

# **ODEP/CBP Year I Alliance Report**

**January 6, 2012 – January 6, 2013**

## **I. Alliance Background**

Date Alliance Signed: January 6, 2013

This report describes the purpose and scope of the Alliance between the Office of Disability Employment Policy (ODEP) and the U.S. Customs and Border Protection (CBP), a list of the team members and contributors, events and products of the ODEP/Partnership Alliance, results achieved, and upcoming milestones.

### **Overview**

#### **Summary of the Purpose and Scope of the ODEP/CBP Alliance**

**Purpose:** To provide CBP's employees with information, guidance, and access to resources that will help them recruit, hire and advance workers with disabilities. The Alliance focus is on training and education, outreach and communication, technical assistance, and promoting a national dialogue.

**Scope:** The implementation team identified three goals for Year 1 of the agreement: (1) Increase employment of job candidates with disabilities (from 2.09%-3.2% in five years) (2) Become a Model Federal Employer, (3) CBP to become an employer of choice for job seekers with disabilities.

### **Implementation Team Members**

#### **CBP Members**

*Ann Kaufmann*, EEO Specialist, CBP Office of Diversity and Civil Rights

*Tara Dunlap*, Assistant Director, CBP Office of Diversity and Civil Rights

*Norma Valdes*, Director, HR Special Programs, CBP Human Resources Management

*Michelle Lane*, Human Resources Specialist, Selective Placement Coordinator, CBP Human Resources Management

*Brooke Aiken*, Section 508 Coordinator, CBP Office of Information and Technology

## **ODEP Members**

*Akinyemi Banjo*, Policy Advisor, Employer and Workplace Policy Team/Alliance Coordinator

*Sara Mahoney*, Business Development Specialist, Policy Communications and Outreach Team/WRP Lead

*Carol Boyer*, Policy Advisor, Workforce Systems Team

## **ODEP Contributors**

*Carol Dunlap*, Business Development Specialist, Policy Communications and Outreach Team/Alliance Manager

## **Evaluation Period**

This report covers the first year (12 months) of the Alliance: January 6, 2012-January 6, 2013.

## **II. Implementation Team Meetings**

### **Kickoff Meeting**

January 31, 2012/ *in-person meeting at ODEP.*

### **Planning Meetings**

March 5, 2012; May 21, 2012; August 6, 2012; September 12, 2012

## **III. Outcomes**

- January 30, 2012 an article on a CBP employee whose accommodation was facilitated by a CBP Diversity and Civil Rights team member. Article published in the Buffalo News.
- On February 28, 2012 from 1-2 ODEP offered a training entitled: **Talent Has No Boundaries: An Employers Guide to Recruiting and Retaining Individuals with Disabilities**. This training advised hiring managers and HR professionals on the use of Schedule A and the WRP. In total, 29 DHS employees and 18 CBP employees attended the webinar.

- DCR, HRM, JAN, and ODEP worked together to create the Schedule A Hire Pre-Employment Needs Assessment Package to address the problem of new employees with disabilities reporting to work prior to receiving all the accommodations they need.
- April 17<sup>th</sup>: ODEP alerted CBP about EARN's free webinar on Insight on Disability-Focused ERGs on **April 26 at 2:00 PM (EDT)** titled, "Disability Focused Employee Resource Groups: Strategies and Best Practices."
- On May 4, 2012, DCR issued a directive to all employees entitled: Reasonable Accommodation Procedures for Applicants and Employees with Disabilities. This document highlights the changes that have been made to CBP's reasonable accommodation process to make the process more efficient and easier to navigate for CBP employees.
- May 21, 2013; ODEP through their Alliance with The Partnership for Public Service arranged for representatives from DOJ to share effective federal disability practices with CBP.
- Sara Mahoney of ODEP spoke about WRP recruitment at CBP's Recruitment Conference Call with CBP recruiters from across the nation on May 24, 2012 at 1:00 pm.
- May 31, ODEP responded to a CBP accommodation question regarding Voice Over reading emails to a blind user.
- CBP enacted the Plan to Increase U.S. Customs and Border Protection's Employment of Individuals with Disabilities (the Plan). The Plan outlined the strategies and actions CBP will take to increase the number of individuals with disabilities hired from 2.68 percent of the workforce to 3.2 percent by the end of FY 2017. It was signed by the commissioner on June 6, 2012.
- July, 2012 CBP holds Lunch & Learn on JAN: U.S. The Office of Diversity and Civil Rights felt that JAN services are invaluable and that it was important that all CBP employees are aware of the resources JAN offers.
- Assistant Secretary Martinez spoke on 7/12/12 at 10:30 am at US Citizen & Immigration/DHS "Unity Through Diversity Day (to 100 Senior officials, managers, supervisors and employees).
- On August 20, 2012, DCR signed a Memorandum of Understanding (MOU) with the Office of Information and Technology's (OIT) Section 508 Compliance Office. This MOU strengthens the partnership between DCR and OIT and helps bring awareness to Section 508 compliance issues throughout CBP. The 508 Team and DCR created a new standard operating procedure (SOP) to follow for accommodations requiring assistive technology. The SOP is being finalized within OIT.
- Throughout FY 2012, the Office of Human Resources (HRM) and DCR worked together to create a web-based training module on Schedule A mandatory for Hiring Managers and HR Professionals. The web-based training is entitled DHS' Employment of People with Disabilities: A

Roadmap to Success, and began its roll out in May 2012. The training is mandatory for all Hiring Managers and HR Professionals and was due on August 31, 2012.

- DCR, OAST, and the Target Center (introduced to CBP by ODEP) created a webinar that teaches the user about CBP's Reasonable Accommodation process, Section 508 compliance and Assistive Technology. The webinar is being finalized and has not yet been released to the CBP community.
- September 19, 2012: CBP representative attended OPM's Federal Symposium on *Promising Employment Practices for People with Disabilities*.
- ODEP shared copies of ODEP's new rack card on Federal Agency Employment Practices: A Framework for Disability Inclusion.
- October: HRM hosted a Reasonable Accommodation forum for National Disability Employment Awareness Month (NDEAM). CBP employees were invited to ask questions regarding Reasonable Accommodations to a specialist from EEOC.
- DCR created "No One Left Behind" a webinar about Occupant Emergency Plans for Individuals with Disabilities. ODEP materials and tools on Emergency Preparedness (e.g. Preparing the Workplace for Everyone: Accounting for the Needs of People with Disabilities) were referenced.
- December: The Triangle Partnership hosted a National Disability Employment Awareness Program featuring Jason Olsen from ODEP.

## IV. Results

### Capacity Building

CBP has increased its capacity to recruit, hire and retain workers with disabilities using the Schedule A Hiring Authority. This is evidenced by the agency's outreach efforts including attending Gallaudet's annual Job Fair and their onboarding process that ensures that accommodations are in place prior to start date for all new hires with disabilities that may need them.

Disability employment staff training has resulted in an increase in hires. Persons with disabilities onboard at CBP totaled 1,604 (those who self-identified on SF-256) at the end of 2011 compared with 1,704 at the end of 2012.

CBP seeks to be an employer of choice for job seekers with disabilities. This goal aims to ensure that workers with disabilities feel comfortable and have successful careers at CBP.

**V. Other issues.**

None at this time.

**VI. Year II**

A goal setting meeting for Year II of the ODEP CBP Alliance has been scheduled for February 5, 2013.