

# ODEP/CBP Year II Alliance Report

January 6, 2013 – January 6, 2014

## I. Alliance Background

Date Alliance Signed: January 6, 2012

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

### 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 focus of this Alliance is training and education, outreach and communication, technical assistance, and promoting a national dialogue.

**Scope:** The implementation team identified three primary goals for the Alliance: (1) CBP seeks to increase employment of job candidates with disabilities (from 2.7%-3.2% in five years-by the end of 2017 – approximately 2,932 employees) (2) CBP to become a Model Federal Employer, (3) CBP to become an employer of choice for job seekers with disabilities.

### Implementation Team Members

#### Team Changes

Changes in the Implementation Team during Year II of the Alliance: Sara Mahoney of ODEP left the team during this reporting period and was replaced by Amber Cheek. Ann Kaufmann and Norma Valdes of CBP left the team and two new staff were added: Camille Whitfield and Geoffrey Stephens.

## **CBP Members**

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

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

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

*Camille Whitfield*, Management and Program Analyst, CBP Office of Diversity and Civil Rights

*Geoffrey Stephens*, Diversity and Civil Rights Specialist, CBP, Department of Homeland Security (New York Office)

## **ODEP Members**

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

*Amber Cheek*, Presidential Management Fellow, 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/ODEP Alliance Manager

## **Evaluation Period**

This report covers the second year (12 months) of the ODEP CBP Alliance: January 6, 2013-January 6, 2014.

## II. Team Meetings

**May 2, 2013:** During this meeting, four goals were established for Year II of the Alliance: (1) to create a public disability webpage (2) form a disability affinity group (3) strengthen the pipeline for candidates with disabilities, (4) provide Disability Etiquette training to all CBP staff including those in the field.

**July 16, 2013:** Amber Cheek provided an update on the WRP program; Carol Dunlap announced the availability of the 2013 NDEAM posters in English and Spanish; updates were provided on development of the CBP website, pipeline, trainings and CBP's 508 Outreach and Communications Plan.

**August 2, 2013:** Resource materials including EARN's *Federal Sector ERG* document *A Roadmap for Successful Implementation in the Federal Sector* and contact information for HUD's affinity group point persons were shared. Jason Olson of ODEP and Carol Boyer led an informative discussion, answered questions and shared how DOL's disability affinity group (DAC: Disability Advisory Council) operates.

**December 5, 2013:** The final meeting of the Alliance focused on outcomes and ways for CBP to continue improving the agency's disability employment strategies by using *The Annual Best Places to Work in the Federal Government* rankings to gauge customer satisfaction of employees with disabilities.

## III. Outcomes

2.14.13 ODEP responded to a training request from Brooke Aiken; recommended CAP or TARGET assessment training.

3.15.13 ODEP provided feedback on CBP's proposed public disability webpage.

OPM Disability Employment Retention document sent electronically to ODEP CBP team. Document included information on accessibility; training; flexibility options; importance of exit interviews; return-to-work strategies.

4.22.13 Announcement of meeting sent to Alliance Team: Improving Access to Federal Facilities for Individuals with Disabilities; 4.29.13 (10 am-12 noon); U.S. Access Board

- 5.2.13 ODEP CBP Team Meeting
- 5.9.13 ODEP provided information to CBP regarding Schedule A trainings.
- 6.13 CBP reached 86% of its hiring 2017 goal of onboarding persons with disabilities.
- 7.16.13 ODEP CBP Alliance Team Meeting
- ODEP shared information on the Texas Governor's Office Accessibility Coffee Break Series on all aspects of making documents and websites accessible. These are user-friendly sessions that break accessibility into understandable sessions. All sessions are archived at:  
<http://governor.state.tx.us/disabilities/accessibledocs/>
- 8.2.13 ODEP CBP Alliance Team Meeting: ways to establish a disability affinity group.
- 8.15.13 ODEP shared three articles on ERGS from DiversityInc: Getting Support; Effective Structure and Measuring Impact. The articles addressed important issues such as: What's the most effective structure? How can you find and develop employee leaders? How much budget should each group have and where does it come from? How do you go global with your resource groups and how do you measure impact?
- 10.13 CBP remained at approximately 86 percent of its 2017 goal of onboard persons with disabilities.
- 11.12.13 CBP's Privacy and Diversity Office hosted a panel discussion with participants from HR and OIT to discuss hiring persons with disabilities. The panel consisted of Michelle Lane, Brooke Aiken and CBP's Veterans Program Manager. Numerous senior level staff attended the discussion.
- 12.13 CBP Schedule A trainings in conjunction with OPM for HR and HR office liaison staff. Webinars are targeted for the first quarter of calendar year 2014.
- Awaiting public page premier in early 2014. Delays due to CBP's migration to a new web software format.

## **IV. Results**

From January 6, 2012 to January 6, 2014, ODEP worked with CBP to assist them in their efforts to comply with Executive Order 13548 and their agency *Plan to Increase the Number of Individuals with Disabilities*. Under this Alliance CBP's Office of Human Resources Management (HRM) and Office of Diversity and Civil Rights (DCR) obtained additional tools from ODEP to provide CBP hiring officials with timely information, guidance, and access to resources to help them recruit, hire, and advance the careers of workers with disabilities. An implementation team, comprised of CBP staff from DCR, HRM, and the Office of Information Technology's (OIT) Section 508 Compliance Office, was assembled to work with ODEP to accomplish the goals of the Alliance.

### **Capacity Building**

CBP has increased its capacity to recruit, hire and retain workers with disabilities using the Schedule A Hiring Authority. Ongoing agency disability employment trainings for staff have resulted in an increase in hires of people with disabilities. CBP seeks to be an employer of choice for job seekers with disabilities. The Agency aims to provide an environment where workers with disabilities feel comfortable and have successful careers.

## **VI. Beyond the Alliance**

ODEP and CBP will continue to communicate and work together. The close working association that was formed during the two years of this Alliance has allowed each organization to understand each other. Staff of both organizations will continue to work together to sustain an ongoing, supporting relationship.