0080, 180, and 1802. As stated on page 62 of this report, During FY2023 weapon carriers made up 71.78% of the total workforce while non-weapon carriers made up 28.22% of the total workforce. In these occupations, the Office of Personnel Management (OPM) allows for special medical requirements for the law enforcement occupations (Medical and physical standards: 5 C.F.R. Part 339) that are covered by Secret Service Directive SAF-03(03). These occupations are exacting and involve ensuring the safety of others under trying conditions. Conditions that may hinder full, efficient performance of the duties of these positions or that would cause individuals to be a hazard to themselves or to others, are disqualifying. The Secret Service will continue to recruit and consider all qualified applicants, to include persons with disabilities, for both the law enforcement and non-law enforcement occupations. Therefore, no triggers are identified in these mission critical occupations.

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

        a. Promotions for MCO (PWD)   Answer   N/A

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

Mission Critical Occupations for the Secret Service are Law Enforcement Special Agent series 1811, Uniformed Division Officers series 0083, and Technical Law Enforcement positions with series 0080, 1801 and 1802. As stated on page 62 of this report, During FY2023 weapon carriers made up 71.78% of the total workforce while non-weapon carriers made up 28.22% of the total workforce. In these occupations, the Office of Personnel Management (OPM) allows for special medical requirements for the law enforcement occupations (Medical and physical standards: 5 C.F.R. Part 339) that are covered by Secret Service Directive SAF-03(03). These occupations are exacting and involve ensuring the safety of others under trying conditions. Conditions that may hinder full, efficient performance of the duties of these positions or that would cause individuals to be a hazard to themselves or to others, are disqualifying. The Secret Service will continue to recruit and consider all qualified applicants, to include persons with disabilities, for both the law enforcement and non-law enforcement occupations. Therefore, no triggers are identified in these mission critical occupations.

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 FY2023, the Secret Service implemented a number of initiatives to support the career development as well as the recruitment and hiring opportunities of persons with disabilities, to include the following: In collaboration with the Office of the Chief Financial Officer (CFO) Office of Human Resources and Gallaudet University, EES developed the Mobility, Outreach, Equity, and Inclusion Program (MOEIP). This program designed to seek eligible applicants to fill critical positions in the CFO through the Schedule A excepted hiring process. EES lead the charge to ensure the process was in place in FY2022 to make key hires in FY2023. In FY2023 CFO interviewed six employees, hired one, and two other applicants received offers, but they failed out of the security background process. The MOEIP will continue in FY2024 to seek continued hiring opportunities for underserved communities. In addition, a revised training schedule, focused on individual training session for offices within the Secret Service. This approach to EEO education was deployed in FY2023. This will incorporate EEO, DEIA, reasonable and religious accommodations, and disability etiquette. This will be delivered by the EES Executive and the DPM. Overall five offices received these training sessions, with two additional agency-wide trainings being conducted. Combined the Career Development Disability Working Group (CD-DWG) and the Recruitment and Hiring Disability Working Group (RH-DWG) to one group. This group now meet quarter. This group include stakeholders from the Special Agent, Uniformed Division, Recruitment Division, Human Resources, Workforce

Planning, Training, Safety & Health, and Development, Enterprise Readiness, Chief Information and, finally, Chief Counsel offices. The continued focus it to improve opportunities for employment and upward professional mobility for the PWD/PWTD/DV communities. An action developed from PWD/DV Disability Working Group was a new working group called the Faces of Ability. This group consists of self-disclosed members of the PWD/PWTD/DV communities. The members worked in the second quarter of FY2023 to present training to the workforce to address the stigma surrounding having a disability within the Secret Service. In addition, they increased training by including PTSD training, Veterans VA-awareness training, disability etiquette, nursing mothers room announcements. Worked with Human Resources and Recruitment Division to work out efficiencies in the applicant reasonable accommodation process. This process was streamlined further in FY2023 by adding more pre-approved accommodations to the list. This resulted in all accommodations for applicants being handled in 1 day. Continued publicity of career development opportunities on the Secret Service's blog for employment and PWD/PWTD/DV communities. Posted 12 communications gleaned from JAN, EARN, EEOC, DOL and other websites to help improve awareness of the barriers which exist for PWD/PWTD/DV communities. Hosted fourteen virtual Disability Table Topic Series for the Secret Service workforce. These included: 1) an overview of the reasonable accommodation process (7 times), 2) 2022 National Disability Employee Awareness Month, 3) disability etiquette training (5 times), 4) PTSD Awareness Day.

B. CAREER DEVELOPMENT OPPORTUNITES

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

The Secret Service participates in several competitive Career Developmental Training Programs to include: o DHS and Secret Service SES Candidate Development Programs o Naval Postgraduate School (NPS) Center for Homeland Defense and Security (CHDS) Programs: § NPS Master's Degree Program and § NPS Emergence Program § NPS Executive Leader's Program § Department of Defense Senior Service School National Defense University § Army War College – Distance Education Program o National Intelligence University § Masters Degree Program § Bachelors Degree Program o DHS Joint Mission Fellows Program The Secret Service provides career development opportunities that it regularly advertises to the workforce via Official Message. All Secret Service employees, including PWD/PWTD, are encouraged to participate.

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

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs	0	0	0	0	0	0
Fellowship Programs	0	0	0	0	0	0
Mentoring Programs	158	157	17.72	17.83	1.99	1.91
Coaching Programs	37	35	13.51	14.29	0	0
Training Programs	0	0	0	0	0	0
Detail Programs	67	19	13.43	5.26	0	0
Other Career Development Programs	0	0	0	0	0	0

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

a. Per table above, Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWD) is at 4.17% which is below the 21.86% applicant pool benchmark, therefore there is a trigger with PWD in the SES CDP - Career

Development Program for Applicants. b. Per table above, Secret Service SES Candidate Development Program - Career Development Program Selectees of (PWD) is at 0.00% which is below the 21.86% qualified applicant pool, therefore, there is a trigger with PWD in the Selections for SES CDP - Career Development Program Selectees.

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

a. Per table above Secret Service SES Candidate Development Program - Career Development Program Applicants of (PWTD) is at 2.08% which is below the 2.59% applicant pool benchmark, therefore there is a trigger with PWTD in the SES CDP - Career Development Program for Applicants. b. Per table above Secret Service SES Candidate Development Program – Career Development Program Selectees of (PWTD) is at 0.71% which is below the 2.59% qualified applicant pool, therefore, there is a trigger with PTWD in the Selections for SES CDP - Career Development Program Selectees.

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

Table B9 – 2 (Inclusion Rate) Time Award 1- 10 Hours a. Per Table B9-2 Time Award of 1 – 10 Hours for (PWD) is at 13.00% which is above the 6.84% benchmark, therefore there is not a trigger with Time Awards of 1 – 10 Hours for PWD. b. Per Table B9-2 Time Award of 1 – 10 Hours for (PWTD) is at 2.53% which is below the 12.07% benchmark, therefore there is a trigger with Time Awards of 1 – 10 Hours for PWTD. Time Award 11 – 20 Hours c. Per Table B9-2 Time Award of 11 – 20 Hours for (PWD) is at 9.04% which is above the 5.70% benchmark, therefore there is not a trigger with Time Awards of 11 – 20 Hours for PWD. d. Per Table B9-2 Time Award of 11 – 20 Hours for (PWTD) is at 2.11% which is below the 10.34% benchmark, therefore there is a trigger with Time Awards of 11 – 20 Hours for PWTD. Time Award 21 – 30 Hours e. Per Table B9-2 Time Award of 21 – 30 Hours for (PWD) is at 16.16% which is above the 3.04% benchmark, therefore there is not a trigger with Time Awards of 21 – 30 Hours for PWD. f. Per Table B9-2 Time Award of 21 – 30 Hours for (PWTD) is at 1.01% which is below the 1.72% benchmark, therefore there is a trigger with Time Awards of 21 – 30 Hours for PWTD. Time Award 31 – 40 Hours g. Per Table B9-2 Time Award of 31 – 40 Hours for (PWD) is at 11.29% which is above the 2.66% benchmark, therefore there is not a trigger with Time Awards of 31 – 40 Hours for PWD. h. Per Table B9-2 Time Award of 31 – 40 Hours for (PWTD) is at 2.42% which is below the 5.17% benchmark, therefore there is a trigger with Time Awards of 31 – 40 Hours for PWTD. Time Award 41 or more Hours i. Per Table B9-2 Time Award of 41 or more Hours for (PWD) is at 8.33% which is above the 0.19% benchmark, therefore there is not a trigger with Time Awards of 41 or more Hours for PWD. j. Per Table B9-2 Time Award of 41 or more Hours for (PWTD) is at 0.00% which is at the 0.00% benchmark, therefore there is not a trigger with Time Awards of 41 or more Hours for PWTD. Cash Award $500 and under k. Per Table B9-2 Cash Award of $500 and under (PWD) is at 9.94% which is below the 11.98% benchmark, therefore there is a trigger with Cash Awards of $500 and under for PWD. l. Per Table B9-2 Cash Award of $500 and under (PWTD) is at 0.32% which is below the 3.45% benchmark, therefore there is a trigger with Cash Awards of $500 and under for PWTD. Cash Award $501-$999 m. Per Table B9-2 Cash Awards of $501-$999 (PWD) is at 12.83% which is above the 12.17% benchmark, therefore there is not a trigger with Cash Awards of $501-$999 for PWD. n. Per Table B9-2 Cash Awards of $501-$999 (PWTD) is at 1.20% which is below the 10.34% benchmark, therefore there is a trigger with Cash Awards of $501-$999 for PWTD. Cash Awards $1000-$1999 o. Per Table B9-2 Cash Awards of $1000-$1999 (PWD) is at 9.59% which is below the 39.73% benchmark, therefore there is a trigger with Cash Awards of $1000-$1999 for PWD. p. Per Table B9-2 Cash Awards of $1000-$1999 (PWTD) is at 1.06% which is below the 39.66% benchmark, therefore there is a trigger with Cash Awards of $1000-$1999 for PWTD. Cash Awards $2000-$2999 q. Per Table B9-2 Cash Awards of $2000-$2999 (PWD) is at 8.23% which is below the 27.95% benchmark, therefore there is a trigger with Cash Awards of $2000-$2999 for PWD. r. Per Table B9-2 Cash Awards of $2000-$2999 (PWTD) is at 0.95% which is below the 29.31% benchmark, therefore there is a trigger with Cash Awards of $2000-

$2999 for PWTD. Cash Awards $3000-$3999 s. Per Table B9-2 Cash Awards of $3000-$3999 (PWD) is at 6.50% which is below the 9.72% benchmark, therefore there is a trigger with Cash Awards of $3000-$3999 for PWD. t. Per Table B9-2 Cash Awards of $3000-$3999 (PWTD) is at 0.49% which is below the 10.08% benchmark, therefore there is a trigger with Cash Awards of $3000-$3999 for PWTD. Cash Awards $4000-$4999 u. Per Table B9-2 Cash Awards of $4000-$4999 (PWD) is at 3.76% which is below the 4.17% benchmark, therefore there is a trigger with Cash Awards of $4000-$4999 for PWD. v. Per Table B9-2 Cash Awards of $4000-$4999 (PWTD) is at 0.00% which is below the 3.23% benchmark, therefore there is a trigger with Cash Awards of $4000-$4999 for PWTD. Cash Awards $5000 or more w. Per Table B9-2 Cash Awards of $5000 or more (PWD) is at 4.42% which is above the 1.39% benchmark, therefore there is not a trigger with Cash Awards of $5000 or more for PWD. x. Per Table B9-2 Cash Awards of $5000 or more (PWTD) is at 0.47% which is below the 3.61% benchmark, therefore there is a trigger with Cash Awards of $5000 or more for PWTD.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Time-Off Awards 1 - 10 hours: Awards Given	277	6.84	4.41	12.07	6.20
Time-Off Awards 1 - 10 Hours: Total Hours	2118	53.23	33.59	96.55	47.86
Time-Off Awards 1 - 10 Hours: Average Hours	7.65	1.48	0.14	13.79	-0.05
Time-Off Awards 11 - 20 hours: Awards Given	332	5.70	5.62	12.07	4.91
Time-Off Awards 11 - 20 Hours: Total Hours	5300	91.25	89.74	193.10	78.63
Time-Off Awards 11 - 20 Hours: Average Hours	15.96	3.04	0.30	27.59	0.00
Time-Off Awards 21 - 30 hours: Awards Given	99	3.04	1.55	1.72	3.21
Time-Off Awards 21 - 30 Hours: Total Hours	2382	73.00	37.26	41.38	76.92
Time-Off Awards 21 - 30 Hours: Average Hours	24.06	4.56	0.45	41.38	0.00
Time-Off Awards 31 - 40 hours: Awards Given	124	2.66	2.03	5.17	2.35
Time-Off Awards 31 - 40 Hours: Total Hours	4784	103.42	78.15	206.90	90.60
Time-Off Awards 31 - 40 Hours: Average Hours	38.58	7.39	0.73	68.97	-0.24
Time-Off Awards 41 or more Hours: Awards Given	12	0.19	0.21	0.00	0.21
Time-Off Awards 41 or more Hours: Total Hours	768	15.21	13.03	0.00	17.09
Time-Off Awards 41 or more Hours: Average Hours	64	15.21	1.18	0.00	17.09

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $501 - $999: Awards Given	499	12.17	8.10	10.34	12.39
Cash Awards: $501 - $999: Total Amount	367602	8864.64	5980.95	7937.93	8979.49
Cash Awards: $501 - $999: Average Amount	736.68	138.51	13.97	1322.98	-8.28
Cash Awards: $1000 - $1999: Awards Given	2180	39.73	36.77	39.66	39.74
Cash Awards: $1000 - $1999: Total Amount	3032163	55956.65	51066.19	61206.90	55305.98

Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards: $1000 - $1999: Average Amount	1390.9	267.74	26.30	2661.17	-28.89
Cash Awards: $2000 - $2999: Awards Given	1786	27.95	30.75	29.31	27.78
Cash Awards: $2000 - $2999: Total Amount	4174741	65484.98	71869.37	69224.14	65021.58
Cash Awards: $2000 - $2999: Average Amount	2337.48	445.48	44.25	4072.00	-3.97
Cash Awards: $3000 - $3999: Awards Given	816	10.08	14.31	6.90	10.47
Cash Awards: $3000 - $3999: Total Amount	2703817	33665.59	47403.18	22494.83	35050.00
Cash Awards: $3000 - $3999: Average Amount	3313.5	635.20	62.70	5623.71	16.97
Cash Awards: $4000 - $4999: Awards Given	452	3.23	8.18	0.00	3.63
Cash Awards: $4000 - $4999: Total Amount	1940745	13776.62	35138.39	0.00	15483.97
Cash Awards: $4000 - $4999: Average Amount	4293.68	810.39	81.34	0.00	910.82
Cash Awards: $5000 or more: Awards Given	430	3.61	7.76	3.45	3.63
Cash Awards: $5000 or more: Total Amount	3376679	36746.96	60034.06	59170.69	33967.95
Cash Awards: $5000 or more: Average Amount	7852.74	1934.05	146.42	29585.34	-1492.82

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

       a. Pay Increases (PWD)   Answer   No

       b. Pay Increases (PWTD)   Answer   No

Pay Increase a. Per Table B9-2 Pay Increase for (PWD) is at 14.58% which is above the 1.33% benchmark, therefore there is not a trigger with Pay Increase for PWD. b. Per Table B9-2 Pay Increase for (PWTD) is at 0.00% which is at the 0.00% benchmark, therefore there is not a trigger with Pay Increase for PWTD.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Total Performance Based Pay Increases Awarded	48	1.33	0.78	0.00	1.50

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

Table B9 – 2 (Inclusion Rate) 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 No

        ii. Internal Selections (PWD)   Answer No

    d. Grade GS-13

        i. Qualified Internal Applicants (PWD)   Answer Yes

        ii. Internal Selections (PWD)   Answer No

Table B8 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWD) is at 0.00% which is below the 5.57% benchmark, therefore, there is a trigger with the Qualified Internal Applicants for SES positions. ii. Per Table B7 Internal Selections for SES positions (PWD) is at 0.00% which is the below the 5.57% benchmark, therefore, there is a trigger with Internal Selections for SES positions. b. Grade 15 i. Per Table B7 Qualified Internal Applicants for GS-15 positions (PWD) is at 0.00% which is below the 4.80% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-15 positions. ii. Per Table B7 Internal Selections for GS-15 positions (PWD) is at 1.37% which is below the 4.80% benchmark, therefore there is a trigger with Internal Selections for GS-15 positions. c. Grade 14 i. Per Table B7 Qualified Internal Applicants for GS-14 positions (PWD) is at 100% which is above the 5.71% benchmark, therefore there is not a trigger with Qualified Internal Applicants for GS-14 positions. ii. Per Table B7 Internal Selections for GS-14 positions (PWD) is at 6.94% which is above the 5.71% benchmark, therefore there is not a trigger with Internal Selections for GS-14 positions. d. Grade 13 i. Per Table B7 Qualified Internal Applicants for GS-13 positions (PWD) is at 0.00% which is below the 16.79% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-13 positions. ii. Per Table B7 Internal Selections for GS-13 positions (PWD) is at 36.36% which is above the 16.79% benchmark, therefore there is not a trigger with Internal Selections for GS-13 positions.

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 Yes

　　c. Grade GS-14

　　　　i. Qualified Internal Applicants (PWTD)　　　　Answer　Yes

　　　　ii. Internal Selections (PWTD)　　　　　　　　Answer　No

　　d. Grade GS-13

　　　　i. Qualified Internal Applicants (PWTD)　　　　Answer　Yes

　　　　ii. Internal Selections (PWTD)　　　　　　　　Answer　Yes

Table B7 a. SES i. Per Table B7 Qualified Internal Applicants for SES positions (PWTD) is at 0.00% which is below the 0.62% benchmark, therefore there is a trigger with Qualified Internal Applicants for SES positions. ii. Per Table B7 Internal Selections for SES positions (PWTD) is at 0.00% which is below the 0.62% benchmark, therefore there is a trigger with Internal Selections for SES positions. b. Grade 15 i. Per Table B7 Qualified Internal Applicants for GS-15 positions (PWTD) is at 0.00% which is below the 0.64% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-15 positions. ii. Per Table B7 Internal Selections for GS-15 positions (PWTD) is at 0.00% which is below the 0.64% benchmark, therefore there is a trigger with Internal Selections for GS-15 positions. c. Grade 14 i. Per Table B7 Qualified Internal Applicants for GS-14 positions (PWTD) is at 0.00% which is below the 0.89% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-14 positions. ii. Per Table B7 Internal Selections for GS-14 positions (PWTD) is at 1.16% which is above the 0.89% benchmark, therefore there is not a trigger with Internal Selections for GS-14 positions. d. Grade 13 i. Per Table B7 Qualified Internal Applicants for GS-13 positions (PWTD) is at 0.00% which is below the 1.78% benchmark, therefore there is a trigger with Qualified Internal Applicants for GS-13 positions. ii. Per Table B7 Internal Selections for GS-13 positions (PWTD) is at 0.00% which is below the 1.78% benchmark, therefore there is a trigger with Internal Selections for GS-13 positions. Applicant Flow data for GS-13 Internal Promotions for (PTWD) is unavailable through Monster Analytics.

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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　No

　　　　b. New Hires to GS-15 (PWD)　　　　　　Answer　No

　　　　c. New Hires to GS-14 (PWD)　　　　　　Answer　No

　　　　d. New Hires to GS-13 (PWD)　　　　　　Answer　No

Table B7 a. SES Per Table B7 New Hires for SES positions (PWD) is at 0.00% which is at the 0.00% benchmark, therefore there is not a trigger with New Hires Applicants for SES positions. b. Grade 15 Per Table B7 New Hires for GS-15 positions (PWD) is at 100% which is above the 0.00% benchmark, therefore there is not a trigger with New Hires for GS-15 positions. c. Grade 14 Per Table B7 New Hires for GS-14 positions (PWD) is at 87.50% which is above the 26.09% benchmark, therefore there is not a trigger with New Hires for GS-14 positions. d. Grade 13 Per Table B7 New Hires for GS-13 positions (PWD) is at 82.93% which is above the 30.19% benchmark, therefore there is not a trigger with New Hires for GS-13 positions.

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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　No

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

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

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

Table B7 a. SES Per Table B7 New Hires for SES positions (PWTD) is at 0.00% which is at the 0.00% benchmark, therefore there is not a trigger with New Hires Applicants for SES positions. b. Grade 15 Per Table B7 New Hires for GS-15 positions (PWTD) is at 25.00% which is above the 0.00% benchmark, therefore there is not a trigger with New Hires for GS-15 positions. c. Grade 14 Per Table B7 New Hires for GS-14 positions (PWTD) is at 68.75% which is above the 0.00% benchmark, therefore there is not a trigger with New Hires for GS-14 positions. d. Grade 13 Per Table B7 New Hires for GS-13 positions (PWTD) is at 29.27% which is above the 1.89% benchmark, therefore there is not a trigger with New Hires for GS-13 positions.

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   No

          ii. Internal Selections (PWD)   Answer   Yes

       b. Managers

          i. Qualified Internal Applicants (PWD)   Answer   No

          ii. Internal Selections (PWD)   Answer   Yes

       c. Supervisors

          i. Qualified Internal Applicants (PWD)   Answer   Yes

          ii. Internal Selections (PWD)   Answer   Yes

Table B8 a. Executives i. Per Table B8 Qualified Internal Applicants for "Executive" positions (PWD) is at 8.70% which is above the 5.57% benchmark, therefore, there is not a trigger with the Qualified Internal Applicants for "Executive" positions. ii. Per Table B8 Internal Selections for "Executive" positions (PWD) is at 0.00% which is the below the 5.57% benchmark, therefore, there is a trigger with Internal Selections for "Executive" positions. b. Managers i. Per Table B8 Qualified Internal Applicants for "Managers" positions (PWD) is at 6.67% which is above the 5.57% benchmark, therefore there is not a trigger with Qualified Internal Applicants for "Managers" positions. ii. Per Table B8 Internal Selections for "Managers" positions (PWD) is at 5.41% which is below the 5.71% benchmark, therefore there is a trigger with Internal Selections for "Managers" positions. c. Supervisors i. Per Table B8 Qualified Internal Applicants for "Supervisor" positions (PWD) is at 0.00% which is below the 16.79% benchmark, therefore there is a trigger with Qualified Internal Applicants for "Supervisor" positions. ii. Per Table B8 Internal Selections for "Supervisor" positions (PWD) is at 3.13% which is below the 16.79% benchmark, therefore there is a trigger with Internal Selections for "Supervisor" positions.

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

       a. Executives

          i. Qualified Internal Applicants (PWTD)   Answer   Yes

          ii. Internal Selections (PWTD)   Answer   Yes

       b. Managers

          i. Qualified Internal Applicants (PWTD)   Answer   Yes

      ii. Internal Selections (PWTD)   Answer   Yes

   c. Supervisors

      i. Qualified Internal Applicants (PWTD)   Answer   Yes

      ii. Internal Selections (PWTD)   Answer   Yes

Table B8 a. Executives i. Per Table B8 Qualified Internal Applicants for "Executive" positions (PWTD) is at 0.00% which is below the 0.64% benchmark, therefore, there is a trigger with the Qualified Internal Applicants for SES positions. ii. Per Table B8 Internal Selections for "Executive" positions (PWTD) is at 0.00% which is the below the 0.64% benchmark, therefore, there is a trigger with Internal Selections for "Executive positions. b. Managers i. Per Table B8 Qualified Internal Applicants for "Manager" positions (PWTD) is at 0.00% which is below the 0.89% benchmark, therefore there is a trigger with Qualified Internal Applicants for "Manager" positions. ii. Per Table B8 Internal Selections for "Manager" positions (PWTD) is at 0.00% which is below the 0.89% benchmark, therefore there is a trigger with Internal Selections for "Manager" positions. c. Supervisors i. Per Table B8 Qualified Internal Applicants for "Supervisor" positions (PWTD) is at 0.00% which is below the 1.78% benchmark, therefore there is a trigger with Qualified Internal Applicants for "Supervisor" positions. ii. Per Table B8 Internal Selections for "Supervisor" positions (PWTD) is at 0.00% which is below the 1.78% benchmark, therefore there is a trigger with Internal Selections for "Supervisor" positions.

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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   No

      c. New Hires for Supervisors (PWD)   Answer   Yes

Table B8 a. Executives Per Table B8 New Hires for "Executive" positions (PWD) is at 60.00% which is above the 0.00% benchmark, therefore there is not a trigger with New Hires Applicants for "Executive" positions. b. Managers Per Table B7 New Hires for "Manager" positions (PWD) is at 75.00% which is above the 28.57% benchmark, therefore there is not a trigger with New Hires for "Manager" positions. c. Supervisors Per Table B7 New Hires for "Supervisor" positions (PWD) is at 0.00% which is below the 62.50% benchmark, therefore there is a trigger with New Hires for "Supervisor" positions.

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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   No

      c. New Hires for Supervisors (PWTD)   Answer   Yes

Table B8 a. Executives Per Table B8 New Hires for "Executive" positions (PWTD) is at 0.00% which is at the 0.00% benchmark, therefore there is not a trigger with New Hires Applicants for "Executive" positions. b. Managers Per Table B7 New Hires for "Manager" positions (PWTD) is at 25.00% which is above the 0.00% benchmark, therefore there is not a trigger with New Hires for "Manager" positions. c. Supervisors Per Table B7 New Hires for "Supervisor" positions (PWTD) is at 0.00% which is below the 62.50% benchmark, therefore there is a trigger with New Hires for "Supervisor" positions.

Section VI: Plan to Improve Retention of Persons with Disabilities

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

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

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

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

   Answer   N/A

By the close of FY2023, the Secret Service has converted all eligible Schedule A employees.

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

Table B1-2 (Inclusion Rate) a. Voluntary Separations of (PWD) is at 1.91% which is below the 2.18% inclusion rate benchmark, therefore there is a trigger with Voluntary Separations for PWD. b. Involuntary Separations of (PWD) is at 0.29% which is below to the 0.32% inclusion rate benchmark, therefore there is a trigger with Involuntary Separations for PWD.

Seperations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	1	0.00	0.01
Permanent Workforce: Resignation	56	1.18	0.68
Permanent Workforce: Retirement	276	1.18	3.77
Permanent Workforce: Other Separations	167	3.09	2.06
Permanent Workforce: Total Separations	500	5.45	6.52

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

   a. Voluntary Separations (PWTD)   Answer   No

   b. Involuntary Separations (PWTD)   Answer   Yes

c. Voluntary Separations of (PTWD) is at 2.86% which is above the 2.18% inclusion rate benchmark, therefore there is not a trigger with Voluntary Separations for PTWD. d. Involuntary Separations of (PTWD) is at 0.00% which is below the 0.32% inclusion rate benchmark, therefore there is a trigger with Involuntary Separations for PTWD.

Seperations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
Permanent Workforce: Reduction in Force	0	0.00	0.00
Permanent Workforce: Removal	1	0.00	0.01
Permanent Workforce: Resignation	56	0.00	0.73
Permanent Workforce: Retirement	276	1.43	3.57
Permanent Workforce: Other Separations	167	1.43	2.15
Permanent Workforce: Total Separations	500	2.86	6.46

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 FY2023, many of those employees that separated from the Secret Service and did complete a separation survey did not indicate that their reason for separating was associated with disability related issues. The primary reasons for non-retirement separations were: Work/Life Balance for Mission Critical employees and Advancement/Promotion opportunities for administrative employees.

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.secretservice.gov/section508/ Section 508 Complaint Processing Procedures If you are a member of the public or an employee or applicant for employment with the Department of Homeland Security (DHS) or the United States Secret Service who has a disability and wish to file a complaint of noncompliance with Section 508 of the Rehabilitation Act of 1973, as amended, you may send a signed, written complaint within 180 days of the incident that gave rise to the complaint to the following address: United States Secret Service Communications Center (EEO) ATTN: Section 508 Complaints 245 Murray Drive S.W., Bldg 410 Washington, D.C. 20223 Your complaint should include sufficient details of the alleged failure to procure accessible technology in compliance with Section 508 that will enable the Office of Equal Opportunity to understand what occurred, where and when it occurred and the responsible Secret Service organization, if known. The Office of Equal Opportunity will investigate your complaint against the Secret Service pursuant to the compliance procedures set forth in 29 U.S.C. 794 d(f)(2). These are the same procedures that DHS uses to process Section 504 complaints. The Secret Service will investigate your complaints and attempt resolution. If no resolution is achieved, a letter of findings will be issued, notifying you of the results of the investigation. If you disagree with the letter of findings, you will be provided with administrative appeal procedures. If you appeal the letter of findings, DHS will issue a final decision based on the entire record. This decision will set forth the findings, remedial action required, if any, and reasons for the decision. Alternative Means of Filing a Complaint: The Secret Service will provide appropriate assistance to complainants who may need help in filing their complaint and will consider complaints filed in alternate forms. For example, a complainant with a disability may file a complaint electronically, by audiotape, in Braille, or in some other format. Electronic complaints should be sent to Equal.Opportunity@usss.dhs.gov. Additionally, oral complaints will be considered if the complainant is unable to write and cannot have someone write out the complaint for him or her. To file a complaint telephonically, complainants should call (202)406-5540 or TTY (202)406-9805.

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.secretservice.gov/diversity/disabilities Architectural Barrier Act Complaint Processing The Architectural Barriers Act requires buildings or facilities to be accessible if they are designed, built or altered with federal dollars or leased by federal agencies after August 12, 1968. Complaints about inaccessibility of United States Secret Service buildings or facilities should be made directly to the U.S. Access Board. Please visit the following site for more information: https://www.access-board.gov/aba-enforcement/file-a-complaint.

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

The Administrative Operations Division Washington Facilities Branch meets with GSA on a regular basis (usually bi-weekly). They discuss any issues that arise. Facility modifications, as part of the Reasonable Accommodation Program, include any alternations necessary for employees and applicants to access U.S. Secret Service controlled buildings and spaces. The Secret Service continues to introduce new technologies (hardware and software) as reasonable accommodations to its Approved Products List (APL), as well as implemented upgrades to its VideoPhone lines and devices for improved quality and efficiencies. It was identified there were "dead zones" within HQ which was impacting secondary assistive technology (e.g., tablets), which was problematic for the Deaf and hard of hearing community. DPM worked with CIO to have Wi-Fi extenders installed within the building to remedy this issue.

The DPM also worked with CIO to upgrade iPhones for persons with visual-based disabilities on three occasions to larger "Pro"-style versions, and worked with CIO management to ensure this is the default with the respective community in FY2023 and going forward. The Section 508 coordinator made available four (4) trainings to the Agency's Learning Management System (ITAS) on Section 508: "Getting Started with Section 508", "Section 508: What is It and Why is It Important to You?", "Micro-purchases and Section 508 Requirements", "Accessibility of Information and Communication Technology (ICT): An Overview for Government Executives".

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.)

Per the Secret Service Reasonable Accommodation Policy, the Agency must make a decision on an accommodation request as soon as possible, but not more than 20 business days from the date of the applicant or employee's request (absent extenuating circumstances). In FY2023, the average processing time for employee requests was 9 business days and for applicants was 1 business days.

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

Continued adding new information to the "Inclusion365" webpage in FY2023, to include a new intranet resource page as a one-stop shop for all disability employment information. We have provided better internal linkage to USSS stakeholder Veteran and DV groups, PWD/PWTD/DV recruitment and retention programs, educational presentation videos, and Veterans educational information available for download. These updates include training and education blog, links and reminders, with 14 new training seminars this fiscal year. The DPM or an alternate continued to conduct new hire trainings for Special Agent and Uniformed Division Officers (13 trainings), four (4) trainings for first-line supervisors, two (2) new leaders/managers training seminars, fourteen (14) Disability Table Topic Series. In total this training reached over 1,000 employees. Continued "Disability Table Topics Series", lunch-and-learn sessions on various aspects of the Disability Program (recruitment, hiring, retention, and include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends. advancement), to include recognizing requests for reasonable accommodation. Hosted fourteen virtual Disability Table Topic Series for the Secret Service workforce. These included: 1) an overview of the reasonable accommodation process (7 times), 2) 2022 National Disability Employee Awareness Month, 3) disability etiquette training (5 times), 4) PTSD Awareness Day. During the Secret Service annual Unity Day, the DPM coordinated with the Virginia Veterans Service Department to host an informational center and educational panel. The intent was to allow Secret Service veterans, family members, or interested parties to become more familiar with the Department of Veterans Services process and to become better self-advocates. Between the information center, comprised of three tables, and the educational panel we had well over 200 participants.

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

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

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

The Secret Service received one request for a supporting role for an existing PAS in FY2022 and concluded in FY2023. PAS procedures are posted on the Secret Service public-facing website at: https://www.secretservice.gov/diversity/disabilities

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   N/A

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

   Answer   N/A

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

N/A

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

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

   Answer   N/A

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

   Answer   N/A

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

N/A

Section VIII: Identification and Removal of Barriers

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

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

   Answer   No

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 - B7
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?	Part I, Trigger 8: Individuals with Disabilities were not selected among those that choose to participate in the Secret Service SES Candidate Development Program.

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

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

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	To be determined	Promote CDP Opportunities more broadly and directly throughout the Secret Service, investigate potential barriers to CDP for PWD/ PWTD.

Objective(s) and Dates for EEO Plan

Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description

Responsible Official(s)

Title	Name	Standards Address The Plan?
Disability Program Manager/ Special Emphasis Program Manager (SEPM) for PWD	Christopher Fultz	Yes
Special Agent in Charge	Robert Sciarrone	Yes
Division Chief	Jasmine Snyder	Yes
Executive Development Specialist	Annette Clare	Yes
Supervisory Instruction Specialist	Terry Lighty	Yes
Information Technology Specialist	Abigail Hagar	Yes

Planned Activities Toward Completion of Objective

Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
10/01/2023	Continue Disability Working Group specifically for CDP with the cooperation of TNG and HRR.	Yes		04/15/2023

	Planned Activities Toward Completion of Objective			
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
03/01/2023	Create an ERG for PWD to discuss CDP opportunities and receive feedback	Yes		03/01/2023
03/01/2023	Establish new PWD/PWTD/DV committee to identify barriers which exist for self-identification for gun carrier population (Special Agents, Uniformed Division Officers, Technical Law Enforcement Series) which make up majority of workforce at SES level.	Yes		03/01/2023

	Report of Accomplishments
Fiscal Year	**Accomplishment**
2023	DPM worked with various Secret Service stakeholders to increase awareness by ramping up reasonable accommodation training, disability etiquette training, and equal employment awareness.
2023	Working to establish group in FY2023 to investigate stigma surrounding self- identification for "gun carrier" job families, which make up majority of senior- level positions, of self-disclosure of medical conditions (i.e., disabilities).

Source of the Trigger:	Other
Specific Workforce Data Table:	Workforce Data Table - B7
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?	Section IV, D, #1 through #7, PWD/PWTD were below the relevant pool in qualified applicants for GS-13, 14, 15 and SES internal promotions, applicant flow data was not available for new hires, and applicant flow data was not available for the "Manager" and "Supervisor" positions as defined in the MD- 715 Instructions.

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

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

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	To be determined	Investigate internal promotion opportunities and announcements at the Agency to identify potential barriers and identify options to obtain applicant flow data for new hires, managers, and supervisors.

<table>
<tr><td colspan="6" align="center">Objective(s) and Dates for EEO Plan</td></tr>
<tr><td>Date Initiated</td><td>Target Date</td><td>Sufficient Funding / Staffing?</td><td>Date Modified</td><td>Date Completed</td><td>Objective Description</td></tr>
</table>

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Disability Program Manager/ Special Emphasis Program Manager (SEPM) for PWD	Christopher Fultz	Yes
Division Chief	Jasmine Snyder	Yes
Special Agent in Charge	Robert Sciarron	Yes
Executive Development Specialist	Annette Clare	Yes
Supervisory Instruction Specialist	Terry Lighty	Yes
Information Technology Specialist (APPSW)	Abigail Hagar	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
09/30/2023	Collaborate with HUM to explore practices in internal announcement opportunities, and selections, and encourage PWD/PWTD to apply.	Yes		01/01/2024
09/30/2023	Collaborate with HUM to explore options for applicant flow data generation for new hires and for Managers/ Supervisors	Yes		03/04/2024
Report of Accomplishments				
Fiscal Year	**Accomplishment**			
2023	DPM worked with various Secret Service stakeholders to increase awareness by ramping up reasonable accommodation training, disability etiquette training, and equal employment awareness.			

Source of the Trigger:	Other
Specific Workforce Data Table:	Workforce Data Table - B1
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Section V, A, #1 and #2, PWD/PWTD voluntarily separated at higher than the inclusion rate

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

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

STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	**Barrier Name**	**Description of Policy, Procedure, or Practice**
	To be determined	Continue exploring PWD employee dissatisfaction with the Agency

Objective(s) and Dates for EEO Plan					
Date Initiated	**Target Date**	**Sufficient Funding / Staffing?**	**Date Modified**	**Date Completed**	**Objective Description**

Responsible Official(s)		
Title	**Name**	**Standards Address The Plan?**
Disability Program Manager; Special Emphasis Program Manager (SEPM) for PWD	Christopher Fultz	Yes
Division Chief	David Ashley	Yes
Information Technology Specialist (APPSW)	Abigail Hagar	Yes

Planned Activities Toward Completion of Objective				
Target Date	**Planned Activities**	**Sufficient Staffing & Funding?**	**Modified Date**	**Completion Date**
01/01/2024	Create an ERG for PWD to discuss employee satisfaction and receive feedback	Yes		08/04/2023

Report of Accomplishments	
Fiscal Year	**Accomplishment**
2023	DPM worked with ERO to include information tracking for PWD on exit survey in 2022 and worked in 2023 to modify the questions to better allow employee lifecycle tracking.

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

N/A

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

N/A

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

N/A