DOT Disability Resource Center (DRC) 2017 Annual Report

For the Period of October 1, 2016
through
September 30, 2017

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# Program Description:

The U.S. Department of Transportation (DOT) Disability Resource Center (DRC) is a centralized resource that provides reasonable accommodations, technical assistance, training and outreach to all DOT managers, supervisors, employees and job applicants. The DOT DRC provides valuable services and support to DOT agencies through its work to help managers and supervisors provide a work environment that welcomes qualified individuals with disabilities through education, outreach, technology and/or services provided in accordance with DOT Order 1011.1A, “Procedures for Processing Reasonable Accommodation Requests by Job Applicants and Employees with Disabilities.” The services are divided into three main categories.

* Accommodations Support – the core of what DRC provides.
* Technical Assistance – consultation, explanation of the accommodation process, information about products, services and information technology accessibility.
* Selective Placement – support to improve recruiting, hiring, advancing and retaining persons with disabilities.

Program costs are allocated to all Operating Administrations and the United States Coast Guard (which is part of the Department of Homeland Security), based on national population with adjustments made to exclude certain position series (i.e. Air Traffic Controller-2152).

The DRC provides the centralized knowledge and experienced staff to support the full range of services required to complete the reasonable accommodation process. This includes explaining disability determination and the processes as they relate to the Center’s services. DRC helps managers identify reasonable accommodation options that are related to the employee’s essential job functions, and determine if the requested accommodation fulfills a gap presented by the employee’s documented disability. There are cases where an employee’s limitation does not rise to the level of “disability” as defined in the employment provisions of the Rehabilitation Act. When this occurs, DRC staff assists managers in finding alternatives that can be considered “productivity tools” and can be purchased by the manager. This extra step helps managers keep employees on the job and maintain productivity. DRC services save managers time and energy while preserving their budgets. DRC bears the financial responsibility of purchasing most products and services related to reasonable accommodations. Examples include costs associated with managing contracts, locating qualified service providers, monitoring costs, and consistently managing performance and activities in accordance with various procurement, human resource, and civil rights regulations.

# DRC Program Point of Contact

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# Summary of 2017 Reasonable Accommodations

The DRC’s Reasonable Accommodation (RA) team includes Annette Carr, Lisa Kosh and Trish Day. The team processed 156 RA requests during FY2017. Of these 156 requests, 136 requests were submitted by 81 employees in FY2017, and 20 open status requests were carried over from FY2016.

RA requests were generated in FY2017 from 11 of the 15 Operating Administrations (OA’s), (FAA, FHWA, FMCSA, FRA, FTA, MARAD, NHTSA, OIG, OST, PHMSA, and VOLPE), and the U.S. Coast Guard, with which the DRC provides services through a service agreement. No requests were received from OST-R, SLS or STB. (Note: STB does not currently pay into the Working Capital Fund (WCF) for DRC Services.)

Table 1: RA Requests Received During FY 2017, by OA

|  |  |  |
| --- | --- | --- |
| OA | New Requests  | Percentage of All RA Requests |
| FAA | 50 | 36.76% |
| FHWA | 22 | 16.18% |
| FMCSA | 9 | 6.62% |
| FRA | 12 | 8.82% |
| FTA | 12 | 8.82% |
| MARAD | 2 | 1.47% |
| NHTSA | 1 | 0.74% |
| OIG | 1 | 0.74% |
| OST | 14 | 10.29% |
| PHMSA | 6 | 4.41% |
| RITA | 0 | 0.00% |
| SLSDC | 0 | 0.00% |
| STB | 0 | 0.00% |
| USCG | 5 | 3.68% |
| VOLPE | 2 | 1.47% |
| Totals | 136 | 100.00% |

Table 2: Submission of Employees’ RA Requests in FY 2017, by OA

|  |  |  |
| --- | --- | --- |
| OA | Customers | % of All Requesters |
| FAA | 31 | 38.27% |
| FHWA | 10 | 12.35% |
| FMCSA | 8 | 9.88% |
| FRA | 4 | 4.94% |
| FTA | 4 | 4.94% |
| MARAD | 1 | 1.23% |
| NHTSA | 2 | 2.47% |
| OIG | 1 | 1.23% |
| OST | 12 | 14.81% |
| PHMSA | 4 | 4.94% |
| RITA | 0 | 0.00% |
| SLSDC | 0 | 0.00% |
| STB | 0 | 0.00% |
| USCG | 3 | 3.70% |
| VOLPE | 1 | 1.23% |
| Totals | 81 | 100.00% |

As RA cases are worked by an Analyst, they move through a three-phase process within the DRC. These phases are defined as:

* New – recently submitted to the DRC and not yet assigned to an analyst.
* Open – currently being worked on by an analyst.
* Closed with a status of:
	+ Fulfilled – product or service has been provided by the DRC.
	+ Closed without action - needed solution is out of the scope of the DRC, OA is going to provide the solution, or the employee has withdrawn the request.

## Open Requests

As of September 30, 2017, 20 of the 156 FY2017 managed cases had a status of Open and carried over into FY 2018. A majority of the open requests, 15 of the 20 (75%), related to getting updated assistive software approved by IT as a non-standard approved software package.

## Fulfilled Requests

Ninety (90) of the 156 cases managed during FY 2017 were fulfilled with a product or service provided by the DRC. These accommodations were approved by the RA Decision Maker as a result of the interactive RA process.

### Types of Accommodations Provided

#### Products and Related Training

There were a total of 90 accommodations approved by the DRC. Of these 90 approvals, 79 were for various pieces of assistive technology and related training. This included software packages such as screen readers, speech recognition, and screen magnification, as well as hardware to include desktops and portable digital magnification systems, CapTel captioning telephones and refreshable braille displays. The funding of these products and related training came from the DRC FY2017 budget, CAP FY2017 funding, outstanding PR’s from FY2016, long-term loan of a DRC owned assistive software license, and re-issued products available as the result of an employee leaving the agency. The total cost of all products and related training provided by the DRC as an RA was $72,899.27 (includes FY2016 and 2017). The actual expenditures of FY2017 funds for RA products and related training was $58,686.77. It should be noted that this dollar amount includes $4,946.00 that had been allocated in FY2017, but not yet paid for by the last day of the fiscal year. The remaining $14,212.50 for RA products is an estimate because the products were obtained through alternative resources available to the DRC. These included:

* The Computer/Electronic Accommodations Program (DOD CAP) — DOD CAP provided one product during FY 2017. The DRC does not have access to the cost information for this product. Based on DRC purchases, this product is estimated to cost $250.00. Again, this year, the DRC has found CAP to be a limited source for obtaining products. CAP started FY2017 with a backlog of 3000 requests that accumulated when their funds were depleted in FY2016, and there was a delay in receiving FY2017 funding.
* Six products were provided in FY2017 with PR’s that were created in FY2016. These cases were initiated in FY2016, but were not completed until FY2017, thus delaying the payment.
* During FY2017 two products with an estimated value of $6,500.00 were re-issued to fulfill two RA requests. These items were returned to the DRC due to two employees leaving the agency. While the DRC does not usually take equipment back, in some cases the timing of the OA’s offer to return something coincides with another customer’s need for the product. This cost is based on the estimated market value of the purchase of a new equivalent product.

During FY2017, there were several IT updates to the Common Operating Environment (C.O.E.), resulting in the need to update 31 customers who were issued a DRC owned license for assistive software. The DRC maintains multi-user license for ZoomText and Magic magnification software packages, and the JAWS Screen reading software. To provide a cost savings to the agency, the DRC maintains a Software Maintenance Agreement (SMA) for a multi-user license for all three tools. The SMA is renewed every two years and provides software updates during that period. In FY2017, both ZoomText and JAWS were up for renewal and the cost was $6,662.27. This amount is included in the total DRC budget expenditure of $58,686.77. If the DRC had to purchase 31 individual licenses of the products to fulfill these accommodations, the cost would have been an estimated $23,250.00. An additional estimated $11,250.00 would need to be anticipated to cover the cost of the 15 customers whose requests were carried over to FY2018. The use of SMAs provides an estimated savings over FY2017 and FY2018 of $27,837.73

The estimated $14,212.50 of products obtained from alternative sources, plus the $16,587.73 of estimated FY2017 assistive software costs with the deduction of the SMA , equals an estimated total savings during FY2017 of $30,800.23. This resulted in a 34.42% savings for the 79 DRC provided accommodations during FY2017.

A summary of actual and estimated costs for each of these funding resources are provided below in Table 3. A breakdown of the categories of approved accommodations is listed in Table 4 at the end of the Fulfilled RA section.

#### DRC Provided On-going Services

The remaining 11 of the 90 fulfilled requests were for DRC ongoing services. These customers are included in two categories: new recipient of on-going services or a current recipient of services with a need of modification to existing services. Analyses of on-going services are provided later in this report.

Table 3: Summary of Approved Accommodations in FY2017 and Actual or Estimated (Where Applicable) Costs.

|  |
| --- |
| DRC FY2017 Budget Expenditures |
| Funding Source | # of Products/Services | Cost |
| Products/Services Paid for with FY2017 Budget | 39 | $47,078.50 |
| Long-term Loan of DRC Owned Assistive Software License Paid for with FY2017 Funds (\*) | 31 | $4,130.61 |
| Remaining 29 Assistive Software Maintenance Agreement Licenses Purchased in FY2017, Not Yet Issued (\*) | $2,531.66 |
| 2 PR's Created in FY2017, training not complete and PR Not Yet Paid (\*\*) | $4,946.00 |
| Subtotal - DRC FY2017 Budget Expenditures  | 70 | $58,686.77 |
|  |  |  |
| Alternative Funding Sources |  |
| Funding Source | # of Products/Services | Cost |
| CAP FY2017 Budget (\*\*\*) | 1 | $204.00 |
| PR Created in FY2016, Product Provided in FY2017 (\*\*\*\*) | 6 | $7,508.50 |
| Re-issued Assistive Technology Hardware (\*\*\*\*\*) | 2 | $6,500.00 |
| Subtotal - Alternative Funding | 9 | $14,212.50 |
|  |  |  |
| Total Cost of Provided RA in FY2017  | 79 | $72,899.27 |

Table 4: Summary of Types of Accommodations Funded by DRC in FY2017, Including Ongoing Services

|  |  |  |
| --- | --- | --- |
| Category |  Category Totals | % of All Requests |
| Assistive hardware, software & training (product) | 77 | 49.36% |
| CapTel (product) | 1 | 0.64% |
| CART (on-going service) | 4 | 2.56% |
| Interpreting (on-going service) | 3 | 1.92% |
| Other (product) | 1 | 0.64% |
| PAS (on-going service) | 4 | 2.56% |
| Video Phone (product)  | 0 | 0.00% |
| Total | 90 | 100.00% |
| Percent of all Requests | 100.00% |  |

## Closed Without Action from the DRC

A request is closed without action from the DRC in two circumstances:

* The request is considered out of the scope of what DRC provides, or
* The request is withdrawn by the requester.

Forty-Six of the 156 requests worked in FY 2017 were Closed Without Action.

### Out of Scope

Of the 46 requests that were Closed Without Action in FY 2017, 32 were Out of Scope, and included the following:

* 5 requests for chairs,
* 1 request for an ergonomic assessment,
* 5 requests for FedRelay RCC (Remote Conference Captioning),
* 4 requests for telework,
* 2 requests for Video Phones (Sorenson is currently the approved video phone for use throughout DOT, including FAA. There is no cost to the agency for securing and using these devices.)
* 15 requests were under the category of “other”.

When requests are outside the scope of the DRC and the accommodation cannot be provided, the assigned Analyst spends significant time providing technical assistance to the manager and employee. When appropriate, resources and information are provided to the employee, the decision maker, the OA’s Disability Program Manager (DPM), IT, Telecom, Facility managers, HR and many others to ensure that the employee’s office and/or OA provide the most appropriate accommodation for the employee. A more detailed discussion of technical assistance is provided later in this report.

### Withdrawn

The remaining 14 cases that did not require action from the DRC were withdrawn by the requester. In most cases the reason for the withdrawal was due to the employee not having a disability or the employee not willing to share their disability/medical information with their supervisor/Decision Maker, or Disability Program Manager (DPM). If the employee does not give the DRC Analyst permission to share his or her request with their OA’s DPM or any other person in their OA, there is nothing more the DRC Analyst can do without violating the employee’s privacy.

Table 5: Summary of Requests by Status as of September 30, 2017, by OA

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| OA | New | Open | Fulfilled | Other | Total | Percent of all Requests |
| FAA | 0 | 12 | 33 | 16 | 61 | 39.10% |
| FHWA | 0 | 1 | 21 | 5 | 27 | 17.31% |
| FMCSA | 0 | 0 | 3 | 6 | 9 | 5.77% |
| FRA | 0 | 0 | 8 | 4 | 12 | 7.69% |
| FTA | 0 | 2 | 9 | 1 | 12 | 7.69% |
| MARAD | 0 | 0 | 2 | 0 | 2 | 1.28% |
| NHTSA | 0 | 0 | 2 | 0 | 2 | 1.28% |
| OIG | 0 | 0 | 1 | 0 | 1 | 0.64% |
| OST | 0 | 4 | 7 | 6 | 17 | 10.90% |
| PHMSA | 0 | 0 | 2 | 4 | 6 | 3.85% |
| RITA | 0 | 0 | 0 | 0 | 0 | 0.00% |
| SLSDC | 0 | 0 | 0 | 0 | 0 | 0.00% |
| STB | 0 | 0 | 0 | 0 | 0 | 0.00% |
| USCG | 0 | 1 | 0 | 4 | 5 | 3.21% |
| VOLPE | 0 | 0 | 2 | 0 | 2 | 1.28% |
| Status Totals | 0 | 19 | 87 | 46 | 156 | 100% |
| % of All Requests | 0.00% | 12.50% | 57.24% | 30.26% | 100.00% |  |

## Types of Disabilities Served

During FY 2017 new RA requests submitted to the DRC addressed 8 of 9 disability categories: cognitive, dexterity, hearing, hidden, mobility, other, psychiatric, and vision. The communication disability category was not addressed. Requests most frequently addressed the needs of those who had vision disabilities, were Deaf or hard of hearing, or those with dexterity limitations. The following table shows the statistics across 9 disability categories.

Table 6: Disability Statistics for New Requests Submitted in FY2017

|  |  |  |
| --- | --- | --- |
| Disability | New Requests | % of All Requests |
| Cognitive | 1 | 0.74% |
| Communication | 0 | 0.00% |
| Dexterity | 19 | 13.97% |
| Hearing | 18 | 13.24% |
| Hidden  | 5 | 3.68% |
| Mobility | 8 | 5.88% |
| Other | 8 | 5.88% |
| Psychiatric | 4 | 2.94% |
| Vision | 73 | 53.68% |
| Total | 136 | 100.00% |
| Percent of all Requests | 100.00% |  |

## Technical Assistance

During FY 2017, the DRC provided an estimated 2,200 technical assistance services. The types of technical assistance services are extensive and unlimited. Technical assistance can include:

* Working with an employee and his or her supervisor to identify solutions that are outside of the scope of the DRC. For each RA request that is closed without action by the DRC, at least one technical assistance service is provided to the supervisor and/or employee.
* Assisting an employee and supervisor with finding resources for a chair or ergonomic assessment.
* Providing information on the DOT Reasonable Accommodation process.
* Referring supervisors and employees to other resources in DOT such as EAP, Civil Rights, Human Resources, the General Counsel’s office, etc.
* Providing information about resources in the community. This is particularly the case when an employee has a newly acquired disability or medical condition.
* Information on facility accessibility
* Information on emergency and evacuation. Frequently collaborate with the Safety and Risk Officer and an employee to develop an Individual Emergency Plan.
* Distribute information about upcoming workshops and training opportunities related to disabilities, accommodations and Section 508.
* Provide information about a variety of resources to assist with making information Section 508 compliant.

# DRC Interpreting Services Program

Services Overview

After a six-month bid protest process, the DRC began a Nationwide Interpreting Services contract in April 2017 with Vital Signs, LLC, a woman-owned small business based in Maryland. The first six months with Vital Signs has been a relatively smooth transition.

During the transition period, a representative from Deaf/DOT (the DOT employee association for individuals who are Deaf or hard of hearing) met with a representative from the DRC on a bi-weekly basis to keep both sides informed of any issues or changes. Through these meetings, an online method was developed for customers to provide feedback regarding the services they received. This was a significant partnership that contributed to such a smooth transition.

Table 7: Interpreting Services Number of Requests and Hours for FY 2017, by Quarter



Note: The above table is not Section 508 compliant. For an explanation of data, please contact Trish Day at trish.day@dot.gov, or Trina Redmond at trina.redmond@dot.gov.

Figure 1: Percentage of Interpreting Hours by Operating Administration for FY2017



Note: The pie chart is not Section 508 compliant. For an explanation of data, please contact Trish Day at trish.day@dot.gov, or Trina Redmond at trina.redmond@dot.gov.

## Other Interpreting Activities/Highlights

Throughout the year, we worked closely with NHTSA to develop Sign Language Classes tailored for their office vocabulary. This group committed to learning the language by purchasing books for each participant. They attended each session and practiced on a regular basis outside of class. The office received a 2017 Secretary’s Award for Diversity and Inclusion. In addition to this award, the Deaf office member reports that co-workers are more willing to communicate directly with him, and the classes have helped to break down communication barriers within the office.

The DRC supported Bring Our Sons and Daughters to Work Day by having a booth in the atrium for the kids to “Discover Interpreting.” Staff also presented two mini workshops on “Discover Interpreting” in the conference center.

A supervisor in FMCSA reached out to the DRC for assistance in working with a Deaf employee. In response to this request, one-on-one training for the supervisor was provided, as well as a workshop on Audism (discrimination based on one’s ability to hear) for the staff.

# Communication Access Real-Time Translation (CART) Services

During FY2017, DRC added four approved users of captioning/CART services, bringing the total number of approved users to 19. During FY2017, 5 of the 19 approved customers received captioning services. Below are several reasons for only 26.32% of approved customers using the services:

* Many customers only use the service for large meetings or training.
* Some customers are also approved for sign language services and only use captioning in limited situations.
* Captioning for webinars and video conferences are covered under Section 508 of the Rehabilitation Act of 1973. The increase in the use of these types of information delivery options has decreased the need for onsite and remote captioning services.
* The increase in the use of teleconferences for meetings and other events has reduced the need for onsite and remote captioning services, as the FedRelay “Federal Relay Captioning” (FRC), formally known as RCC, is used to make conference calls accessible.
* This year the advanced notice required for obtaining CART services increased from 10 to 25 business days. While this was due to unavoidable factors such as procurement processes and availability of resources, this meant that some individuals with short-notice requests did not receive services. Consumers often are not given enough notice of need for services to allow time to process a request.
* One customer who has been a user of a significant number of captioning hours per year has had a reduction in the need for the services as training needs decreased.

It is anticipated that there will be an increase in the number of employees approved for CART services for four reasons:

* Hearing loss due to military involvement is prevalent for veterans hired by DOT.
* Hearing loss due to exposure to loud noises for employees working in the field, such as airports and construction sites, as well as accident and disaster investigations.
* Age related hearing loss as employees are staying in the workplace longer.
* New hires such as high school and college graduates have used captioning as their primary communication accommodation. While some of them know some form of sign language, it is not their primary language.

As mentioned above, 5 of the 19 approved customers submitted requests for CART services that were fulfilled. An additional six customers submitted requests that could not be provided because there was not enough time to secure the service funding. Most often, this was because the employee was informed about the need for the service with less than 10 business days’ notice. This did not allow enough time for the procurement process to be completed.

There were 11 employees who submitted 15 requests, for 406 hours of service. Of these requests, only eight were fulfilled; therefore, 280 hours of services were actually delivered. An additional 27 hours were requested, then canceled by the customer in a timely manner avoiding; thus, avoiding cancelation fees. One request of 31 hours was canceled due to the flooding in Texas. The vendor waived the late cancelation fee and these services were rescheduled for FY2018. The remaining six requests that could not be fulfilled totaled 68 hours.

The total spending for CART services in FY2017 was $28,064.75. Based on the 280 hours provided, the average hourly cost was $100.23, and the average cost per request was $4,009.25. The hourly rate for CART services ranged from $85.00 to $205.00. If the additional 126 hours were provided, the estimated total for CART services would have been $43,050.48. A summary for FY2017 CART services based on what was spent plus the additional hours that were not provided, are below in Table 8.

Table 8: Summary of FY2017 CART Services

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Provided Hours | FY2017 Cost | Unfilled Hours | Unfilled Estimated Costs | Grand Total Hours | Grand Total Costs |
| Provided | 280 | $28,064.75 |  |  | 280 | $28,064.75 |
| unfulfilled |  |  | 68 | $6,815.73 | 68 | $6,815.73 |
|  Timely Cancellation (no fee assessed) |  |  | 27 | $5,535.00 | 27 | $5,535.00 |
| Flood cancelation (“Act of God” cancellation, fee waived by vendor) |  |  | 31 | $2,635.00 | 31 | $2,635.00 |
| Total | 280 | $28,064.75 | 126 | $14,985.73 | 406 | $43,050.48 |

# Personal Assistance Services

Personal Assistance Service (PAS) is provided as a reasonable accommodation to enable an employee to perform the essential functions of his or her job. PAS is available to DOT/FAA and USCG employees that are qualified to receive these services. Currently, DRC has PAS in place for employees in the following duty locations: Washington, D.C., Cambridge, MA; Seattle, WA; and A**t**lanta, GA.

In FY17, there were 636 requests for PAS and a total of 1,829.09 hours of service were provided to employees. Currently, there are approximately 25 employees approved to receive PAS. In FY17, 15 customers used the service.

During FY17, the DRC has spent a substantial amount of time providing guidance to other Federal agencies on getting a PAS contract in place. This is due to the EEOC Section 501 Ruling that will require all Federal agencies to provide Personal Assistance Services as an Affirmative Action requirement for employees with targeted disabilities that need the service.

As a result of the EEOC Section 501 Ruling, the DRC was contacted by several Federal agencies seeking guidance on how to implement a PAS contract. Some of these agencies included:

* + Consumer Finance Protection Bureau
	+ Department of Housing and Urban Development
	+ Department of Defense Office of Inspector General
	+ Department of Navy
	+ Federal Bureau of Prisons
	+ Federal Deposit Insurance Company
	+ Social Security Administration
	+ U.S. Fish and Wildlife Service
	+ Western Area Power Administration

Table 9: Personal Assistance Service Hours Summary

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Scheduled/****Canceled Hours** | **Unscheduled Hours** | **Total****Billable Hours** |
| **FY 2017: Q1** |  |  |  |
| October 2016 | 97.0 hours | 108.5 hours | 205.5 hours |
| November 2016 | 89.47 hours | 137.03 hours | 226.5 hours |
| December 2016 | 72.5 hours | 161.5 hours | 234.0 hours |
| **Q1 Totals** | **177.97 hours** | **407.03 hours** | **666 hours** |
| **FY 2017: Q2** |  |  |  |
| January 2017 | 76.5 hours | 135.0 hours | 211.5 hours |
| February 2017 | 88.42 hours | 127.58 hours | 216.0 hours |
| March 2017 | 94.83 hours | 166.17 hours | 261.0 hours |
| **Q2 Totals** | **259.75 hours** | **428.75 hours** | **688.5 hours** |
| **FY 2017: Q3** |  |  |  |
| April 2017 | 79.5 hours | 144.0 hours | 223.5 hours |
| May 2017 | 99.75 hours | 149.25 hours | 249.0 hours |
| June 2017 | 98.0 hours | 152.5 hours | 250.5 hours |
| **Q3 Totals** | **277.25 hours** | **445.75 hours** | **723 hours** |
| **FY 2017: Q4** |  |  |  |
| July 2017 | 78.25 hours | 146.75 hours | 225.0 hours |
| August 2017 | 78.32 hours | 182.68 hours | 261.0 hours |
| September 2017 | 88.38 hours | 138.12 hours | 226.5 hours |
| **Q4 Totals** |  |  |  |
| **Q1-Q4****GRAND TOTAL** | **959.92 hours** | **1,749.96 hours** | **2,790 hours** |

# Departmental Selective Placement Program Highlights

In FY2017, the Department of Transportation hired 364 persons with disabilities and 40 persons with targeted disabilities.

## Program Highlights

### Champions in Leadership Award

OST-R received the Champions in Leadership Award from the Virginia Department of Aging and Rehabilitative Services (VA DARS).

### Virginia Department of Aging and Rehabilitative Services: Job Club Presentation

The DRC presented information to 28 Schedule A, disabled veterans and VA DARS staff relating to DOT, hiring practices, and job search information.

### Resume Writing Workshop: How to Apply for a Federal Job

This workshop aided DOT in reaching its goal of increasing the workforce hiring of qualified persons with disabilities and persons with targeted disabilities, by presenting information as it relates to enhancing a person’s opportunities to secure employment at the U.S. DOT. This workshop also provided the participants with networking opportunities with other agencies. There was a total of 45 to 50 attendees.

### 3rd Annual Job Club Hiring Event for Persons with Disabilities

DOT partnered with the VA, MD and DC Rehabilitation Services to give Job Club members an opportunity to network and present their resumes to hiring managers. There was a total of 60 participants. As a result, 13 Job Club members were interviewed and 10 hired.

### National Federation for the Blind Job Fair

The DRC participated in the National Federation for the Blind job fair and provided information on the Schedule A process and specific employment opportunities geared toward individuals with targeted disabilities. There were approximately 40 to 50 individuals who visited the DRC booth.

### FAA PWTD Career Fair

The DRC participated in the FAA PWTD Career Fair that was geared toward the hiring of people with targeted disabilities. There were approximately 30 participants who attended the job fair.

### Nationwide Virtual Career Fair

The DRC participated in a virtual job fair geared toward recruiting service members, veterans and military spouses. The DRC provided information on DOT job vacancies and answered attendees’ questions relating to employment.

### EmployAbility Bootcamp

The DRC participated in the University of Maryland’s EmployAbility Bootcamp. This program seeks to support all students in the pursuit of their career goals. The DRC provided information to students on how to prepare to seek employment and facilitate employment connections.

### Section 501 of the Rehabilitation Act: Affirmative Action Committee

The Selective Placement Program Manager served on the Hiring and Advancement Program Committee to discuss the amended Section 501 rule. This rule require federal agencies to establish an affirmative action plan for the hiring, placement, and advancement of individuals with disabilities.

### SPC Monthly Meetings

The Departmental Selective Placement Program Manager within DRC holds monthly meetings with the Selective Placement Coordinators to share information on resources, discuss reasonable accommodation reassignment cases and plan for upcoming disability related events.

## Employment Statistics for Individuals with Disabilities in DOT

During FY2017, there were changes to the codes for self-identification of disability. Some statistical records have been updated to reflect these changes, but most users are still listed by the obsolete disability codes.

Changes to Disability Codes:

1. Targeted Codes (new) 02, 03, 19, 20, 31, 60
2. Targeted Codes (old) 40 (previously other), 82, 90, 91, 92, 93 (previously other)
3. Other Codes (new) 59, 85, 96, 97, 99
4. Other Codes (old) 06, 13, 41, 44, 51, 52, 80, 81, 83, 84, 86, 87, 88, 94, 95, 98
5. Discontinued 04, 15, 18, 21, 22, 26, 30, 61, 69, 70, 79

Table 10: Employment Statistics for Individuals with Disabilities, Without Disabilities, and Targeted Disabilities, by Operating Administration

| **Code** | **Disability Code Description** | **FAA** | **FHWA** | **FMCSA** | **FRA** | **FTA** | **MARAD** | **NHTSA** | **OIG** | **OST** | **PHMSA** | **SLSDC** | **Grand Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **01** | I Do Not Wish to Identify My Disability or Serious Health Condition. | 2299 | 114 | 100 | 42 | 22 | 26 | 20 | 12 | 69 | 23 | 16 | 2743 |
| **02** | Developmental Disability, For Example, Autism Spectrum Disorder |  | 1 |  |  |  |  |  |  |  |  |  | 1 |
| **03** | Traumatic Brain Injury | 6 | 2 | 2 | 1 |  | 1 |  |  |  |  |  | 12 |
| **04** | Obsolete. No Handicap. (Accession Prior to 10/01/87) | 3086 | 154 | 39 |  | 18 | 1 |  | 2 | 79 | 10 |  | 3389 |
| **05** | I Do Not Have A Disability or Serious Health Condition. | 36489 | 2196 | 876 | 759 | 453 | 635 | 484 | 364 | 1180 | 456 | 90 | 43982 |
| **06** | I Have a Disability or Serious Health Condition Not Listed on This Form. | 966 | 34 | 39 | 26 | 14 | 14 | 9 | 7 | 17 | 11 | 5 | 1142 |
| **13** | Speech Impairment | 17 |  |  |  | 2 |  |  |  | 1 | 1 |  | 21 |
| **15** | Obsolete. Hearing Impairment/Hard of Hearing | 354 | 12 | 12 |  | 4 |  |  |  | 5 | 5 | 2 | 394 |
| **18** | Obsolete. Total Deafness in Both Ears (With/Without Understandable Speech) | 26 | 2 | 1 |  | 1 |  |  |  |  |  |  | 30 |
| **19** | Deaf or Serious Difficulty Hearing, Benefiting From Supports | 13 | 13 | 2 | 14 |  | 2 | 5 | 1 | 13 | 4 | 2 | 69 |
| **20** | Blind or Serious Difficulty Seeing Even When Wearing Glasses | 4 | 7 | 2 | 2 | 1 | 2 | 2 | 1 | 1 |  |  | 22 |
| **21** | Obsolete. Blind-Inability Read Ordinary Print/Not Correctable By Glasses | 23 | 2 | 2 |  | 1 |  |  |  | 2 |  |  | 30 |
| **22** | Obsolete. Visual Impairments (e.g., Tunnel/Monocular Vision/Blind In One Eye) | 82 | 4 |  |  | 1 |  |  |  | 5 | 1 | 1 | 94 |
| **26** | Obsolete. Missing Extremities (One Hand, One Foot or One Hand & One Foot) | 9 | 1 |  |  |  |  |  |  | 1 |  |  | 11 |
| **30** | Obsolete. Missing Extremities | 15 |  |  |  |  |  |  |  |  |  |  | 15 |
| **31** | Missing Extremities (Arm, Leg, Hand and/or Foot) | 3 | 3 |  |  |  |  |  |  |  |  |  | 6 |
| **40** | Significant Mobility Impairment, Benefiting From Utilization Of Supports | 46 | 4 | 2 | 1 | 1 | 1 | 1 | 1 | 6 | 1 |  | 64 |
| **41** | Spinal Abnormalities, For Example, Spina Bifida or Scoliosis | 34 | 11 | 2 | 2 | 1 | 2 | 2 | 1 | 3 |  |  | 58 |
| **44** | Non-Paralytic Orthopedic Impairments, Loss of Ability to Use Part of Body | 785 | 35 | 25 | 18 | 4 | 15 | 3 | 7 | 13 | 7 | 5 | 917 |
| **51** | HIV Positive/Aids | 7 | 1 | 1 |  |  |  |  |  | 2 |  |  | 11 |
| **52** | Morbid Obesity | 21 | 1 |  | 1 |  |  |  |  | 1 |  |  | 24 |
| **59** | Nervous System Disorder: Migraine Headaches, Parkinson’s, Multiple Sclerosis | 9 |  | 2 | 2 |  |  |  |  | 2 |  |  | 15 |
| **60** | Partial or Complete Paralysis (Any Cause) | 3 | 2 | 4 | 1 |  | 2 | 1 |  | 2 |  |  | 15 |
| **61** | Obsolete. Partial Paralysis of One Hand/Arm/Foot/Leg or Any Part Thereof | 51 | 2 | 1 |  |  |  |  |  | 2 |  |  | 56 |
| **69** | Obsolete. Partial Paralysis (Because of a Brain/Nerve/Muscle Impairment) | 67 | 2 | 1 |  | 5 |  |  |  | 3 |  |  | 78 |
| **70** | Obsolete. Complete Paralysis Of One Hand |  |  |  |  |  |  |  |  |  |  |  | 0 |
| **79** | Obsolete. Complete Paralysis Because Of A Brain, Nerve or Muscle Impairment | 16 |  |  |  | 1 |  |  |  |  |  |  | 17 |
| **80** | Cardiovascular or Heart Disease | 120 | 9 | 3 | 2 |  | 6 | 1 |  | 3 | 2 |  | 146 |
| **81** | Depression, Anxiety Disorder, or Other Psychiatric Disorder | 18 | 3 | 2 |  | 1 |  |  |  | 3 |  |  | 27 |
| **82** | Epilepsy or Other Seizure Disorders | 30 | 4 | 3 | 2 | 1 | 3 | 1 |  | 1 |  |  | 45 |
| **83** | Blood Diseases, For Example, Sickle Cell Anemia, Hemophilia | 27 | 1 |  |  | 1 |  |  |  |  |  |  | 29 |
| **84** | Diabetes | 294 | 24 | 14 | 15 | 6 | 8 | 3 | 3 | 11 | 5 | 2 | 385 |
| **85** | Orthopedic Impairments or Osteoarthritis | 19 |  |  |  |  |  |  |  | 2 |  |  | 21 |
| **86** | Pulmonary or Respiratory Conditions (Tuberculosis, Asthma, Emphysema, etc.) | 206 | 24 | 3 | 4 | 3 | 4 | 5 | 1 | 15 | 4 | 2 | 271 |
| **87** | Kidney Dysfunction | 14 |  | 1 |  |  | 1 |  |  | 1 |  | 1 | 18 |
| **88** | Cancer (Present Or Past History) | 129 | 15 | 3 | 4 | 3 | 7 | 4 | 2 | 9 | 4 |  | 180 |
| **90** | Intellectual Disability | 7 |  |  |  |  | 1 |  |  |  |  |  | 8 |
| **91** | Significant Psychiatric Disorder (Bipolar, Schizophrenia, PTSD, Depression) | 123 | 14 | 7 | 4 | 3 | 3 | 4 | 5 | 10 | 3 |  | 176 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **92** | Dwarfism | 4 |  |  |  |  |  |  |  |  |  |  | 4 |
| **93** | Significant Disfigurement (Burns, Wounds, Accidents, Congenital, Etc) | 16 | 4 |  |  |  |  |  |  |  |  |  | 20 |
| **94** | Learning Disability or Attention Deficit/Hyperactivity Disorder (ADD/ADHD) | 62 | 18 | 6 | 4 | 2 | 2 | 1 | 1 | 9 | 1 | 3 | 109 |
| **95** | Gastrointestinal Disorders (Crohns, Irritable Bowel, Colitis, Celiac, etc.) | 106 | 7 | 3 | 4 | 4 | 3 | 3 |  | 8 | 2 |  | 140 |
| **96** | Autoimmune Disorder, For Example, Lupus, Fibromyalgia, Rheumatoid Arthritis | 21 |  | 3 | 1 |  | 1 |  |  | 2 |  |  | 28 |
| **97** | Liver Disease, For Example, Hepatitis or Cirrhosis |  |  |  |  |  |  |  |  |  |  |  | 0 |
| **98** | History of Alcoholism or Drug Addiction (Not Currently Using Illegal Drugs) | 3 | 1 |  |  |  |  |  |  |  |  |  | 4 |
| **99** | Endocrine Disorder, For Example, Thyroid Dysfunction | 14 |  | 1 |  |  | 1 |  | 1 | 2 |  |  | 19 |
| **Grand Total** | **45644** | **2727** | **1162** | **909** | **553** | **741** | **549** | **409** | **1483** | **540** | **129** | **54846** |
|  | Obsolete |  |  |  |  |  |  |  |  |  |  |  | 4114 |
|  | Targeted |  |  |  |  |  |  |  |  |  |  |  | 442 |

# DRC Organizational Assessment

During FY2017, the DRC underwent an organizational assessment conducted by an outside consulting firm. The consultant met with DRC staff and a sample of DRC customers and managers to review existing processes and programs. The assessment identified three areas as opportunities for improvement:

* Communication—How can the DRC effectively improve communications with customers?
* Internal Processes—Leaner and refined internal processes to improve efficiencies and communications
* Marketing and Outreach—Partnering with our customers and employees to bring awareness to DRC programs

As a result of the assessment, DRC staff developed an implementation plan which included marketing and outreach goals, and process improvements. The DRC has and will continue completing the items in the plan throughout the 2017/2018 calendar years.

Some items from the implementation plan include:

* Modifications to the Reasonable Accommodations Management System (RAMS) to allow for more efficient tracking of reasonable accommodation requests
* Maintaining a mailing list of DRC customers (opt-in)
* FY2017 Accomplishments Report

# Conclusion

The DRC program continues to grow each year as more employees with disabilities and targeted disabilities join the DOT work force. The DRC is rising to meet the demands of current customers, planning for future process improvements, and striving to evolve with the changing needs of our work force. Fiscal year 2017 included challenges and successes, and helped us forge a new road map for years to come.